

**THE HOUSING AUTHORITY
OF THE CITY OF AUSTIN**



BOARD OF COMMISSIONERS

Chairperson - Carl S. Richie, Jr.

Vice-Chairperson - Charles Bailey

2nd Vice-Chairperson - Mary Apostolou

Commissioner - Dr. Tyra Duncan-Hall

Commissioner - Edwina Carrington

Michael G. Gerber, President & CEO

**BOARD OF COMMISSIONERS
Regular Meeting**

Thursday, January 21, 2021

12:00 PM

Via Conference Call

1 (669) 224-3412 Access Code: 235-512-981

Austin, TX

**PUBLIC NOTICE OF A MEETING
TAKE NOTICE OF A BOARD OF COMMISSIONERS
REGULAR BOARD MEETING
OF THE HOUSING AUTHORITY OF THE CITY OF AUSTIN**

**TO BE HELD AT
Via Conference Call
1 (669) 224-3412 Access Code: 235-512-981
Austin, TX
(512.477.4488)**

**Thursday, January 21, 2021
12:00 PM**

CALL TO ORDER, ROLL CALL

CERTIFICATION OF QUORUM

Citizens Communication (Note: There will be a three-minute time limitation)

CONSENT ITEMS

1. Presentation, Discussion, and Possible Action regarding the Approval of the Board Minutes Summary for the Board Meeting held on December 17, 2020

ACTION ITEMS

2. Update on HACA's actions related to the Coronavirus (COVID-19) and update on HACA's Resident and Client Support Center
3. Presentation, Discussion, and Possible Action Regarding Resolution No. 02687: Approval of a Contract Renewal for Communities in Schools to provide service to at-risk HACA students
4. Update on AAHC's acquisition and development programs
5. Presentation, Discussion, and Possible Action regarding Resolution No. 02688: Resolution authorizing the Housing Authority of the City of Austin to take such actions necessary or convenient to amend the Bylaws of South Congress Public Facility Corporation
6. Presentation, Discussion, and Possible Action Regarding Resolution No. 02689: Approving the award of a renewal contract for Janitorial and Day Porter Services to M & R Elite Janitorial Solutions

EXECUTIVE SESSION

The Board may go into Executive Session (close its meeting to the public) Pursuant to:

- a. 551.071, Texas Gov't Code, consultations with Attorney regarding legal advice, pending or contemplated litigation; or a settlement offer;
- b. 551.072, Texas Gov't Code, discussion about the purchase, exchange, lease or value of real property;
- c. 551.074, Texas Gov't Code, discuss the appointment, employment, evaluation, reassignment,

duties, discipline, or dismissal of a public officer or employee; or to hear a complaint or charge against an officer or employee.

d. 551.087, Texas Gov't Code, discuss certain economic development negotiations.

OPEN SESSION

If there is an Executive Session, the Board will return to Open Session for discussion, consideration and possible action of matters discussed in Executive Session.

REPORTS

The Board accepts the following reports:

- President's Report
- Other Staff Reports
- Commissioners' Reports/Questions to the Department Staff

- President's Report

- Finance Report

ADJOURNMENT

"Pursuant to 30.06, Penal Code, (trespass by holder of license 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 of license 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."

"En virtud del 30.06, Código Penal, (traspaso titular de licencia con una pistola), una persona bajo el subcapítulo H, capítulo 411, código de gobierno (Ley de licencia de arma o pistola), no se permiten en este reunión con una arma o pistola.

"En virtud de 30.07, Código Penal (prevaricación por titular de la licencia con un arma o pistola abiertamente llevado), una persona bajo el subcapítulo H, capítulo 411, código de gobierno (Ley de licencia de arma o pistola), no se permiten en esta reunión con un arma o pistola que lleva abiertamente.

*The Housing Authority of the City of Austin (HACA) Board of Commissioners reserves the right to discuss and consider items out of order on the agenda on an as needed basis.

The Housing Authority of the City of Austin is committed to compliance with the Americans with Disability Act. Reasonable modifications and equal access to the communications will be provided upon request. Meeting locations are planned with wheelchair access. If requiring Sign Language Interpreters or alternative formats, please give notice at least 2 days (48 hours) before the meeting date. Please call Nidia Hiroms at HACA at 512.477.4488, for additional information; TTY users route through Relay Texas at 711. For more information on HACA, please contact Nidia Hiroms at 512.477.4488 x 2104.

HOUSING AUTHORITY OF THE CITY OF AUSTIN

BOARD ACTION REQUEST

EXECUTIVE

ITEM NO. 1.

MEETING DATE: January 21, 2021

STAFF CONTACT: Michael Gerber, President & CEO

ITEM TITLE: Presentation, Discussion, and Possible Action regarding the Approval of the Board Minutes Summary for the Board Meeting held on December 17, 2020

BUDGETED ITEM: N/A

TOTAL COST: N/A

ACTION

The Board is being asked to review and approve the Board Minutes Summary for the Board Meeting held on December 17, 2020.

ATTACHMENTS:

- **20201217 HACA Minutes Summary**

**THE HOUSING AUTHORITY OF THE CITY OF AUSTIN
BOARD OF COMMISSIONERS
REGULAR BOARD MEETING**

December 17, 2020

SUMMARY OF MINUTES

THE HOUSING AUTHORITY OF THE CITY OF AUSTIN (HACA) BOARD OF COMMISSIONERS REGULAR BOARD MEETING NOTICE WAS POSTED FOR 12:00 P.M. ON THURSDAY, DECEMBER 17, 2020, AND WAS HELD VIA CONFERENCE CALL FROM THE HACA CENTRAL OFFICE, 1124 S. IH 35, AUSTIN, TX

CALL TO ORDER, ROLL CALL, CERTIFICATION OF QUORUM

Carl S. Richie, Jr., HACA Chairperson called the Board of Commissioners Regular Board Meeting of the Housing Authority of the City of Austin, of December 17, 2020, to order, at 12:22 p.m. The meeting was held via Conference Call from the HACA Central Office, 1124 S. IH 35, Austin, TX

Roll call certified a quorum was present on the call.

MEMBERS PRESENT:

Carl S. Richie, Jr., Chairperson
Charles Bailey, Vice-Chairperson
Mary Apostolou, 2nd Vice-Chairperson
Dr. Tyra Duncan-Hall, Commissioner
Edwina Carrington, Commissioner

MEMBER(S) ABSENT:

ALSO ON THE CALL:

Wilson Stoker, Cokinos, Bosien & Young
Nick Walsh
Sarah Scott, Coats Rose
Brie Williams, ECHO
Sean Cedar, Berman Hopkins

STAFF PRESENT ON THE CALL:

Andrea Galloway, Ann Gass, Barbara Jackson, Catherine Crago, Jimi Teasdale, Gloria Morgan, Kelly Crawford, Leilani Lim-Villegas, Lisa Garcia, Michael Cummings, Michael Gerber, Michael Roth, Monica Loera, Nora Velasco, Ron Kowal, Suzanne Schwertner, and Sylvia Blanco

CITIZENS COMMUNICATION – Citizen communication was opened up during each item on the agenda.

CONSENT ITEMS

ITEM 1: Presentation, Discussion, and Possible Action regarding the Approval of the Board Minutes Summary for the Board Meeting held on November 19, 2020

Commissioner Duncan-Hall moved the Approval of the Board Minutes Summary for the Board Meeting held on November 19, 2020. **2nd Vice-Chairperson Apostolou** seconded the motion. The motion Passed (5-Ayes and 0-Nays).

ACTION ITEMS

APPROVAL OF THE FOLLOWING ITEMS PRESENTED IN THE BOARD MATERIALS

ITEMS WERE PRESENTED OUT OF ORDER.

ITEM 3: Presentation on the Independent Auditor's Report for the Fiscal Year Ending March 31, 2020

HACA Chairperson Carl Richie, Jr., reported that the Audit & Budget Committee met prior to the HACA Board Meeting. During the Committee Meeting, Brian Nemeroff and Sean Cedar of Berman, Hopkins, Wright and LaHam CPAs and Associates, LLP, Independent Auditors, provided a briefing on HACA and its subsidiaries' Annual Audit for the period ending March 31, 2020.

Brian Nemeroff reported that there were no findings, and all of the finances were in order.

The Audit & Budget Committee accepted the report.

ITEM 2: Update on HACA's actions related to the Coronavirus (COVID-19) and update on HACA's Resident and Client Support Center

Leilani Lim-Villegas, HACA Senior Director of Community Development reported that normally, HACA has provided 600 turkey baskets to households through the sponsorship of the Austin Apartment Association (AAA), however, this year has been difficult for fundraising, which resulted in just enough funding for 400 families. Through Austin Affordable Housing Corporation's relationship with Apartment Management Professionals (AMP), AMP generously filled the gap to ensure that all 600 PBRA and Section 8 families enjoyed a Thanksgiving meal in the form of HEB gift cards.

Outbound calls were made in November to families with children 14 years and younger regarding the Blue Santa Assistance for the Holidays. The goal was to insure that over 30% of families signed up at each property. Overall, about 50% of HACA PBRA families opted into the program. This year they planned to provide gift cards in place of toys due to the pandemic. Due to limited funding, Blue Santa was not able to fulfill the same level donation as last year. In response, HACA hosted a double-match fundraiser for Blue Santa. Employees raised a generous \$9,171.99. This funding was to ensure that HACA families with children under 14 years old received a gift card. These funds also allowed for elderly properties to receive one gift care per unit.

On December 11th, 50 HACA residents registered for the first virtual and 43rd Annual Equal Opportunity Day Gala hosted by the Austin Area Urban League (AAUL). Each resident who registered received a personalized 1:1 remote practice session to learn the gala technology and to resolve issues such as freezing tablets, audio settings, etc. Residents also received training and support to register, use the virtual photo booth and resolve issues that could hinder participation.

Marcus Davis APD's Coordinator for contracted security, **Joshua Banks**, HACA IDADS Program Coordinator, **Michael Roth**, HACA Director of Housing Operations & Policy and the AROW Coordinator hosted a virtual National Night Out "safety training" session for residents. Over 60 residents attended.

In November, HACA completed the pull of AISD grades and attendance data for HACA youth who have a release form on file. Over 400 youth have been identified to qualify for the YES Incentive thus far.

Austin Pathways will be submitting the following programs for NAHRO awards: HACA Resident and Client Support Center in the Resident and Client Services Category; HACA At-Home Learning Program in the Resident and Client Services, Youth Programs category; Administrative Innovation (use of HACA community rooms, Resident Paraeducators, distribution of digital devices, Back-to-school Task Force, School Supply Distribution), 2020 Census and Voter Registration - in the Resident and Client Services, Social Services Program, Bringing Health Home Program During the Pandemic - Community Revitalization. BHH and Community Health Partners (St. David's, Community Care, etc.) facilitate COVID-19 testing and COVID-19 positive resident outreach, flu clinics, PPE.

As of March, Austin Pathways has raised over \$360,000 for resident services, despite challenges have been able to maintain very good relationships with community partners

Catherine Crago, HACA Head of Strategic Initiatives, reported that the HACA Resident & Client Support Center operations are fully stabilized. The first months post-COVID saw a steady influx of about 1,500 contacts per month. There is an overall shift in calls from post-COVID emergency needs to the largest number of requests for rent and utility assistance. Dozens of residents call several times each week, just to talk and check in about their property or life in general. When residents call this winter, they can reach ACC IT interns at all times to provide technical support and internet service support.

Inbound calls for the HACA Resident & Client Support Center came in at a manageable rate in early December. Calls slowed down considerably at the end of December.

Inbound calls were also received in response to mailers sent out regarding the YES Incentive program and the Blue Santa assistance for the Holidays. Many residents were assisted in signing up for these opportunities. Calls also came in regarding distribution of Blue Santa gift cards and issues with a few of the Blue Santa gift cards to seniors and YES Incentive gift cards that were mailed out.

Outbound calls were made in December to seniors living at HACA senior properties. Overall, residents are receptive to these calls and happy that we are keeping in contact with them. Some residents expressed health and safety concerns regarding COVID-19, mask wearing and resident gatherings. Specific concerns were directed to the property managers or Community Directors.

ITEM 4: Presentation, Discussion, and Possible Action regarding Resolution No. 02684: Approval of Revisions to the Housing Choice Voucher Administrative Plan

The Housing Choice Voucher (HCV) Administrative Plan is required by HUD. The purpose of the Administrative Plan is to

establish policies for carrying out the programs in a manner consistent with HUD requirements and local goals and objectives contained in HACA's agency plan. The Administrative Plan is a supporting document to HACA's agency plan, and is available for public review as required by CFR 24 Part 903. The HACA Board of Commissioners must approve the original policy and any subsequent changes to comply with HUD regulations.

The proposed changes to the HCV Administrative Plan incorporate updates regarding a number of local policy items and revised HUD regulations or requirements.

