



City of San Antonio

Agenda Memorandum

File Number:20-6068

Agenda Item Number: 2.

Agenda Date: 10/28/2020

In Control: Housing Commission

DEPARTMENT:

Neighborhood and Housing Services Department

DEPARTMENT HEAD:

Verónica R. Soto, FAICP, Neighborhood and Housing Services Department Director

COUNCIL DISTRICTS IMPACTED:

Citywide

SUMMARY:

Discussion and possible action on the Emergency Housing Assistance Program (EHAP) evaluation survey questions and strategy.

BACKGROUND INFORMATION:

During the September 14, 2020 special session, Commissioners recommended staff create a survey to evaluate the Emergency Housing Assistance Program.

The goal of input is to identify opportunities to improve EHAP through dialogue with applicants, intake partners, and the public. Recommendations from the outreach working group were to create an outreach survey and have one or more in-person meeting(s).

During the special session, Commissioners requested a survey that:

- 1) Takes should be no longer than three (3) minutes to complete and;
- 2) Focuses on EHAP evaluation (Access, Usage, and Outcome Experiences)

During Outreach workgroup meetings on both October 7 and October 14, the draft survey received feedback from workgroup members. The draft was provided to Housing Commission members, who in turn gave edits to staff.

If approved by the Housing Commission, the survey will be reviewed by the Culture and Neighborhood

Services Committee in November.

The approved survey would be distributed through Council offices, EHAP applicants, neighborhood associations, homelessness service providers, Commissioners, and outreach working group. It would be distributed as requested for a to-be-determined amount of time, and a report would be provided to Commission.

ALTERNATIVES:

If the Commission does not approve the Survey, the survey will be sent back for review.

FISCAL IMPACT:

There is no fiscal impact at this time.

RECOMMENDATION:

Staff recommends approval of the survey as is presented.