

March 27 Housing Commission Meeting Follow-up Responses

| Number | Requestor | Question/Comment | Topic | Response |
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| 1 | Jessica | List of meeting locations and how we can invite people to meetings. I committed to sending NHSD -a list of meeting location options and - to add to their previous lists received from community members of organizations, groups to partner with to do outreach and engagement | Housing Commission | The City will ensure all meetings meet the City approved accessibility criteria. Staff will utilize this criteria to schedule upcoming meetings. Staff will schedule a meeting with Jessica Guerrero to review potential meeting locations that meet the City approved accessibility criteria. Staff will coordinate with the City's Government and Public Affairs Department and Neighborhood Engagement team to post the Housing Commission meeting announcements on social media, City libraries, and senior centers. |
| 2 | Jessica | Tenants of SoapWorks/Towne Center, and mobile home parks like one on Riverside St. removed by rezoning, plus many others throughout San Antonio are not being helped by RM Policy | Risk Mitigation | Residents have not been assisted by the Risk Mitigation Fund because it was just approved; however, staff has been utilizing existing funds to assist residents in need of relocation and emergency assistance. NHSD has a waitlist of 75 people for the Risk Mitigation Fund and is receiving more applicants each week, including residents of SoapWorks and Towne Center. In March 2019, Fair Housing sent 380 risk mitigation information letters to SoapWorks residents via the apartment manager, as required by the apartment manager. The Fair Housing team will hold an offsite meeting to provide additional information and assistance to SoapWorks and Towne Center residents. |
| 3 | Jessica | What is the plan for Soapworks outreach? | Risk Mitigation | <p>Contact with all residents is underway and NHSD will continue to inform residents at SoapWorks about the available Risk Mitigation Fund. In March 2019, Fair Housing sent 380 letters with risk mitigation information to SoapWorks residents through the apartment manager. The Fair Housing team will hold an offsite meeting to provide additional information and assistance to SoapWorks and Towne Center residents.</p> <p>Previous outreach at SoapWorks and Towne Center consisted of:</p> <p>On February 16, NHSD distributed flyers to all units for meeting on February 18; On February 18, the City Council District 1 office along with NHSD staff held a meeting with Soapworks and Towne Center tenants; On March 6, NHSD and Department of Human Services (DHS) staff distributed approximately 380 letters in English and Spanish to the Soapworks I, Soapworks II, and Towne Center Apartment Complexes. The letters outlined Fair Housing Services available through DHS as well as info for setting up meetings for relocation assistance and upcoming outreach events. (A meeting with tenants was also held in Leija Gym on the same day from 11:00 a.m. to 12 p.m.); On March 13, another meeting with the tenants was held in Leija Gym from 9:00 a.m. to 1:00 p.m.; On March 15, a meeting with the tenants was also held in Leija Gym from 12:45 p.m. to 5:15 p.m.; By mid- March, flyers were distributed to all units for announcing a meeting with tenants on April 17; On March 21, a meeting with the tenant was held in the Resource Fair Columbus Hall. 201 Piazza Italia (Through this outreach, NSHD has been able to relocate 7 Soapworks residents with CBDG and General fund. A professional interpreter was available, and Councilman Trevino attended the meeting.); On April 17, NHSD hosted a Community Work Session, facilitated by Clarence Lowe, Facilitator, Star Force USA, from 6:00-8:00 p.m.</p> |
| 4 | Jessica | What is the evaluation plan for the RM Policy? What will be the process and timeline for making improvements to the policy? | Risk Mitigation | Staff will provide monthly updates on the implementation of the Risk Mitigation Fund in our monthly Affordable Housing Business Plan Report. We are planning to re-evaluate the Risk Mitigation Policy at the end of the year or make changes as needed. However, as staff provides monthly updates to the Housing Commission, we can also make adjustments as needed. |