Summary of proposed revisions:

Arrest Records - added language provided by Nan McKay's revision service regarding the use of arrest records and criminal activity, specifically that a PHA may not use arrest records alone as the basis for denial.

Added policy to allow for alternative criminal background screening for Mainstream Vouchers approved per PIH Notice 2020-22 in order to help provide housing solutions to non-elderly disabled individuals experiencing homelessness and in an effort to respond to the coronavirus.

Revised local preferences as follows:

Added reference to PBRA (Project-Based Rental Assistance) program and removed reference to Public Housing as it relates to the following PBRA relocation wait list preference and P BRA residents' ability to choose the special accommodation preference and request to be added to the HCV waiting list as a reasonable accommodation.

Added PBV Right to Move preference – PBV regulations allow PBV participants the right to request a tenant-base voucher 12 months after living in a PBV unit.

Revised Homeless Preference to remove the 100 unit annual cap. New policy states that each time vouchers are issued, 25% of vouchers issued will be dedicated to the homeless preference.

Removed 1115 Waiver priority/preference as this program has ended.

Added preference for any new Mainstream vouchers received in response to Notice PIH 2020-22 authorized by the CARES Act to prioritize new Mainstream vouchers received for non-elderly disabled persons residing in Protective Lodging facilities (ProLodges).

Briefings and Voucher Issuance - Added detailed remote briefing policy including requirements outlined in recently published PIH Notice 2020-32.

Housing Quality Standards Inspection - Added Remote Video Inspection (RVIs) definition and policy as authorized per PIH Notice 2020-31. Also added a statement for all inspections types that HACA may conduct inspections by the Remote Video Inspection method.

Reexamination appointments - Added statement that HACA may conduct re-exams by virtual method and that we will accept documents via DocuSign.

Termination of Assistance – Added statement per regulation 24 CFR 5.903 that governs a PHA's access to and use of criminal conviction records obtained from a law enforcement agency and the regulatory permitted uses includes allowing PHAs to use records for screening of applicants for admissions to the HCV program, but excludes the use of records for lease enforcement and eviction of HCV participants or to terminate assistance for participants.

Grounds for Owner Terminations - Added language regarding rules as it relates to foreclosures and during the term of the lease, the new owner of the property does not have good cause to terminate the tenant's lease, unless the new owner will occupy the unit as their primary residence and has provided the tenant with at least a 90-day notice.

Foreclosure - Added section that defines HCV families' protections in the event of a foreclosure as defined in PIH 2010-49 and Protection Tenants at Foreclosure ACT (PTFA).

Payment Standards – Added Exception Payment Standards information and revised HACA's policy as it relates to the use of Small Area FMRs. Revised policy to state that HACA will not voluntarily use Small Area FMRs except to establish exception payment standards in certain zip code areas.

Informal Reviews and Hearings - Added detailed policy regarding remote informal review and hearing procedures including requirements outlined in recently published PIH Notice 2020-32.

VAWA Notification - Added information regarding Notice PIH 2017-08, which cautions PHAS from sending information by mail, since the abuser may be monitoring the mail. HACA will consider other alternative delivery methods.

Project-based vouchers – Revisions throughout chapter provided by Nan McKay's revision service. Also, revised policy to

remove 400 unit PBV cap and added Tenant Selection Policy for Pathways at Chalmers West.

Proposed changes to the Housing Choice Voucher (HCV) Administrative Plan went out for public comment for 30 days beginning Friday, October 16, 2020 through November 16, 2020. Comment letters were received from ECHO (Ending Community Homeless Coalition) and signed by other homeless service providers, Texas Rio Grande Legal Aid, and SAFE. All comments were reviewed and considered.

HACA's Housing Choice Voucher Administrative Plan proposed revisions will go into effect upon approval and adoption.

Brie Williams-ECHO, provided testimony on the proposed changes to the criminal screening practices for the Housing Choice Voucher program reflected in the Admin Plan as it creates pretty profound barriers for the individuals they are trying to serve, including families with children.

Commissioner Duncan-Hall moved to approve Resolution No. 02684: Approval of Revisions to the Housing Choice Voucher Administrative Plan. **2nd Vice-Chairperson Apostolou** seconded the motion. The motion Passed (5-Ayes and 0-Nays).

ITEM 7: Presentation, Discussion and Possible Action Regarding Resolution No. 02686: Approval to Submit the 2021 Public Housing Authority Annual Plan and Update to the Five-Year Plan to the U.S. Department of Housing and Urban Development

The Five-Year and Annual PHA Plans provide a ready source for interested parties to locate basic housing authority policies, rules, and requirements concerning its operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the housing authority's mission, goals and objectives for serving the needs of low-income, very low-income, and extremely low-income families. High Performer housing authorities such as HACA utilize Form HUD-50075-HP to submit annual changes to its PHA Plans. Since HACA no longer has any public housing properties in its portfolio, the Plan only requires reporting on Housing Choice Vouchers and their related voucher programs.

The draft 2021 PHA Plan incorporates proposed changes from the Housing Choice Voucher Administrative Plan along with updates regarding the Rental Assistance Demonstration program and the agency's Five-Year Plan Goals and Objectives. The following are the updates to the Plan:

Arrest Records - added language provided by Nan McKay's revision service regarding the use of arrest records and criminal activity, specifically that a PHA may not use arrest records alone as the basis for denial.

Added policy to allow for alternative criminal background screening for Mainstream Vouchers approved per PIH Notice 2020-22 in order to help provide housing solutions to non-elderly disabled individuals experiencing homelessness and in an effort to respond to the coronavirus.

Revised local preferences as follows:

Added reference to PBRA (Project-Based Rental Assistance) program and removed reference to Public Housing as it relates to the following PBRA relocation wait list preference and PBRA residents' ability to choose the special accommodation preference and request to be added to the HCV waiting list as a reasonable accommodation.

Added PBV Right to Move preference – PBV regulations allow PBV participants the right to request a tenant-base voucher 12 months after living in a PBV unit.

Revised Homeless Preference to remove the 100 unit annual cap. New policy states that each time vouchers are issued, 25% of vouchers issued will be dedicated to the homeless preference.

Removed 1115 Waiver priority/preference as this program has ended.

Added preference for any new Mainstream vouchers received in response to Notice PIH 2020-22 authorized by the CARES Act to prioritize new Mainstream Vouchers received for non-elderly disabled persons residing in Protective Lodging facilities (ProLodges).

Briefings and Voucher Issuance - Added detailed remote briefing policy including requirements outlined in recently published PIH Notice 2020-32.

Housing Quality Standards Inspection - Added Remote Video Inspection (RVIs) definition and policy as authorized per PIH Notice 2020-31. Also added a statement for all inspections types that HACA may conduct inspections by the Remote Video Inspection method.

Reexamination appointments – Added statement that HACA may conduct re-exams by virtual method and that we will accept documents via DocuSign.

Termination of Assistance – Added statement per regulation 24 CFR 5.903 that governs a PHA's access to and use of criminal conviction records obtained from a law enforcement agency and the regulatory permitted uses includes allowing PHAs to use records for screening of applicants for admissions to the HCV program, but excludes the use of records for lease enforcement

December 17, 2020

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and eviction of HCV participants or to terminate assistance for participants.

Grounds for Owner Terminations - Added language regarding rules as it relates to foreclosures and during the term of the lease, the new owner of the property does not have good cause to terminate the tenant's lease, unless the new owner will occupy the unit as their primary residence and has provided the tenant with at least a 90-day notice.

Foreclosure - Added section that defines HCV families' protections in the event of a foreclosure as defined in PIH 2010-49 and Protection Tenants at Foreclosure ACT (PTFA).

Payment Standards – Added Exception Payment Standards information and revised HACA's policy as it relates to the use of Small Area FMRs. Revised policy to state that HACA will not voluntarily use Small Area FMRs except to establish exception payment standards in certain zip code areas.

Informal Reviews and Hearings - Added detailed policy regarding remote informal review and hearing procedures including requirements outlined in recently published PIH Notice 2020-32.

VAWA Notification - Added information regarding Notice PIH 2017-08, which cautions PHAS from sending information by mail, since the abuser may be monitoring the mail. HACA will consider other alternative delivery methods.

Project-based vouchers – Revisions throughout chapter provided by Nan McKay's revision service. Also, revised policy to remove 400 unit PBV cap and added Tenant Selection Policy for Pathways at Chalmers West.

A 45-day public comment period commencing on October 16, 2020 and concluding on November 30, 2020 was held to solicit comments regarding the 2021 Public Housing Authority Annual Plan and the update to the Five-Year Plan. Notices regarding the announcement of the public comment period for these plans were sent to various community organizations, posted on the HACA website and each public housing resident community boards, and advertised in the Austin American Statesman, The Villager and La Prensa. A full copy of the draft 2021 Public Housing Authority Annual Plan was sent to the Austin Tenants' Council, the City of Austin Neighborhood Housing and Community Development department, ADAPT of Texas, ECHO, and Texas Rio Grande Legal Aid, along with other interested stakeholders. Additionally, three public hearings were held on November 10, 2020, November 13, 2020 and November 24, 2020.

HACA received written comments to the Housing Choice Voucher Administrative Plan, reflected in the PHA Annual Plan, from ECHO (Ending Community Homeless Organization), Texas RioGrande Legal Aid, SAFE Alliance, Family Eldercare, Caritas of Austin, Salvation Army Austin Metropolitan Area Command, Front Steps, LifeWorks, and Integral Care.

Staff requested approval to adopt and submit the 2021 Public Housing Authority Annual Plan and Update to the Five-Year Plan to the U.S. Department of Housing and Urban Development.

Commissioner Carrington moved to approve Resolution No. 02686: Approval to Submit the 2021 Public Housing Authority Annual Plan and Update to the Five-Year Plan to the U.S. Department of Housing and Urban Development. **2nd Vice-Chairperson Apostolou** seconded the motion. The motion Passed (5-Ayes and 0-Nays).

ITEM 5: Update on AAHC's acquisition and development programs

Ron Kowal and Suzanne Schwertner provided updates to the Board regarding progress with AAHC's Portfolio.

ITEM 6: Presentation, Discussion, and Possible Action on Resolution No. 02685: Resolution authorizing the Housing Authority of the City of Austin to take such actions necessary or convenient to facilitate the development of Highland Village, a multifamily housing development

Austin Affordable Housing Corporation was presented with an opportunity to partner with the NRP Group to develop a property on Highland Mall Blvd. and Johnathan Drive called Highland Village, located in the Highland master plan community which is anchored by Austin Community College. AAHC and NRP have previously partnered two times, one property being SOCO II which is currently under construction and is located on South Congress Avenue and the other being Vega Multifamily located on Southwest Parkway adjacent to the St. Andrews private school. Once built, 50% of the Projects units will target individuals and families making 80% area median family income and below. Located in a high opportunity area, this property meets AAHC's goals of providing housing in proximity to jobs, schools, grocers and transit. The property as with all AAHC's properties will accept Housing Choice Vouchers upon completion.

The Project will provide 299 units: 213 one bedroom/one bath (640-920 sq ft), 81 two bedroom/two bath (1108-1372 sq ft) and 5 three bedroom/two bath (1416 sq ft). At a minimum, 50% of the units will be leased at 80% of Area Median Income. Additionally, employees of ACC will be given a month free rent at their lease signing. Located at 6505 West Highland Mall Blvd, Austin, TX 78752 (Southwest corner of Highland Mall Blvd and Johnathan Drive). Community amenities will include resort style pool with cabanas, 7,000+ square foot clubhouse and co-working space, state of the art fitness studio with yoga/spin rooms, dog spa, and a full parking structure.

The site is located in the Highland master plan, the redevelopment of the Highland Mall. Redleaf Properties and Austin Community College (ACC) have partnered to bring the project to life. When completed, the master plan will have 1,300,000 sf

of high tech innovation space (ACC), 800,000 sf of office space, 1,200 multifamily units, 100,000 sf of retail space, and 230 hotel rooms. The Project is located one block from the light rail station, and the new transportation bond approved a high speed bus line with a dedicated lane on Middle Fiskville Road, adjacent to Highland master plan, connecting residents to the CBD and the Domain in minutes. The masterplan will also contain three public parks, and a hike/bike trail that loops the entire 81 acre masterplan.

The PFC financing structure will facilitate a lease of both the land and the improvements to a newly formed partnership. South Congress PFC will lease the land from Redleaf Properties on a 99 year ground lease. South Congress PFC will then turn around as landlord and sublease both the land and the improvements to the partnership for 99 years. At the end of the 99 years both the land and improvements will revert back to Redleaf Properties.

The property will be developed using a combination of equity from NRP and JP Morgan Chase and conventional debt through Zions Corporation, N.A. DBA Amegy Bank. The anticipated close and construction start is July/August of 2020.

Board approval allows the Housing Authority of the City of Austin to take such actions necessary or convenient to facilitate the development of Highland Village, a multifamily housing development.