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| 5 | Jessica | RM Policy indicators and how we will track success of the policy? | Risk Mitigation | <p><u>Risk Mitigation Policy Indicators:</u> Demographic information Program qualification information Geographic service information Satisfaction survey Denial Reasons</p> <p>Staff also will measure the policy's success by ensuring that the funds are accessible to the residents most in need, serve targeted populations, and verify that residents are satisfied with the service level.</p> |
| 6 | Jessica | \$1 million for RM Fund: How much goes to administration/operations vs. direct assistance? | Risk Mitigation | All of the \$1 million Risk Mitigation Fund is allocated for direct assistance. \$600,000 is earmarked for relocation assistance, \$350,000 for emergency assistance, and \$50,000 will be used for a rental incentive fund to be administered by the South Alamo Regional Alliance for the Homeless (SARAH). None of the \$1 million fund is for staff. |
| 7 | Jessica | Regarding Housing Commission goals, bring displacement prevention to the top priority, and go beyond just affordable housing as a way to prevent displacement. | HC Goals | This has been added to the Housing Commission goals in two sections to emphasize the importance of displacement prevention. |
| 8 | Jessica | Dashboard: Speak to including info. on 30% AMI, elderly, single parent households. | Affordable Housing | The dashboard will include information about income levels and populations served as well as unit mix (# of bedrooms) when available. It also can include a page of information about the need for housing in San Antonio by income and population. This information would likely be pulled from the most recent Census data. The aforementioned demographics will be part of the Dashboard Phase II and Annual Report. Staff is currently collecting the data for the reports and will share with the Housing Commission when available. |
| 9 | Jessica | Whispering Heights: # of rental assistance with amounts; # of utility assistance with amounts; income levels of residents. | Fair Housing | 52 families received a combined \$135,938 in rental assistance, which included hotels, storage, food, and bus passes. Three families received a combined \$2,098 in utility assistance. The grand total spent between rental assistance and utility assistance for Whispering Heights families is \$138,036. Residents' income levels are not available. |
| 10 | Jessica | Whispering Heights: # of referrals. | Fair Housing | 52 of the 55 families were assisted with rental assistance, hotels, and storage. The other families moved out on their own without NHSD assistance. |
| 11 | Jessica | Whispering Heights: how many residents had previously been displaced? | Fair Housing | None of the families disclosed that they were previously displaced. |

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| 12 | Jessica | How many residents were previously homeless? (These are 2 distinct experiences.) | Fair Housing | 7 out of the 55 families disclosed that they were placed from Haven for Hope to Whispering Heights. |
| 13 | Jessica | Whispering Heights: For how many residents is English not their primary language? | Fair Housing | Zero. |
| 14 | Jessica | Regarding Housing Commission Goals, make mutual education our goal where residents educate the City and the City educates residents; and community informs the Housing Commission process. | HC Goals | This has been added to the Housing Commission goals. |
| 15 | Jessica | Let's explore the possibility of forming a Citizen Committee with members of Housing Commission to join the Comprehensive Plan Council Committee. | Policy | Staff will work with the City Attorney's Office to explore possibilities and report back to the Commission. |
| 16 | Jessica | What is the path of policymaking and where is this committee on that path? Is Council looking for the review of the Housing Commission? | Policy | Staff will develop policy using professional expertise, best practices, and public input. The policy will then be reviewed by the Housing Commission. The Housing Commission will provide feedback to staff on the policy which will then go to the Comprehensive Plan Committee for approval and then finally to City Council for adoption. |

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| 1 | Marianne | How can we meet more than once a month without having to involve staff? | Legal | The Housing Commission ordinance expressly states that NHSD staff shall provide support for the Commission. It is pursuant to this provision in the ordinance that the City Attorney's Office recommends that staff be present for all meetings held by the Commission. The Housing Commission is not likely to meet more than once a month because staff has to be present to provide supportive services (facilitate meeting, set up, take minutes, audio visual, and prepare materials). |
| 2 | Marianne | Detailed Budget Request | Budget | Please see the attachment for the detailed budget information. |
| 3 | Marianne | Update on Business Plan | Affordable Housing | Staff will continue to provide updates on the Business Plan through the monthly memos, presenting at the Comprehensive Plan Committee, and through the Director's Report at the Housing Commission meetings. |
| 4 | Marianne | Collaborative and sustainable ecosystem | Goals | This has been added to the Housing Commission goals. |
| 5 | Marianne | Displacement Prevention Report | Displacement Prevention | <p>Staff is working on our displacement prevention strategy which will include a Request for Proposals to hire a contractor to complete an assessment of displacement in San Antonio, identify root causes of displacement, and provide implementable solutions. Michael Rodriguez sent the Housing Commission the displacement prevention work plan on 04/04/2019 and it is also attached to this email. The displacement prevention study will look at the root causes of displacement in San Antonio by analyzing local data and conducting outreach to those being impacted. The analysis of San Antonio-specific issues will lead to the recommendation of specific and targeted solutions for San Antonio.</p> <p>The displacement prevention assessment is expected to begin in June and last approximately 10 months.</p> |
| 6 | Marianne | What are the research questions/knowledge gaps to be filled by the root cause study | Displacement Prevention | The displacement prevention study will look at the root causes of displacement in San Antonio by analyzing local data and conducting outreach to those being impacted. The analysis of San Antonio-specific issues will lead to the recommendation of specific and targeted solutions for San Antonio. |
| 7 | Marianne | Letter from Mi Ciudad es Mi Casa to Marianne to be sent to entire Housing Commission | Follow-up | Please see the attachment for the letter from Richard Acosta. |