Commissioner Carrington moved to approve Resolution No. 02685: Resolution authorizing the Housing Authority of the City of Austin to take such actions necessary or convenient to facilitate the development of Highland Village, a multifamily housing development. **2nd Vice-Chairperson Apostolou** seconded the motion. The motion Passed (5-Ayes and 0-Nays).

REPORTS

The Board accepts the following reports from the President:

- HUD has always considered HACA as a leader in RAD, and recently sent out a video to a national audience showcasing HACA resident Ms. Nelson. This video was shared with the Commissioners.
- Reported that Conveyed that Rosewood Courts will be in January
- Sylvia Blanco listed the top 10 things that were accomplished over the last year:
 1. 100% RAD Converted to the Project Base Rental Assistant Program
 2. Zero audit findings
 3. \$15.1 Million Net position
 4. 104 Score for SEMAP
 5. Effectively Administered \$14.1 Million in Emergency Rental Assistance for the City of Austin
 6. Fully paperless in tenant files
 7. Phenomenal Bringing Health Program and the Resident and Client Support Center
 8. Southwest Housing Compliance Corporation earned their ISO Certification which illustrates Consistency and Quality Assurance in SHCCs Operations and Processes
 9. AAHC acquired 11 properties for the year
 10. Zero percent premium increase on Our Medical and Dental Insurance

THE BOARD DID NOT RECESS INTO EXECUTIVE SESSION.

Commissioner Carrington moved to adjourn the meeting. **Commissioner Duncan-Hall** seconded the motion. The motion Passed (5-Ayes and 0-Nays).

The meeting adjourned at 2:48 p.m

Michael G. Gerber, Secretary

Carl S. Richie, Jr., Chairperson

HOUSING AUTHORITY OF THE CITY OF AUSTIN
REPORT
EXECUTIVE
ITEM NO. 2.

MEETING DATE: January 21, 2021

STAFF CONTACT: Michael Gerber, President & CEO

ITEM TITLE: Update on HACA's actions related to the Coronavirus (COVID-19) and update on HACA's Resident and Client Support Center

BUDGETED ITEM: N/A

TOTAL COST: N/A

ATTACHMENTS:

- ▣ **COVID-19 Division Reports**
- ▣ **Resident Client Support Center**
- ▣ **At Home**

DECEMBER 2020-JANUARY 2021, COVID-19 DIVISION ACTIONS

This report reflects HACA and its subsidiaries' actions taken to date in response to the Corona virus (COVID-19). Although all actions are not listed, below you will find the top five actions from each division.

ADMISSIONS-LAURA BODAI

1. Admissions Staff continues to use the central office only as needed to conduct interview activities. They are using an online calendar to reserve the empty front desk chair (since the front desk staff is alternating one at a time).
2. Continuing to process the majority of PBRA applicants through virtual interviews and online, fillable forms.
3. Currently processing an increased amount of HCV clients with news of increased voucher funds from the Care Act. This process included a new remote interview invite letter and online orientation processes implemented in December, 2020.

ASSISTED HOUSING-LISA GARCIA

1. HACA received \$1,078,690 through the Mainstream voucher program, authorized by the Cares Act, which will help 100 non-elderly disabled individuals transition from the Protective Lodging Facilities (ProLodge) system and find permanent supportive housing.
2. The FSS team orchestrated the 23rd Annual Family Self-Sufficiency Graduation Ceremony virtually via GoToMeeting, recognizing twenty-seven graduates for a totaled combined escrow earned of \$338,433.
3. The FSS team in coordination with Blue Santa signed up 137 eligible families for gift cards and distributed gift cards to the families in time for Christmas.
4. The FSS team also signed up 50 HCV FSS families for the Trail of Light drive through Christmas light experience.
5. Developed procedures to conduct remote video inspections for the completion of annual housing quality standards inspections.

AUSTIN AFFORDABLE HOUSING CORPORATION-RON KOWAL

1. Construction sites continue to vigilantly monitor subcontractors by taking temperature, requiring masks, social distancing especially during breaks and lunch, and keeping each trade separated from other trades while working on the site.
2. Construction sites are slowly allowing us to hold owner's/draw meetings on site. Numbers of individuals allowed on site are limited and all meetings are held outside with masks while everyone is spread apart.
3. Our sites are working closely with AISD to allow their buses to park on sites to allow for internet hot spots to reach the students learning at home. We are also adding hot spots to some of our properties to allow more students to use our internet access to do school work.
4. Management offices are fully open to the public, but maintain strict controls over how many people are allowed in the office and masks are required. A thorough wipe down of desks, etc. is followed after each visit.
5. Our properties that are in lease up are adding a table and chairs outside the leasing trailer so that potential tenants can meet with staff outside, social distance and wear masks.

AUSTIN PATHWAYS/COMMUNITY DEVELOPMENT-PILAR SANCHEZ

1. To address food insecurity, Austin Pathways staff is coordinating with HEB, Central Texas Food Bank, Capital Metro, United Healthcare, AISD, Good Apple & Hope Food Bank, and the Boys&Girls Club who are providing food to our residents.
2. AP continues to operate the HACA Support Center Monday - Friday. Residents can call to request assistance and get referrals to services available to them in their area. HACA staff answer the calls and lend a friendly ear to residents, who may be experiencing difficulties due to COVID-19. Please see the one page report in your board book.
3. The Boys&Girls Club is operating at Meadowbrook, Chalmers South, and we added a club at BTW. Para educator training continues for resident to assist their neighbors with Learning from Home tools for parents. Two additional residents have been certified and we will market their services to residents in January.
4. AP is applying for CV-19 assistance from Workforce Solutions to fund 6 PT Community Health Workers for 6 months in order to extend the BHH program past 12/31/20. The BHH program continues to assist families with positive results with referrals, calls to isolate, medical equipment, and PPE. While the grant ended in December, we are working towards extending the program with funds from United Healthcare and with TWS assistance.

5.	Austin Pathways has received the following grants related to COVID-19 since March: \$10,000 United Way Aging Populations Grant, \$10,000 Texas Capital Bank, \$6,000 St. David's Foundation, \$20,000 Austin Public Health RISE Grant, \$15,00 United Way Critical Needs grant; \$75K St. David's Foundation; \$11K from SAATVA Mattress. In December we received news that United Healthcare will provide HACA at least \$100K. we received \$100K from United Way: \$7,500
COMMUNICATIONS-KEN BODDEN	
1.	Helped wrap up the RENT 2.0 Program with media interviews and hosting partner meetings.
2.	Shared free health insurance resources for residents through newsletter.
3.	Completed and distributed 2021 Resident Calendar, which is full of COVID health and safety tips and advice.
FINANCE-ANN GASS	
1.	We continue to reallocate work and develop new processes and controls for use during this extended COVID period.
2.	We have adjusted the methodology for the budget process to allow for remote collaboration on each department's budget.
3.	Most staff continue to work from home. Some Accounts Receivable and Accounts Payable functions need to be done in person. Staff is observing all safety protocols when they have to be in the office.
HUMAN RESOURCES-GLORIA MORGAN	
1.	The Human Resources department continues to conduct New Employee Orientation virtually, via GoToMeeting. This month, New Hire orientation was conducted for four (4) new employees. With the conversion of the new hire packet into a digital format, using DocuSign, the process of obtaining forms that require the employee's signature continues to be seamless.
2.	The Human Resources department also continues to conduct virtual New Hire Benefits Enrollment via GoTo Meeting. The necessary forms required to conduct this process were previously converted into a digital format using DocuSign. The process of obtaining new employees information to properly enroll them into benefit has been successful.
3.	This month the Human Resources department collaborated with the Low Income Housing Department to review our recruitment process for the Apartment Maintenance Technician, one of their hard to fill positions for the department. Together the Human Resource team and the Low Income Housing department were able to develop a recruitment plan that consisted of revising the job posting highlighting HACA benefits and training, and implementing a targeted ad campaign with Indeed.com. In order to attract viable candidates for this position HACA will also be offering a sign-on bonus for those hired in the position.
4.	Eleven (11) HACA employees have tested positive for COVID-19 since March 2020. Thankfully, all have recovered and returned to work.
LOW INCOME HOUSING - MICHAEL ROTH & NANCY MCILHANEY	
1.	Due to Austin-Travis County being elevated to the stage 5 COVID-19 risk category, the limited opening of property management offices was suspended on December 28th. Property management staff continue to operate remotely, communicating with residents by phone, email and text messages. Residents can also drop documents in the property drop box which is checked on a daily basis.
2.	Maintenance staff continues completing all work orders. Staff is required to wear face masks at all times on property and full PPE when entering a resident unit. If a property reaches the established threshold of active Covid-19 cases on property (5% or 5 units, whichever is less), that property will pull back to emergency work orders only until the number of active cases drops. During 2020, 10,772 work orders were created and 96.7% have already been completed.
3.	Property management continues to complete socially distant move-ins to fill vacancies; we finished the year at 99% occupancy. During 2020, LIH staff filled 246 vacancies. Resident interim and annual recertifications for the PBRA program remain current and completed via a primarily virtual process. As of December 31st Interim Recertifications are at 96% complete, and only four January ARs are outstanding (due to tenant non-compliance). Socially-distant Annual Eligibility Certifications (AECs) for the LIHTC program resumed in November for AECs with effective dates beginning in January due to the IRS' COVID-19 waiver on recertifications expiring December 31st.
4.	On November 24th HUD opened a second application period for COVID-19 supplemental payments (CSP) for COVID-related expenses incurred between August 1, 2020 – November 30, 2020. LIH submitted requests for all 16 properties totaling \$240,819. We have not received a response from HUD yet on whether this has been approved.

5.	All 16 PBRA HAP vouchers remain current and have been received through January 1st. On December 12th we submitted our last round of special claims for vacancy loss for COVID-related vacancies that occurred between March 1 – September 30. This takes our Special Claims for vacancy loss total for this timeframe to \$109,273.
OPERATIONS & PROCUREMENT-NORA MORALES	
1.	Building staff continues to run bulk trash three times a week-Monday/Wednesday/Friday. On Tuesday and Thursday, they perform preventative building maintenance, and recycling of items picked up during bulk trash pick-up. Holding interviews for an open truck driver position. Working with contractors on improving the air quality of our building.
2.	Procurement staff continues to work from home, with one rotating Purchasing staff member manning all daily shipping, receiving, and service contractors for HACA headquarters from 8-4 PM. With the current city stage 5 issuance, the availability of PPE equipment is still readily available and we are ensuring all maintenance staff has the supplies needed.
3.	OPS staff continues to maintain HACA fleet as needed.
4.	We continue to work with P/D and other departments to create a "back to work" plan as directed. All departments were asked to declutter.
5.	We continue to explore online or virtual training possibilities to all OPS staff to enhance skills and become cross-trained. Prepping for the transition to the new software, Yardi. Building partnerships with new vendors to provide PPE. Adjusting to the new normal of HACA Operations. We continue to operate paperlessly and electronically more now than ever before.
PLANNING & DEVELOPMENT-JIMI TEASDALE	
1.	COMPLETED HVAC Ion Kit retrofits installations for IAQ improvements to Community/Mgmt Centers at all sites that have been quoted, less Lakeside and North Loop. Awaiting POs from the site teams. Lakeside and North Loop were quoted separately, due to different type HVAC systems. Last site, Meadowbrook being quoted, currently. Approx. 30 days +/- to complete all, barring supply chain delays.
2.	Lakeside Lobby Ceiling and Lighting replacement is underway and approx. 75% complete, now.
3.	Elevator renovation project at Lakeside underway, elevator #1 is near complete with only control wiring left to finish. Elevator # 2 will be taken offline by mid-January, until approx. March 1. 2021. Contractor crew working in PPE and have isolated work space with barriers.
4.	HACA HQ ERV/Fresh air Unit Replacment equipment delayed my Mfr. Equipment lift to rooftop now scheduled for Jan. 11, 2021. Install/completion now revised to Jan 31, 2021.
5.	Assisting staff and site teams with implementing emergency work and some selective work with work crews using PPE, and distanced from residents and staff, and keeping the work moving that is possible to do, in safest ways we can.
QUALITY CONTROL-KELLY CRAWFORD	
1.	In addition to the standard ways the Compliance has adapted to working from home, staff is actively engaged in overseeing the RENT 2.0 program, including conducting quality assurance of our sub-contractors' work.
RAD-ANN GASS	
1.	We are completing virtual interviews with residents who are relocating at Chalmers. Some in-person meetings have been necessary. All necessary protocols are being taken to ensure the safety of staff and residents.
2.	Construction is almost at Chalmers East, with social distancing in place. We expect the first units to be available within 90 days.
3.	Elevator work is underway at Lakeside.
4.	All staff is working from home except for the Tenant Protection Project Manager, who holds office hours at Chalmers for relocation.
SOUTHWEST HOUSING COMPLIANCE CORPORATION-MICHAEL CUMMINGS	

1.	In December, 50 Management and Occupancy Reviews (MORs) were scheduled and 38 were performed. 12 were cancelled due to COVID related reasons affecting property operations and/or residents. Staff continue to be equipped with masks, hand sanitizer, and disinfectant wipes for each MOR and were previously provided safety training specific to COVID-19 travel. Prior to the MOR, SHCC performs outreach to owner/agents each month to ensure the Owner/Agent can provide proper space for social distancing and will reciprocate in the use of PPE. Overall, the travel to, and performance of, MORs is going well with the safety precautions noted above and owner/agent cooperation. Staff also indicate that despite a recent surge in COVID infections nationally, they remain comfortable performing MORs with necessary precautions. We will continue to monitor state and local COVID-19 conditions to ensure a reasonably safe travel and performance environment.
2.	SHCC staff processed 173 2nd round COVID Supplemental Payments (CSP) applications on behalf of HUD. Applications are due 12/11/2020. The applications resulted in additional owner subsidy of approximately \$1 million to reimburse Owners for COVID related expenses.
3.	SHCC continues to perform updates to its work in progress tracking systems and overall policies and procedures to continue to prepare for the procurement of the SHCC contracts now expected sometime in late 2021 or early 2022.
TECHNOLOGY MANAGEMENT & INNOVATION-ANDREA GALLOWAY	
1.	Continued DocuSign implementation in HCV and LIH to assist in external document collection.
2.	Continued work on LIH client file scan project.
3.	Continued support of staff in their work from home needs.
4.	Started inventory of staff equipment at home.
5.	Continued work on RentCafe implementation.



Housing Authority of the City of Austin

Established in 1937

AUSTIN PATHWAYS REPORT FOR DECEMBER 2020

HACA RESIDENT & CLIENT SUPPORT CENTER

Fall 2020 Review: The HACA Resident & Client Support Center operations are fully stabilized. The first months post-COVID we saw a steady influx of about 1,500 contacts per month. In November, we saw a 30% decrease in calls but based on our current rate we'll likely see a 20% increase over previous months, reflecting residents' increased needs for assistance, including contacts related to Blue Santa and other gift cards.

- We're seeing an overall shift in calls from post-COVID emergency needs to the largest number of requests for rent and utility assistance. Dozens of residents call several times each week, just to talk and check in about their property or life in general.
- When residents call this winter, they can reach ACC IT interns at all times to provide technical support and internet service support.

The Support Center is now a critical platform from which we can organize resident activities and gain insight and all important relationships and continue to build that TRUST we have with residents!

December Highlights: Inbound calls for the HACA Resident & Client Support Center came in at a manageable rate in early December. Calls slowed down considerably at the end of December. This was fortunate as many of the HACA call center staff took time off for the holidays.

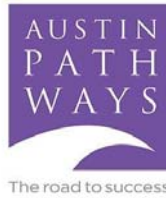
Calls also continued to come in regarding the HACA At-Home Learning Survey and were directed to Austin Pathways Digital Inclusion interns. If the interns determined that there is a need for additional family support, they refer the caller for assistance from the Austin Pathways Resident Services Specialists and Coaches. Additional inbound calls were generated by the Austin Pathways computer deployments to HACA resident AISD parents, FSS graduates, and Paraeducators.

Inbound calls were also received in response to mailers sent out regarding the YES Incentive program and the Blue Santa assistance for the Holidays. Many residents were assisted in signing up for these opportunities. Calls also came in regarding distribution of Blue Santa gift cards and issues with a few of the Blue Santa gift cards to seniors and YES Incentive gift cards that were mailed out.

Outbound calls were made in December to seniors living at HACA senior properties. Overall, residents are receptive to these calls and happy that we are keeping in contact with them. Some residents expressed health and safety concerns regarding COVID-19, mask wearing and resident gatherings. Specific concerns were directed to the property managers or Community Directors.

Resident Concerns. An increased number of calls were received in December from residents looking for resources related to rent and utility assistance. Some residents call several times each week, seeking just to talk and check in about what's happening at their property, rather than to receive a specific resource. Non-residents also call, seeking information about how to apply for housing and guidance regarding how to access wait list information.

Positive Impact. Nancy Garcia took an inbound call from a Lakeside resident with a RAD related question. The resident sent a text after Nancy directed his call to Tiffany Middleton, *"I just want to thank you for finding Tiffany to talk to. She was the exact person I needed to speak to and she answered all my questions -and I heard the good news that I was wanting to hear. Thanks a million!"*



Housing Authority of the City of Austin

Established in 1937

AUSTIN PATHWAYS REPORT FOR DECEMBER 2020

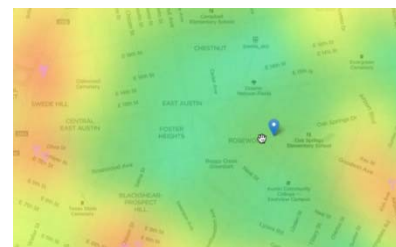
HACA AT-HOME LEARNING PROGRAM

Austin Pathways is committed to support resident children and parents to experience success in both “teacher-led” and “student-led” learning. This Fall, the AP team has been addressing three goals:

- Support Youth After School & Prevent Academic Slide.** (1) Communities in Schools (CIS) continues to meet with youth at HACA sites in December. CIS is providing support with remote learning and learning challenges. (2) Boys and Girls Club is open at Meadowbrook with 20 youth participating; at Chalmers Courts with 15 youth participating, and at Booker T. Washington with room for 25 students. Priority is given to youth with working parents or with high needs. The Clubs were open 2:30pm - 7:30pm in December. The Clubs were to be open during Winter break with full-day programming but due to the COVID-19 surge/ Public Health community risk level at Stage 5, HACA decided not to open the Clubs between Christmas and New Year holiday.
- Ensure Family Homes and HACA Community Rooms can support remote learning.** (1) Staff investigated models and safety requirements to use community rooms as remote classrooms. Necessary space and adult supervision may fit an afterschool program model most effectively. (2) We have engaged 3 residents certified as para-educators to provide remote support to HACA families. In October, these paraeducators completed additional training on remote learning tools to better assist students and parents. 13 additional residents completed the 6-week Paraeducator certification program with ACC. The resident paraeducators will start working remotely with families in January.
- Provide Parents with Tools & Resources to Provide 1:1 In-Home Classroom;** Help Parents Continue to Work Remotely from Home. (1) To secure affordable high-speed broadband access, we are developing a reimbursement program. Hotspot loans will be available and delivered through a partnership with Austin Public Library by end of December; (2) A total of 86 devices were deployed to AISD parents and a new cohort of HACA Paraeducators; (3) 14 ACC IT interns and Ambassadors providing technical support and assistance. To ensure Paraeducators have a “living lab” reflecting the technology in HACA student homes, in November we completed a Chromebook loan agreement with KLRU.



Which hotspots should HACA purchase for K-12 Families? In November, 13 IT interns completed hotspot testing at five of seven non-Google Fiber properties. Why? Hotspots from T-Mobile, Verizon, AT&T and Sprint don’t work the same way in all parts of town. Photo, left, Rosewood Courts is in the middle of a 10 block by 20 block “donut hole” - the red and yellow areas are “hot” while the green and blue areas where Rosewood is located have very poor wireless internet connectivity. By identifying where hotspots work well -- and don’t -- we’ll be able to provide the right equipment to residents, and to encourage providers to do better.



HOUSING AUTHORITY OF THE CITY OF AUSTIN

BOARD ACTION REQUEST

RESOLUTION NO. 02687

AUSTIN PATHWAYS

ITEM NO. 3.

MEETING DATE: January 21, 2021

STAFF CONTACT: Barbara Jackson, Jobs Plus

ITEM TITLE: Presentation, Discussion, and Possible Action Regarding Resolution No. 02687: Approval of a Contract Renewal for Communities in Schools to provide service to at-risk HACA students

BUDGETED ITEM: Yes

TOTAL COST: \$600,000

ACTION

The Board is being asked to approve contract renewal of Communities in Schools.

SUMMARY

Background:

HACA has contracted with Communities in Schools (CIS) since 2001. CIS has consistently met or exceeded their contract outcomes each year. Although the 2019-2020 school year was significantly impacted by the COVID-19 pandemic, CIS still met or exceeded the majority of the contracted outcomes.

The program is one of the top evidence-based school dropout prevention programs in the country, and has received ongoing support by the AISD Board of Trustees. The goal of the program is to support resident youth in their journey to economic self-sufficiency through school-based and property-based educational, enrichment, and case management services. CIS will provide the following services to HACA youth: After school programming (2-4 days a week per site) Educational enrichment; Home visits; Supportive guidance; Enrichment activities; Family engagement; Summer transition camps.

Process:

A notification and request for approval to utilize Communities in Schools (CIS) as a sole-source for providing in-school case management and tutoring services to HACA youth grades K-12 was sent to HUD on September 12, 2017. In addition to the notification request, an Independent Cost Estimate (ICE) was also submitted for HUD review. On Tuesday, May 8, 2018, Nora Morales, Director of Operations & Procurement, was informed via e-mail by the HUD field office in San Antonio that HACA's request for CIS to be a sole-source provider was noted in their file, and that HACA could proceed with the contract, as long as HACA followed Procurement Policy, and verified through an Independent Cost Estimate that the price for CIS services is reasonable.

Staff Recommendation:

Staff recommends that Communities in Schools be awarded the contract to provide in-school case management and tutoring to HACA youth grades K-12.

ATTACHMENTS:

- ▣ **CIS SmartKids Impact Report**
- ▣ **CIS Sole Source**
- ▣ **CIS-ICE**

RESOLUTION NO. 02687

RESOLUTION APPROVING RENEWAL OF FUNDING FOR IN-SCHOOL CASE MANAGEMENT AND PROPERTY-BASED TUTORING SERVICES

WHEREAS, the Housing Authority of the City of Austin (HACA) provides programming focused on youth educational success and dropout prevention for children living at HACA PBRA (formerly public housing) developments;

WHEREAS, HACA currently contracts with Communities in Schools (CIS) to provide targeted school-based educational and case management services at seven schools and property-based tutoring services at four sites;

WHEREAS, Communities in Schools' program help support children with the journey toward economic self-sufficiency through school-based case management services and property-based educational, enrichment, and tutoring services;

WHEREAS, On May 8, 2018, HACA was informed via e-mail by the HUD field office in San Antonio that HACA's request for CIS to be a sole-source provider was noted in their file, and that HACA could proceed with the contract, as long as HACA followed Procurement Policy, and verified through an Independent Cost Estimate that the price for CIS services is reasonable.

WHEREAS, the September 19, 2019, resolution (Resolution #02611) stipulated that funding was being provided to CIS to operate for one year, with the option for the contract to be extended up to five years through an annual renewal process;

NOW, THEREFORE, BE IT RESOLVED, that the Housing Authority of the City of Austin Board of Commissioners approves the renewal of Communities in Schools In-school case Management and Tutoring Services contract from January 1, 2021 through December 31, 2021 in the amount of \$600,000.

PASSED, APPROVED, AND ADOPTED this 21st day of January 2021.

Michael G. Gerber, Secretary

Carl S. Richie, Jr., Chairperson

IMPACT REPORT

SMARTKIDS PROGRAM

IN THE 2019-2020 SCHOOL YEAR, THE COMMUNITIES IN SCHOOLS SMARTKIDS PROGRAM SERVED 341 STUDENTS

Campuses and sites served: Becker, Dawson, Oak Springs, and Zavala Elementary Schools, Lively, Martin, and Kealing Middle Schools, Eastside Memorial and Travis High School, and Bouldin Oaks, Meadowbrook, Santa Rita, and Booker T. Washington housing communities.