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| 1 | Lourdes | Include 5 Priority action items from MHPTF into goals | HC Goals | This has been added to the Housing Commission goals. |
| 2 | Lourdes | FY 18 vs. FY 19 Data | Budget | Please see the attachment for the FY 2018 and FY 2019 data |
| 3 | Lourdes | Fair Housing Report #'s | Affordable Housing | Total Clients Served in Fair Housing for FY2018: 1,601 clients Total Clients Served in Fair Housing for FY 2019 up to 03/31/2019: 1,421 clients |
| 4 | Lourdes | Would like a tour of OO-Rehab & Under 1 Roof projects | Housing Production | Both an Owner Occupied Rehabilitation unit and an Under 1 Roof unit are being added to the National Community Development Week bus tour. |
| 5 | Lourdes | Can a HC subcommittee be formed specifically on metrics? | Legal | Per the Housing Commission ordinance, the Commission may seek voluntary technical or specific professional assistance from individuals in the community representing certain technical disciplines or areas of special expertise. Therefore, the Commission may establish a sub-committee to assist in these areas. |
| 6 | Lourdes | Recommendation for a charter amendment on HC agenda | Legal | The Texas Constitution prohibits city's from amending their charters within 2 years of the previous charter amendment. Therefore, while the Commission may discuss possible recommendations for a charter amendment, there may be no action taken by the City Council to call an election for a charter amendment until the November 2021 election. Furthermore, the mayor appoints a charter review commission who will be designated the authority to make recommendations to the council on proposed charter amendments. Any recommendations made by the Housing Commission would be addressed to the Charter Review Committee, not the City Council. |

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| 1 | Keith | Report on what is the 'universe' of affordable housing/inventory | Affordable Housing | The Coordinate Housing System will collect more information from affordable housing providers on the inventory of affordable housing in San Antonio. Staff is also working with Neighborhood Engagement on an affordable housing presentation that will cover the different types of affordable housing that exists. We look forward to sharing both resources with the Housing Commission once they are completed. |

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| 1 | Robert | HC explore tools to involve owners to fund displacement costs | Displacement | Staff will explore this and report back to the Housing Commission. |
| 2 | Robert | Has a connection to NNOD he would like to share with staff | Displacement | Staff has coordinated with Robert to schedule a meeting with NNOD. |

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| 1 | Molly Wright | Where can you get an up-to-date list of service providers? | Citizens to be Heard | Staff is working on a list to update Ms. Wright. Staff will work to get a list of vendors that already work with the City and a listing of apartments. We are currently providing case management for Ms. Wright and she found placement on 04/02/2019. |

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| 1 | Richard Acosta | U1R fixed resident's roof but the resident did not qualify for OOR money. Why is that? | Citizens to be Heard | <p>Eligibility for applicants who were previously assisted varies by funding source and program. Funding sources and programs vary by fiscal year. Each application requires review for previous assistance. Federal regulations and CoSA policy restrictions are below.</p> <p>1) Previous assistance for lead-based paint remediation is allowed.</p> <p>2) No HOME Investment Partnerships (HOME) assisted property can receive additional HOME funds.</p> <p>3) To qualify for federally funded Owner Occupied Rehabilitation, an applicant must not have an existing HUD-funded rehabilitation loan, excluding one for lead-based paint remediation.</p> |