Case Management by Campus

Becker Elementary - 30 students
 Dawson Elementary - 68 students
 Eastside Memorial ECHS - 25 students
 Kealing Middle School - 32 students
 Lively Middle School - 43 students

Martin Middle School - 15 students
 Oak Springs Elementary - 50 students
 Travis ECHS - 26 students
 Zavala Elementary - 52 students



100% of 12th graders graduated

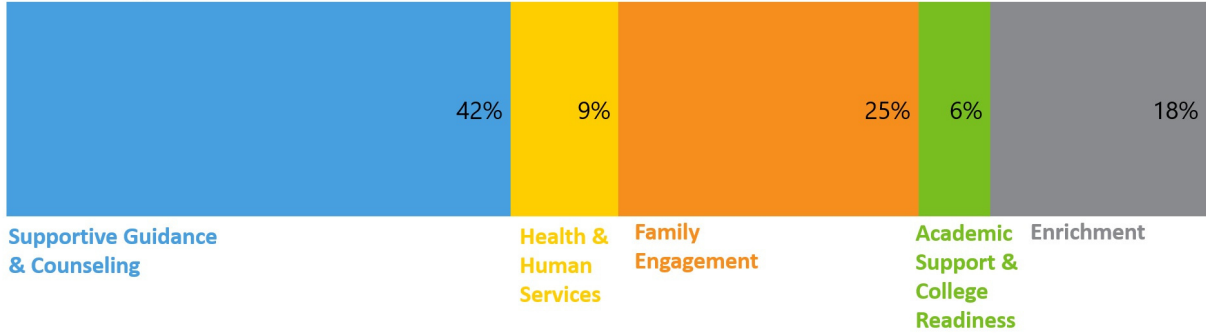


100% of students stayed in school

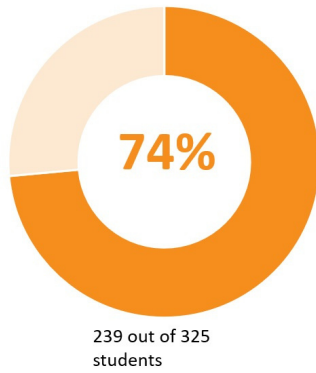


99% of students were promoted

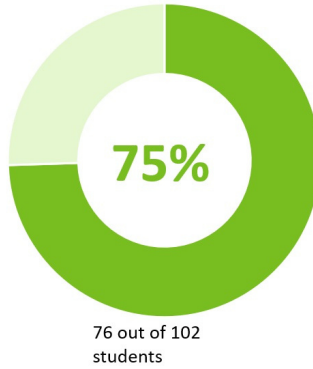
Over 30,231 services across five service areas



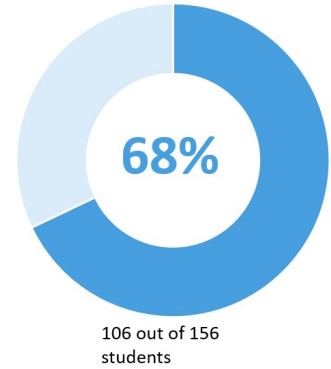
Students with a **behavior** need who showed improvement



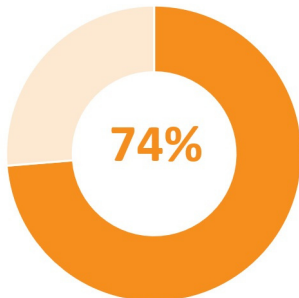
Students with an **attendance** need who showed improvement



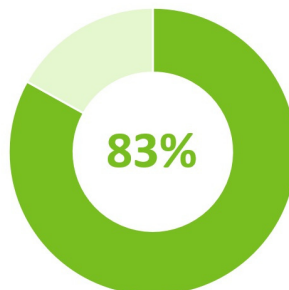
Students with an **academic** need who showed improvement



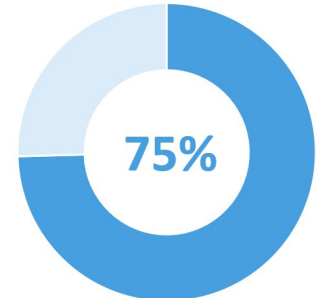
Students who **improved** their attendance rate



Students who showed an academic, attendance, and/or behavior improvement



Students who **improved** core class grade by more than 5%



COMPASS TO COLLEGE

TRAVIS

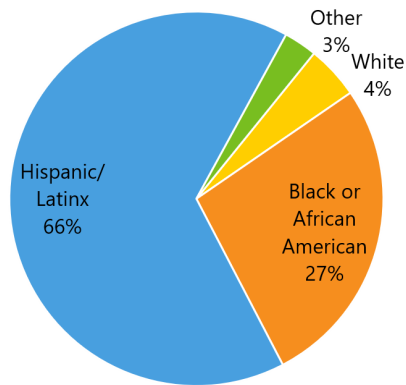
- 6 FAFSA Applications
- 13 Scholarship Applications
- 29 College Applications
- 5 students accepted to one or more colleges

EASTSIDE

- 5 FAFSA Applications
- 10 Scholarship Applications
- 15 College Applications
- 5 students accepted to one or more colleges

Property	School	Grade	Completed FAFSA	# of Scholarship Applications Completed	# College Applications Completed	One or more acceptances	Graduated or Promoted
Meadowbrook	Travis High School	12	Y	1	1	Y	Graduated
Meadowbrook	Travis High School	12	Y	4	17	Y	Graduated
Meadowbrook	Travis High School	12	Y	2	4	Y	Graduated
Meadowbrook	Travis High School	12	Y	2	2	Y	Graduated
Meadowbrook	Travis High School	12	Y	4	5	Y	Graduated
Meadowbrook	Travis High School	12	Y				Graduated
Meadowbrook	Travis High School	11	N				Promoted
Meadowbrook	Travis High School	11	N				Promoted
Meadowbrook	Travis High School	11	N				Promoted
Bouldin Oaks	Travis High School	11	N				Promoted
Booker T. Washington	Eastside Memorial	11	N				Promoted
Booker T. Washington	Eastside Memorial	12	Y	3	3	Y	Graduated
Chalmers Court	Eastside Memorial	12	Y	2	4	Y	Graduated
Rosewood	Eastside Memorial	12	N	1	4	Y	Graduated
Chalmers Court	Eastside Memorial	12	Y	2	2	Y	Graduated
Booker T. Washington	Eastside Memorial	10	N				Promoted
Booker T. Washington	Eastside Memorial	12	Y				Graduated
Booker T. Washington	Eastside Memorial	12	Y	2	2	Y	Graduated
Booker T. Washington	Eastside Memorial	11	N				Promoted
Santa Rita	Eastside Memorial	10	N				Promoted
Booker T. Washington	Eastside Memorial	10	N				Promoted
Chalmers Court	Eastside Memorial	10	N				Promoted
Santa Rita	Eastside Memorial	11	N				Promoted

SPECIAL CHARACTERISTICS OF STUDENTS SERVED BY THE SMARTKIDS PROGRAM



100% qualify for free or reduced lunch



24% didn't meet STAAR/EOC standards last year



16% are of limited English proficiency



6% have an incarcerated guardian



2% alternative education placement



13% enrolled in special education program

COVID-19 RESPONSE AND SUPPORT FOR HACA STUDENTS AND FAMILIES



- 273 students participated in on-going virtual services during campus closures



- CIS provided \$17,550 in direct financial assistance



- 64 students received devices with hotspots, worth \$25,600



- 286 community resource referrals for HACA families



- More than 300 face masks distributed to students and their families



- \$1,000 worth of Lyft ride credits were distributed

SUMMER PROGRAMMING



- 142 HACA students participated in CIS Summer Camp from June 8th through June 26th
- Students received summer camp kits valued at \$150 each to participate in facilitated activities via Zoom calls
- Kits contained 9 full activities, healthy snacks, art supplies and physical wellness supplies
- Students participated in virtual field trips, staff-facilitated team-building activities, family movie nights, and game nights
- CIS extended summer services for 19 students and their families to provide safety and support between CIS summer camp and the start of the school year

SmartKids Impact

Parents, students and school faculty provide annual feedback that is used to inform and improve SmartKids programming.



SmartKids Coordinator Itza Ramos during a home visit to drop off clothing and check in with students



“CIS has been essential to our school because they have been able to develop good relationships and maintain communication with our families. This has been very important during this time. Communication and collaboration is key and they do this so well!” – Lively MS faculty member



Compass to College Coordinator Ashika Raval sending letters and planners to students during campus closures

“CIS is an amazing program. Not just for the kids but for the family of the children as well. They just provide so much support and show with their actions how important the children are to them. I am beyond grateful to have been a part of the program with my kids.” - Oak Springs ES guardian

“CIS helped me with school related confusion and how to get in contact with my teachers.” – Eastside Memorial HS student

**“They went above and beyond for us while also being cautious of our well being. They deserve more than just a congratulations on their efforts. They're really family to us. Thank you for helping us in this crazy pandemic.”
– Dawson ES parent**

“My son had a mental health crisis in the fall. When he was able to return to school, having his CIS contact available to support him meant a lot. It also gave him a place to go when he needed to take a break.”
– Becker ES parent

Celebrating Seniors

Communities In Schools hosted a virtual graduation event for seniors and their families on May 21st, featuring guest speaker Rey Saldaña, the President and CEO of Communities In Schools®



After serving as experts on a student panel, HACA students Eliza and Emmanuel pose with Travis High School faculty at the CIS Partners Appreciation Event



"Shortly after the closures decision was made, CIS reached out by phone and email to check on our family and to make sure we knew how to contact them. They made sure we had resources for necessities, kept track of my child's need for his Chromebook, she even kept my son in contact with his mentor which means a lot emotionally at this time. There has never been an issue or need that I've approached her with, that she's said that CIS couldn't help with in some way. CIS has a huge impact on my child's educational and emotional needs." – Zavala ES parent

"During school closure, CIS helped kids who are in need of social, emotional, and academic guidance while they struggle to work from home. CIS is a must-have during these times. Students need all the support they can get." – Kealing MS faculty member



CIS partnered with Hope Food Pantry to provide Zavala families with food items



Housing Authority of the City of Austin

Established in 1937

Board of Commissioners,
Carl S. Richie, Jr., Chairman
Charles Bailey
Edwina Carrington
Tyra Duncan-Hall
Isaac Robinson

President & CEO
Michael G. Gerber

September 12, 2017

Simona Berrellesa
U.S. Dept. of Housing and Urban Development
Office of Public Housing
615 E. Houston, Suite 347
San Antonio, TX 78205

Dear Mrs. Berrellesa:

This letter serves as notification and request for approval to utilize Communities in Schools (CIS) as the sole source for providing in-school case management and tutoring services to the Housing Authority of the City of Austin's (HACA) youth (grades K-12).

A formal partner of HACA's since 2002, CIS is the only provider of in-school case management services and tutoring expertise with the ability to track and support the academic improvement and scholarly potential of HACA student residents. Through its collaboration, CIS and HACA have worked together to develop HACA-specific programs that have been implemented across many of HACA's properties for the last 15 years. While currently providing case management services to HACA youth at nine (9) local schools and tutoring and enrichment at four (4) HACA properties, as many as 12 local feeder schools and seven (7) HACA properties have supported HACA youth with these CIS services in the past.

In-school case management focuses on academic progress, social and emotional support, crisis intervention, peer networks and family support. In-school teams conduct needs assessments early in the year, based on student interactions and teacher and parent recommendations, and utilize these assessments to determine group and individual services. Specific behavioral and academic needs may be addressed through individual and group counseling, motivational activities, intensive academic remediation services, community referrals, mentoring and advocacy. As a complement, CIS SmartKids provides afterschool tutoring and enrichment activities on site at HACA communities, and helps students and their parents to prioritize learning and academics outside of the school day. Greater than 70% of HACA youth engaged in case management also participate in SmartKids – with school-based CIS staff providing both in-school and afterschool services for continuity and continued support of HACA youth. On average, 315 HACA youth receive CIS in-school case management services annually – with elementary students averaging 210 participants, middle school averaging 75 participants and high school averaging 30 participants. Approximately 230 HACA youth participate in SmartKids tutoring and enrichment annually.

CIS also provides the Compass to College program to HACA youth at two local feeder high schools, encouraging and preparing HACA youth to stay on track with their academic progress and pursue higher education. Activities and supports undertaken as part of the program include post-secondary goal setting, success coaching, career interest exploration, leadership development, extracurricular pursuits, college and financial aid applications, scholarship applications and visits to colleges and technical training programs. HACA youth participating in Compass to College receive mentoring and support from the CIS case manager that also provides in-school case management services. During the most recent academic year, 28 HACA high school students

*"We envision neighborhoods where poverty is alleviated,
communities are healthy and safe, and all people can achieve their full potential"*



participated in the program.

Continued service to HACA youth in their schools and near their homes will work to foster ongoing cohesion, participation and improved student success. This continued partnership will allow the ability to provide services within AISD public schools, the ability to access AISD student performance data (of which CIS is one of the few organizations that has a data-sharing partnership) and a keen knowledge of the needs of youth living in public housing.

Per HUD requirements, HACA has gone out to bid on multiple occasions for its in-school case management and tutoring program over the last 12 years. However, Communities in Schools has been the single bidder for the contract during the last two Requests for Proposals – in 2009 and 2013. Additionally, HUD approved CIS as the sole source provider for HACA’s In-School Case Management and Tutoring Services in September 2013, following the last RFP, for which the approval letter is attached. As this would be HACA’s third attempt at soliciting the continuum of services currently provided very successfully by CIS, through another RFP process for in-school case management and tutoring, HACA respectfully requests permission to renew the contract with Communities in Schools for five years with annual reviews.

Services provided to HACA youth by CIS during the 2016-17 school year included:

Crisis intervention	Individual & Group Counseling	Parental involvement
Case management	Supportive guidance	Educational enhancement
Health/Human Services	Tutoring services	Recreational activities

For a contracted amount of \$600,000 annually, Communities in Schools spent 11,910 hours with HACA youth offering the aforementioned services, and parent and family engagement. That’s \$50.37 per hour spent on case management services for each HACA youth at nine (9) local schools and tutoring and enrichment at four (4) HACA properties, as many as 12 local feeder schools and seven (7) HACA properties have supported HACA youth with these CIS services in the past. CIS has a foundation and a positive presence within the Austin ISD and the Housing Authority of the City of Austin. However, the HACA specific collaboration is the only one that provides both on-campus case management and after school programming to a target group of students. This model results in higher annual service hours per HACA student and higher number of years in services for HACA students versus other low-income CIS students.

Based on an analysis of data conducted by CIS, the following was found:

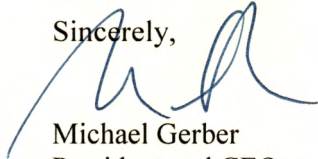
- On average, CIS HACA students participate in CIS for longer periods of time. Average participation for elementary students is four years, middle school students is five years, and high school students is seven years – versus a three year average in CIS services for non-HACA low-income students.
- HACA students receive a higher “dosage” of service. The average number of service hours per CIS HACA student is 75 annually versus 33 for non-HACA CIS students.

- While not studied formally, HACA attributes longer duration and higher dosage services as an element that contributes to higher outcomes for HACA CIS students in several areas, including: significantly better attendance beginning early in the school year, significantly less chronic absenteeism across the school year, and higher grade promotion and graduation rates for HACA CIS youth than other CIS participants (97% and 100% for case-managed and Compass to College students, versus 90% for other low-income CIS students).

Considering HACA's very successful ongoing relationship with CIS that has produced significant outcomes for HACA youth, the responses to HACA's last two In-School Case Management and Tutoring RFPs, CIS's unique relationship with the Austin Independent School District for data-sharing and student tracking, and the unique HACA-specific programs that CIS has built – we hope that you will consider allowing HACA to move forward with a sole source agreement with Communities in Schools.

Please advise if this request is approved. Upon approval, we will seek approval from our Board of Commissioners. If you need additional information regarding this request, please do not hesitate to contact Nora Morales, Purchasing Director, at 512-477-4488 x 2119 or noram@hacanet.org

Sincerely,



Michael Gerber
President and CEO



Housing Authority of the City of Austin

Established in 1937

INDEPENDENT COST ESTIMATE

In-school Case Management and Tutoring Program
HACA-13-P-183

This Independent Cost Estimate (ICE) is being conducted as required by 2 CFR 200.323(a) and as detailed within Section 3.2 of HUD Procurement Handbook 7460.8 REV 2.

DEFINITION: An ICE is a HA's estimate, based on previous history or current market conditions, of how much the HA expects the item(s)/service(s) to cost.

JUSTIFICATION:

The basis for this ICE is the examination of the price paid in the most recent contract(s) reflected in the data below:

Properties	Services
Meadowbrook	Afterschool Academic Support/Case Management & Compass to College
Chalmers	Case Management
Rosewood	Case Management
Santa Rita	Afterschool Academic Support/Case Management & Compass to College
Booker T. Washington	Afterschool Academic Support/Case Management & Compass to College
Bouldin Oaks	Afterschool Academic Support/Case Management & Compass to College

Firm fixed budget for Comprehensive Youth Services- \$600,000.00 annually.

Communities in Schools spent 11,910 hours with HACA youth offering the aforementioned services, and parent and family engagement. That's \$50.37 per hour spent on case management services for each HACA youth at nine (9) local schools and tutoring and enrichment at four (4) HACA properties. As many as 12 local feeder schools and six (6) HACA properties have supported HACA youth with these CIS services in the past. CIS has a foundation and a positive presence within the Austin ISD and the Housing Authority of the City of Austin. HACA students receive a higher "dosage" of service. The average number of service hours per CIS HACA student is 75 annually versus 33 for non-HACA CIS students. In 2016, 335 HACA students received case-management, and 215 HACA students participated in afterschool academic support. 28 HACA high school students participated in Compass-to-College.

EXPLANATION OF COSTS

The program is part of the Housing Authority's ongoing effort to improve the education and economic well-being of its youth by engaging in activities that build academic and interpersonal skills which is an important part of HACA's dropout prevention strategy.

COMPLETED BY:

Nora Morales 11/27/2017
Signature Date

Nora Morales Director of Purchasing
Printed Name Title

HOUSING AUTHORITY OF THE CITY OF AUSTIN
REPORT
AUSTIN AFFORDABLE HOUSING CORPORATION
ITEM NO. 4.

MEETING DATE: January 21, 2021

STAFF CONTACT: Ron Kowal, Vice President of Housing Development/Asset Mgmt

ITEM TITLE: Update on AAHC's acquisition and development programs

BUDGETED ITEM: N/A

TOTAL COST: N/A

HOUSING AUTHORITY OF THE CITY OF AUSTIN

BOARD ACTION REQUEST

RESOLUTION NO. 02688

AUSTIN AFFORDABLE HOUSING CORPORATION

ITEM NO. 5.

MEETING DATE: January 21, 2021

STAFF CONTACT: Suzanne Schwertner, Director of Development

ITEM TITLE: Presentation, Discussion, and Possible Action regarding Resolution No. 02688: Resolution authorizing the Housing Authority of the City of Austin to take such actions necessary or convenient to amend the Bylaws of South Congress Public Facility Corporation

BUDGETED ITEM: N/A

TOTAL COST: N/A

ACTION

The Board is being asked to approve Resolution No. 02688 authorizing the Housing Authority of the City of Austin to take such actions necessary or convenient to amend the Bylaws of South Congress Public Facility Corporation.

SUMMARY

Background:

The HACA Board of Commissioners approved Resolution No. 2568 on September 20, 2018 authorizing the creation of South Congress Public Facility Corporation (SCPFC). SCPFC was created pursuant to the provisions of the Public Facility Corporation Act, Chapter 303, Texas Local Government Code (the "Act"), to assist in the development of multifamily housing.

Process:

The current officers of SCPFC are comprised of the Board of Commissioners and HACA's President and CEO. By amending the bylaws, an additional officer can be added at the staff level. This would allow an additional officer at staff level along with HACA's President and CEO to carry out day-to-day operations.

Staff Recommendation:

Board approval will allow the Housing Authority of the City of Austin to take such actions necessary or convenient to amend the Bylaws of South Congress Public Facility Corporation.

RESOLUTION NO. 02688

RESOLUTION AUTHORIZING THE HOUSING AUTHORITY OF THE CITY OF AUSTIN (THE “AUTHORITY”) TO TAKE SUCH ACTIONS NECESSARY OR CONVENIENT TO AMEND THE BYLAWS OF SOUTH CONGRESS PUBLIC FACILITY CORPORATION

WHEREAS, pursuant to the provisions of the Public Facility Corporation Act, Chapter 303, Texas Local Government Code (the “Act”), the Authority sponsored and created South Congress Public Facility Corporation, a Texas public facility corporation (“PFC”), to assist in the development of multifamily housing;

WHEREAS, the Authority approved of the filing of a Certificate of Formation (“Certificate”) with the Secretary of State of the State of Texas in order to form the PFC and of the PFC’s adoption of Bylaws (“Bylaws”) pursuant to Resolution No. 2568;

WHEREAS, the Certificate provides that any amendment of the Bylaws must be approved by the Authority;

WHEREAS, the Bylaws provide that all officers of the PFC, except for the secretary and the treasurer, shall be members of the Board of Directors of the PFC;

WHEREAS, the Authority desires for the PFC to amend its Bylaws in order to permit for the appointment and/or election of individuals as officers of the PFC regardless of whether such individuals serve on the Board of Directors of the PFC pursuant to an amendment to the Bylaws (the “Amendment”);

NOW, THEREFORE, in connection with the foregoing, the Board of Commissioners of the Authority hereby adopts the following resolutions:

BE IT RESOLVED, that the President and CEO of the Authority and/or his designee is hereby authorized to review, approve and execute all certificates, affidavits, agreements, leases, company agreements, documents and other writings, including the Amendment (collectively the "Agreements") the President and CEO or his designee shall deem to be necessary or desirable in the consummation of the transactions herein contemplated;

BE IT FURTHER RESOLVED, that all acts, transactions, or agreements undertaken prior hereto by the President and CEO of the Authority or his designee, in connection with the foregoing matters are hereby ratified and confirmed as the valid actions of the Authority, effective as of the date such actions were taken; and

BE IT FURTHER RESOLVED, that the President and CEO and his designee are hereby authorized and directed for and on behalf of, and as the act and deed of the Authority, to take such further action in the consummation of the transactions herein contemplated and to do any and all other acts and things necessary or proper in furtherance thereof, as the President and CEO or his designee shall deem to be necessary or desirable, and all acts heretofore taken by the President and CEO and his designee to such end are hereby expressly ratified and confirmed as the acts and deeds of the Authority.

This resolution shall be in full force and effect from and upon its adoption.

[Remainder of page intentionally left blank for signature]

PASSED, APPROVED AND ADOPTED this 21st day of January, 2021.

CHAIR

ATTEST:

Secretary

HOUSING AUTHORITY OF THE CITY OF AUSTIN

BOARD ACTION REQUEST

RESOLUTION NO. 02689

PURCHASING ITEM NO. 6.

MEETING DATE: January 21, 2021

STAFF CONTACT: Nora Velasco, Director of Operations and Procurement

ITEM TITLE: Presentation, Discussion, and Possible Action Regarding Resolution No. 02689:
Approving the award of a renewal contract for Janitorial and Day Porter Services to
M & R Elite Janitorial Solutions

BUDGETED ITEM: Yes

TOTAL COST: \$170,000.00

ACTION

The Board is asked to approve the award of a renewal contract for janitorial and day porter services to include sanitizing for viruses to M & R Elite Solutions. This will be the 2nd year renewal with a 1.5% increase overall.

SUMMARY

Background:

The Housing Authority of the City of Austin utilizes the services of contractors to perform janitorial to ensure our community rooms are cleaned, presentable, and ready for resident programs. Porter services in HACA's administration building provides all day janitorial services, ensuring a cleaner building at all times. The scope of this contract includes after-hour services at five of our properties' community rooms and day porter services at our main administration office. This past year due to the Covid 19 pandemic, sanitizing services were added to their service.

Process:

An Invitation for Bid was issued for Janitorial and Porter Services on November 21, 2019 with a due date of December 20, 2019. It was advertised in the Austin America Statesman on Sunday, November 24 and December 1, 2019. The invitation for bid was also posted on HACA's website and the Housing Agency Marketplace, an online bidding website that HACA is a member of. Twenty-nine (29) proposals were emailed, downloaded, or picked up and four (4) responses were received. Responses were publicly opened, read, recorded, and witnessed by Tina Benson and bid official Nora Morales. M & R Elite Janitorial Solutions, LLC was selected as the most responsive bidder and was awarded the contract upon Board approval on January 14, 2020.

Staff Recommendation:

Staff recommends awarding the 2nd year renewal to M & R Elite Janitorial Solutions, LLC. Staff's experience with this firm has been positive; when a problem is reported, M & R responds quickly to resolve the issue. M & R has also been a great partner in our efforts in keeping our facilities sanitized during this unprecedented time.

The renewal contract amount of \$170,000 includes a 1.5% annual increase. This proposed increase was reflected in M & R's original bid.

ATTACHMENTS:

- ▣ **ATTACHMENT 1: DISTRIBUTION**
- ▣ **ATTACHMENT 2: TABULATION**
- ▣ **ATTACHMENT 3: BIDDERS QUALIFICATIONS**

RESOLUTION NO. 02689

APPROVAL OF AN AWARD OF RENEWAL CONTRACT FOR JANITORIAL AND PORTER SERVICES

WHEREAS, on December 20, 2019, the Housing Authority of the City of Austin opened and publicly read bids to award a contract for Janitorial & Porter Services, and;

WHEREAS, on January 14, 2020 M & R Elite Janitorial Solutions, LLC was deemed responsive, responsible and was awarded such contract;

WHEREAS, the performance of this vendor has been satisfactory during year one of the contract;

WHEREAS, it is the recommendation of the President & CEO that the contract with M&R be renewed for a second year with a 1.5% rate increase in the total amount not to exceed \$170,000

NOW, THEREFORE BE IT RESOLVED, that the Housing Authority of the City of Austin Board of Commissioners authorizes the President & CEO to accept the proposal as submitted and award such contract.

PASSED, APPROVED AND ADOPTED this 21st day of January, 2021.

Michael G. Gerber, Secretary

Carl S. Richie, Jr., Chairperson

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-19-I-0233
 Description: Janitorial & Porter Services

BID OPENING DT/HR: Dec. 20, 2019 10:00AM/ CST
 Location: 1124 South IH 35 Austin, Texas 78704

Date	Organization	Addendum
e 12/3	Company: Clean Pros of Austin Address: _____ Phone: 8008107140 Fax: _____ Email: mark@clean-prousa.com Contact Person: Don	Addendum #: Date Notified: Received by: Date:
12/17	Company: Cleaning Service Solutions Address: 2101 South IH35 Austin TX 78741 Phone: 5124167030 Fax: 5124166759 Email: pamel a@cleandude.com Contact Person Mel Romero	Addendum #: Date Notified: Received by: Date:
12/17	Company: Atwood Delivery Address: 6208 Marigold Terrace Austin TX 78741 Phone: 919 6648 Fax: 775 5341 Email: atwoodsdelivery@aol.com Contact Person:	Addendum #: Date Notified: Received by: Date:
12/17	Company: Superb Cleaning Address: 555 Round Rock West Dr 230 R.R. TX 78681 Phone: 828.0098 Fax: 828 0099 Email: tyates20csg@hotmail.com Contact Person:	Addendum #: Date Notified: Received by: Date:
12/17	Company: Clean Image Address: 13498 Dond Spring 78729 Phone: 5122587003 Fax: Email: Erin Pryne Contact Person: sales@ksscleaning.com	Addendum #: Date Notified: Received by: Date:

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-19-I-0233
 Description: Janitorial & Porter Services

BID OPENING DT/HR: Dec. 20, 2019 10:00AM/ CST
 Location: 1124 South IH 35 Austin, Texas 78704

Date	Organization	Addendum
12/17	Company: <u>K.B. Contract Cleaning</u> Address: <u>813 Taulbee Ln</u> <u>78757</u> Phone: <u>452 9509</u> Fax: <u>452.9500</u> Email: <u>lewis@k-bcc.com</u> Contact Person: <u>Lewis Bowland</u>	Addendum #: Date Notified: Received by: Date:
12/17	Company: <u>Jam-Pro Cleaning Systems</u> Address: _____ Phone: <u>512 459.1100</u> Fax: <u>512 970 9355</u> Email: <u>aaron.thorp@jam-pro.com</u> Contact Person: <u>Aaron Thorp</u>	Addendum #: Date Notified: Received by: Date:
12/17	Company: <u>Duce Labor</u> Address: _____ Phone: <u>512 552 5105</u> Fax: _____ Email: <u>Demont McNeil</u> Contact Person: <u>ducelabor@outlook.com</u>	Addendum #: Date Notified: Received by: Date:
12/17	Company: <u>CTS main</u> Address: _____ Phone: <u>972.3997701</u> Fax: _____ Email: <u>Lbush713@aol.com</u> Contact Person: <u>Laurie Bush</u>	Addendum #: Date Notified: Received by: Date:
12/17	Company: <u>Ahu-Anteroc MKT Promotion</u> Address: <u>7603 Providence</u> <u>78652</u> Phone: <u>512 680.2292</u> Fax: _____ Email: <u>ahteroc@gmail.com</u> Contact Person: <u>Coretha Clark King</u>	Addendum #: Date Notified: Received by: Date:

B Ad contact info

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-19-I-0233
 Description: Janitorial & Porter Services

BID OPENING DT/HR: Dec. 20, 2019 10:00AM/ CST
 Location: 1124 South IH 35 Austin, Texas 78704

Date	Organization	Addendum
e 12/3	Company: EcoCare Address: 3007 Longhorn Blvd 100 78758 Phone: 339 9111 Fax: 339 9130 Email: jpeterson@ecocarepro.com Contact Person: Jessica Peterson	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: Coverall Address: _____ Phone: 279 0250 Fax: _____ Email: doug@coverallwarjon.com Contact Person Doug St. Onge	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: Building Stars Janitorial Address: _____ Phone: 314 274 9920 Fax: _____ Email: mlane@infinite-pipeline.com Contact Person: Mark Lanemann	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: Cleaners of America Address: 5100 Poplar Av Suite 211 Memphis TN 38137 Phone: 901 680 9883 Fax: 901 680 9884 Email: rhackleman@coa.com Contact Person: Ron Hackleman	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: American Facilities Services Address: _____ Phone: 707 401 613 Fax: _____ Email: asweet@bellsouth.net Contact Person: Anita Sweet	Addendum #: Date Notified: Received by: Date:

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-19-I-0233
 Description: Janitorial & Porter Services

BID OPENING DT/HR: Dec. 20, 2019 10:00AM/ CST
 Location: 1124 South IH 35 Austin, Texas 78704

Date	Organization	Addendum
e 12/3	Company: JaniKing Address: <u>2523 South Lakeline</u> <u>Cedar Park 78613</u> Phone: 5123359888 Fax: Email: tm3@jkaustin.us Contact Person: Valerie	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: Onvia Address: <u>509 Olive Way</u> <u>SeaTac WA 98101</u> Phone: 206373-9150 Fax: Email: jsessalonvia.com Contact Person Jacqueline Sessa	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: Citywide Maintenance Address: <u>1106 Clayton Ln</u> <u>78723</u> Phone: 5126725600 Fax: Email: chunt@gocitywide.com Contact Person:	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: JSN Janitorial Services Address: <u>11302 June Dr Suite C</u> <u>78753</u> Phone: 8321555 Fax: 8321565 Email: jeff@jsnjanitorialservices.com Contact Person: Jeff Voight	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: E-Team Cleaning Services Address: <u>San Marcos TX 78666</u> Phone: 5122143988 Fax: Email: eteamcleaning512@gmail.com Contact Person: Elizabeth Farr	Addendum #: Date Notified: Received by: Date:

RECORD OF DISTRIBUTION-INVITATION FOR BID/REQUEST FOR PROPOSAL

Contract: HACA-19-I-0233
Description: Janitorial & Porter Services

BID OPENING DT/HR: Dec. 20, 2019 10:00AM/ CST
Location: 1124 South IH 35 Austin, Texas 78704

Date	Organization	Addendum
e 12/6	Company: Address: _____ Phone: _____ Fax: _____ Email: leonardojosem@hotmail.com Contact Person: Leonardo Jose Muñoz Mendoza	Addendum #: Date Notified: Received by: Date:
p/o 12/11	Company: Zlynx Enterprise Address: 6448 HWY 290 East E107 Austin TX 78723 Phone: 512 4518828x214 Fax: 512 4679808 Email: ronda@zlynxenterprise.com x 216 joann@zlynxenterprise.com x 214 Contact Person Ronda Houston, JoAnn Sepeda	Addendum #: Date Notified: Received by: Date:
p/o 12/11	Company: JMA Address: P.O. Box 2202 Cedar Park, TX 78630 Phone: 512 861 6844 Fax: Email: John 512 906 8377 michelle Contact Person: Johnny Michelle 768@gmail.com	Addendum #: Date Notified: Received by: Date:
p/o 12/17	Company: Capitol City Janitorial Address: 2420 Patterson Industrial flugerville TX 78665 Phone: 512-670-2800 Fax: Email: lisa@ccjanitorial.com Contact Person: Lisa Crawford.	Addendum #: Date Notified: Received by: Date:
e 12/3	Company: Siller Preferred Services Address: 1144 Airport 78702 Phone: _____ Fax: _____ Email: yasmin@sillerservices.com Contact Person:	Addendum #: Date Notified: Received by: Date:

Housing Agency marketplace

Customer Support: 1-866-526-0160

Buyer's Workbench

Fri, Dec 27, 2019
11:45 AM CST

Vendors Who Have Downloaded Solicitation #: HACA-19-I-0233 - Janitorial & Porter Services

Total # of companies: 5

Total # of individuals: 5

Do you wish the prospective proposers to see this list? ▼

Note: Date/Time Viewed and Submission Status will NOT be shown to vendors.

Currently prospective proposers CANNOT see this list.

[Click here for Submission Status definitions](#)

Company	Date/Time Downloaded	Contact Name	Phone	City, State	MWBE Status	Submission Status
A-RAPID SOLUTIONS	12/04/2019 03:50 PM CST	Deborah Sam	713-875-2419	Houston, TX	Woman-owned Business Enterprise African-American Business Enterprise	
Accurate Cleaning Concepts	12/05/2019 01:49 AM CST	Hope Hernandez	361-737-6954	Corpus Christi, TX	Woman-owned Business Enterprise	
DH & Company	12/20/2019 04:31 AM CST	Dara Harsh	888-447-2348 Ext. 48	Maricopa, AZ	None (not Woman- or Minority-owned)	
SourceOne	12/04/2019 09:53 AM CST	Delmar Waller	512-566-3795	Tulsa, OK	None (not Woman- or Minority-owned)	
Works in Progress	12/05/2019 09:23 AM CST	Trip Burton	772-781-2144	Stuart, FL	None (not Woman- or Minority-owned)	

**BID TABULATION
 JANITORIAL & PORTER SERVICES
 HACA-19-I-0233
 December 20, 2019 10:00 AM/CST**

Company Name	Thurmond Heights 8436 Goldfinch Ct.	Meadowbrook Learning Center 1201 W. Live Oak	Booker T. Washington Community Center 905 Bedford	Booker T. Washington Neighborhood Networks Center 905-A Bedford St.	ADAPT 1100 S IH 35	TOTAL MONTHLY	TOTAL ANNUAL	RENEW RATE %	PORTER SVC 1124 S. IH 35 LABOR COST PER HOUR/PER INDIVIDUAL	PORTER SVC ANNUAL COST	JANITORIAL AND PORTER SERVICE TOTAL ANNUAL COST	RENEW RATE %
1 M&R's Elite Janitorial	\$616.00	\$1,250.00	\$459.00	\$975.00	\$800.00	\$4,100.00	\$49,200.00	1.5	\$15.80	\$98,592.00	\$147,792.00	1.5
2 UMove it We Clean It	\$3,200.00	\$3,520.00	\$3,200.00	\$4,000.00	\$800.00	\$14,720.00	\$176,640.00	2	\$22.00	\$137,280.00	\$313,920.00	2
3 Jani King	\$697.00	\$2,167.00	\$797.00	\$1,377.00	\$817.00	\$5,855.00	\$70,260.00	3	\$15.00	\$93,600.00	\$163,860.00	3
4 *Capitol City Janitorial	\$794.57	\$1,390.50	\$794.57	\$993.21	\$794.57	\$4,767.42	\$57,209.04	3	\$18.92	\$118,060.80	\$175,269.84	3
5												
6												
7												
8												
9												
10												

* Math Correction +.024 year

Bid Official:

Nora Morales

Date:

1/20/19

Witness:

Tina Benson

Date:

12/20/19

Statement of Bidder's Qualifications

M & R's Elite Janitorial Solutions, LLC is a Texas-based and HUB certified business that specializes in janitorial services. We provide a full line of services, from general janitorial services, to day porters and pressure washing and window cleaning. Our services are custom and are tailored to your scope of work and needs. We never subcontract any work so that the quality of these services, and management oversight adhering to our strict quality standards are always reflected in the work that we do. Our company's personnel experience dates back over 13 years in the industry, assuring high quality standards of the work being done. Organized in 2014, M & R's has been operational for 5 years under its current name in the business of providing janitorial services.

Full permanent business address for M & R's Elite Janitorial Solutions is 20526 Broughwood Cir., Katy, TX 77449. The business is a partnership, owned by Mr. Felipe Romero, Jr (51%) and Mr. Arturo B Mejia (49%), both Hispanic male owners.

Currently, M & R's employs approximately 40 staff members (mostly part-time), and revenue generated is approximately \$628,000 a year. The company is based in Katy, but has satellite offices in South Texas, Austin and San Antonio with accounts in those same markets. Our current workload includes utilities, municipalities, government agencies, and clinics that have dedicated team members ensuring that high quality standards are met, and who regularly meet with clients and team members in order to be proactive with any potential issues. M & R's Elite Janitorial Solutions currently holds accounts in almost every sector throughout Texas. Relevant to this project are our governmental agencies and other Housing Authority office we service, to name a few. Our supervisory team ensures quality standards are met with local clients in that area to ensure compliance.

Current Contracts in place:

Housing Authority of the City of Brownsville - \$21,126 1-year contract – Completion Date: August 2020, with additional 4 years of renewal options (currently in year 1).

City of Beaumont, TX - \$17,115 1-year contract- Completion Date: January 2021, with additional 2 years of renewal options (currently in year 2).

City of Dickinson, TX - \$62,208 2-year contract – Completion Date: October 2021, with additional 2 years of renewal options (currently in year 1).

City of Port Arthur, TX - \$39,960 1-year contract – Completion Date: June 2020, with additional 2 years of renewal options (currently in year 1)

Texas Department of Public Safety – Beaumont Regional Facility - \$37,440 2-year contract – Completion Date: August 2020, with additional option of 2-year renewal (currently in term 1).

Texas Department of Public Safety – Austin Regional Facility - \$14,795 1-year contract – Completion Date: August 2020, with additional 3 years of renewal options (currently in year 2).

Texas Department of Transportation – Lee County Maintenance Warehouse - \$6,676 1-year contract – Completion Date: August 2020, with additional 3 years of renewal options (currently in year 2).

The Gulf Coast Center - \$117,000 1-year contract – Completion Date: August 2020, with 1 year of renewal option (currently in year 2).

Texas Workforce Solutions Alamo - \$161,890 1-year contract – Completion Date: September 2020, with 2 additional years of renewal options (currently in year 2).

Texas Workforce Solutions Cameron - \$62,622 1-year contract – Completion Date: October 2020, with 3 additional years of renewal options (currently in year 2).

Texas Workforce Solutions of the Coastal Bend - \$90,000 1-year contract – Completion Date: December 2020, with 3 additional years of renewal options (currently in year 1).

Texas Workforce Commission - \$7,613 1-year contract – Completion Date: August 2020, with no remaining renewal options (year 3 of 3).

M & R's Elite Janitorial Solutions provides a variety of janitorial services and includes carpet cleaning (shampoo/extraction), floor stripping and waxing, general janitorial services, emergency cleaning, power washing, window cleaning, emergency cleaning, pre/post event cleaning, final cleaning, day porter services and many other solutions for your facility. Our company has experience in almost every sector, and managerial experience dates back to over 13 years. Having hands-on janitorial experience, top management implements a one-on-one approach with all team members to focus on real challenges and addressing and solving issues in the day to day operations.

The company understands the importance of client property, and adherence to local and state laws requiring insurance against employee claims, property damage and bonds. To this end, M & R's is fully insured for general commercial liability up to \$2 million dollars, and has commercial auto liability for its vehicles, and workman's compensation insurance. We also have employee theft bonds, and have access to surety bonds as needed for certain clients.

Name & address of bonding company: Merchants Bonding Company, P.O. Box 14498, Des Moines, IA 50306-3498

Name & address of agent: Surety1, 3225 Monier Circle, Suite 100, Rancho Cordova, CA 95742

Completed contracts:

Houston Area Safety Council

Contact person: Saul Salas, Office & Administrative Manager; 281-824-2573 ssalas@hasc.com
7720 Spencer Highway, Pasadena, TX 77505

This account included 1 facility with a total of **65,450 square feet**

The Houston Area Safety Council (HASC) is a non-profit trade association that serves the Texas Gulf Coast, offering comprehensive industry solutions, including training and health services. Scope included day porter services, evening janitorial services, floor maintenance and annual deep cleaning services.

BioScience Research Collaborative – Rice University

Contact Person: John T McDevitt, Professor; mcdevittlab@rice.edu

6500 Main Street, Houston, TX 77030

This account includes 1 facility with a total of **13,000 square feet**

Laboratory cleaning and floor work for professor in university setting. Also included preparing, cleaning and help with relocation of professor belongings, and make laboratory ready for next professor.

Texas Department of Public Safety – New Braunfels Driver License Office

Contact person: Herman W. Gray, Jr., Regional Facilities Manager; 210-531-4302
herman.gray@dps.texas.gov

117 Conrads Lane, New Braunfels, TX 78130

DPS Mega Center Driver License office in New Braunfels, TX. Services included general janitorial tasks, including a dedicated day porter servicing the high traffic facility during the day (8am to 5pm), and a night custodian performing general janitorial duties, including floor/carpet maintenance, trash removal, dusting, restrooms, break rooms, and other periodic tasks, including medium and heavy cleaning.

City of Mont Belvieu

Contact person: Dustin Schubert, Parks & Recreation; 281-576-2213, ext. 280,
dschubert@montbelvieu.net

11607 Eagle Drive, Mont Belvieu, TX 77523

This account includes 6 facilities, with a total of **50,441 square feet**

Total employees assigned: 2

The City of Mont Belvieu is a municipality in the east part of Houston, servicing a population of about 6,000. Its recent growth has allowed the city to build a recent state of the art Senior Center (Hilltop), which we currently also service. Services included general janitorial evening services, and annual floor maintenance to include carpet shampoo and floor seal, strip and wax. Full scope included daily, weekly, monthly biannual and annual tasks. Facilities being serviced included City Hall, older Senior Center, Animal Shelter, Maintenance Office, Police – Municipal Court, and the newest Hilltop Senior Center.

Project Methodology & Quality Plan

Having read the RFP in its entirety and through internal meetings to discuss the scope fully, M & R's has a full understanding of the services being requested by the Housing Authority of the City of Austin (HACA) and has developed a summary of its services approach included in this proposal. The timeline to complete the tasks as per the RFP is as follows;

I. Timeline

Initial Phase (first week within start date):

- Bring buildings up to current standards
- Meet with facility manager(s) to discuss current issues, desired outcomes, and coordinate necessary items (access, security clearance, etc.)
- Inventory control (equipment and supplies)

Phase II (after week 1):

- Quality management standards
- Continuous monitoring of implementation of SOW expectations
- Walk-throughs with HACA staff and feedback on performance

Phase III:

- Work closely with HACA staff to address minor deficiencies and correct immediately
- Work and coordinate other special projects, such as floor maintenance (carpet shampoo/ floor strip/wax), carpet shampoo/extraction, or power washing
- Provide inspection reports, logs and other inventory-related documentation as required by the contract and for quality management purposes.

To this end, we will be performing those services being requested on a weekly and monthly basis. Biannual and quarterly services will be scheduled with HACA staff as required on the RFP.

II. Proposed Staffing

The total number of staff to be assigned to this project are approximately 9 persons. This number encompasses a total of 3 full-time day porters, 4 evening custodians, 1 floor technician, 1 supervisor, and a support team of a project manager and the director of operations, and a back-up/floater custodians/day porters. This number reflects personnel required to also provide continuous uninterrupted services as required in the RFP with the listed timeframes. All of our custodians are prescreened and are experienced in the industry, and this is done through verifiable references. Our project managers and supervisors each also have at least 5 years of experience in almost every sector. Servicing similar accounts (Housing Authority of Brownsville) you can expect relevant experience as it relates to servicing facilities such as these in the area. Local supervision is always strictly enforced to ensure compliance with scope of work requirements.

Staffing Procedures

The company has a dedicated recruitment & retention team in human resources aimed at finding and retaining highly qualified personnel for our projects. To this end, only candidates with relevant experience, and a verifiable record of work are considered and hired. The first approach M & R's takes when staffing a new account is to discuss with the client the existing custodial personnel at the facilities, and determine whether they would like to keep current staff. If there are challenges or concerns facing the current custodial team, then new personnel will be hired. All of our candidates go through an extensive application process, from interviewing and criminal background checks, to drug testing to ensure reliable, qualified candidates. Interviews will take place, and job offers may be given to the current custodial team. If accepted, training will take place and policies will be provided to the team members. If the job offers are not accepted, other qualified, interested candidates will be contacted for interviews.

For the HACA, we propose at least 7 days to ramp up and be able to cover staffing and equipment and supplies that we would need to provide. This includes negotiating with our current suppliers and getting everything organized to have enough time for delivery to the facilities by the start date. We would also meet and coordinate with the facility manager(s) to go over the transition plan and to address questions and concerns. Our staff can be easily identified by the uniforms that we provide to each of them and that they are required to wear. Supervisors and team leads are to wear our company polo shirts embroidered with our logo, dress pants and tennis shoes. Evening custodians wear company and logo embroidered cobble aprons with pockets that allow them to carry keys and essentials (attached find a supplement document showcasing our uniforms) or company t-shirts. Badges are also provided to them so that they may be identified by name and a photo of them. A list of the personnel would also be provided at the start of the contract for client's reference of those entering and exiting the premises under our company name. M & R's facilitates the communication with clients and their representatives through a variety of electronic methods. We provide cellular phones to the management team, including the supervisor. An email account is also provided to facilitate electronic communication.

Staff Training

The objectives for our training programs are designed so that the following can be achieved:

- The custodial team member will be able to effectively perform the assigned duties and tasks in a safe manner.
- Demonstrate the safety precautions necessary to avoid accidents and injuries while performing common janitorial tasks.
- Exercise the proper procedures for reporting injuries.
- Emphasize customer interactions and professional conduct

The following areas are covered during new and current employee safety and general trainings:

- I. Use of appropriate work attire
- II. Ergonomic Hazards
- III. Chemical Hazards
- IV. Electrical Hazards
- V. Slips and Falls
- VI. Injuries on the job
- VII. OSHA topics
- VIII. Professional conduct, ethics and attendance

Training is performed on the first day as part of orientation for new employees and on a quarterly basis for current custodians and supervisors. This is performed at the job site or another designated area. Trainings typically take 2-3 hours and do not interfere with regular job schedules. These trainings may also take form of a safety meeting, bringing up any potential issues, news or changes in processes.

Quality Management

M & R's Elite Janitorial Solutions believes that communication with clients is key to a successful outcome. Therefore, all of our supervisors and project managers are provided an email address and cellular phone that will facilitate communication between HACA's representatives and the company. HACA's main point of contact will be the project manager, who will communicate with the working supervisor. Any need to address issues will be immediately communicated. Quality control is strictly enforced by physically having the supervisor inspect all the sites on a daily basis. The project manager does weekly checks as well and addresses any deficiencies. The supervisor and project manager, however, are continually in communication (daily) to discuss the findings and issues and correct and address any areas potential for problems. Checklists are provided on the first day and to be completed based on the scope of work daily by the custodial team and then verified by the supervisor. Attached you will find a sample checklist used for daily inspections.

The operations manager will work closely with the supervisor and custodial team in order to achieve quality assurance goals. Communication between the cleaning staff and the management team will be done on a daily basis. While the company encourages professional work relationships between clients and employees, any issues or special requests/favors for additional services should be done in writing or with the operations manager and not with the custodial team. This will allow the company to determine whether such requests are consistent with HACA's standards. The operations manager and the HACA's representative(s) will have constant email and telephone communication, and arrange for meetings as necessary and to inspect the facilities at least on a monthly basis as

per the RFP, Local supervision is important to maintain quality checks and assurance throughout the period of performance.

M & R's Elite Janitorial Solutions always strives to provide continuous professional services for our customers. There are procedures in place that address the importance of uninterrupted services that our customers come to expect. Therefore, the following applies as it relates to employee substitutions for assurances of staff coverage at all facilities:

At the start of the contract, the number of custodians assigned to the project will be hired. The company will hire an additional custodian on a stand-by basis. These custodians are provided the company's on call and attendance policies. All employees are subject to background checks to adhere to security and background clearance policies. Hiring on call employees allows us to be proactive in the need for additional and immediate manpower. Back-up custodians are continually contacted to check that their availability has not changed. If the scope of work requires emergency services, these same employees are also considered in the event that regular employees are not available. The same is true in the rare event that back-ups are not available. The same custodial team from other facilities would be available to cover. The supervisor is also be available for such emergencies or need for an immediate replacement should one or several be needed. The company also has 1 floater, who is also available to replace someone temporarily on a short notice. Finally, the operations manager would be available to cover should none of the above measures be sufficient.

M & R's Elite Janitorial Solutions prides itself in establishing preventive measures through continuous communication with clients. While our goal is to be proactive, we understand that issues may come up from time to time that are out of our control. Addressing any issues or problems is extremely important in order to ensure excellent customer service. The operations manager will always be in communication with the client and will work closely with his/her supervisor to make sure all tasks are being covered. S/he will serve as a liaison to facilitate addressing any complaints/issues and work with the supervisor to correct any deficiencies. While the company has established procedures to always address any complaints to their immediate supervisors, an open-door policy is also implemented to address areas that cannot be handled directly by the supervisors. This same policy encourages employees to make suggestions or requests on how to facilitate certain procedures. The company encourages employees to reach their potential and grow with the company by addressing areas or providing suggestions on how to improve a process.

Policies & Procedures

The company has many policies and procedures that reflect the values and commitment it has with all of its customers. To this end, the following policies and procedures are in force as they relate to client property, insurance, and additional information about M & R's Elite Janitorial Solutions. These policies further compliment the approach taken for this project:

The company has implemented a policy designed to safeguard and protect employees and clients for whom services are provided or where M & R's is present. In conjunction with general and strict security and access policies, the company does run criminal background checks for every new employee. Whether the facility is a school or an office, security checks are always performed in order to provide a safe, reliable and committed workforce to all our clients. We use several public and private local, state and national databases to perform these checks. Background checks may also be done annually or as deemed necessary (or as per company policy, upon a change that may impact continued employment eligibility) for current employees. Evidence/file of the employee's record check can and will be provided to the client upon request.

The company understands the importance of client property, and adherence to local and state laws requiring insurance against employee claims, property damage and bonds. To this end, M & R's is fully insured for general commercial liability up to \$2 million dollars, commercial auto liability for its vehicles, and workman's compensation insurance. We also have employee theft bonds, and have access to surety bonds as needed for certain clients. The company has also implemented a policy on theft or damage to client's property or job sites. All property found within the job site remains property of the client and under no circumstance should be taken. Any items that may seem to have been dropped, lost or left behind in unusual places shall be reported to the supervisor, who will then communicate with the operations manager for the return of the item. The operations manager will then communicate with the client's representative to coordinate the return. Any employee found to be taking property from the client will be reprimanded and is grounds for immediate termination.