



ADDENDUM 2

File: 1808-918-83-4828

Title: Operational and Organizational Assessment of the SAHA Development Services and Neighborhood Revitalization (DSNR) Department

Please Note the following Change:

This Quote closing has changed to September 28, 2018 at 2:00 p.m.

Question 1: Organizational Chart for the DSNR (# of staff and roles)?

Answer 1: Currently there are 11 staff and 2 vacant positions. See Attachment A.

Question 2: Number of internal and external customers DSNR interfaces with?

Answer 2: Over 100.

Question 3: Number of IT systems involved with the department and interfaces to other city systems?

Answer 3: Approximately 4 or 5. Note: San Antonio Housing Authority is not a division of the City.

Question 4: When was the department created?

Answer 4: Since the beginning of San Antonio Housing Authority (Housing Authority of the City of San Antonio). 1938 but it has undergone many changes in name and responsibilities.

Question 5: Current Performance metrics if any?

Answer 5: See Attachment B.

Question 6: I was trying to look at the department and could not find in the City's website any website that referred to this department. I was trying to ascertain information about the department via the website as the city has a well structure website with departments and related specific websites. I could not find anything related to DSNR?

Answer 6: San Antonio Housing Authority is not a division of the City. SAHA's website is www.saha.org



Question 7: The Quote show two different due dates. The cover shows Sept. 12 and the Fee Sheet shows Sept. 6. What is the due date and do you anticipate moving back this deadline??

Answer 7: Both dates should have been the same and read September 12, 2018 but Addendum 1 extended the closing date to September 17, 2018.

Question 8: Can you provide additional information regarding DSNR to help scope the project:
a. How many people are employed by DSNR?
b. What are the business units and functional assignments of this department?

Answer 8: a. Currently, there are 11 staff and 2 vacant positions.
b. Please refer to the organizational chart in Attachment A.

Question 9: The RFP requests assistance with updating a number of items, but the number and current state are not clear. Can you provide:
a. The number of job descriptions and the last time they were updated?
b. The number of process maps/workflows and the last time they were updated?
c. The number of procedures and the last time they were updated?

Answer 9: a. See attachment A.
b. None currently
c. None Currently

Question 10: Does the Performance Management Program currently exist or will this be created?

Answer 10: Staff Members goals are lined up with the Agencies Strategic goals.

Question 11: Will developing job descriptions or Performance Management Program require working with a union or employee organization?

Answer 11: No, SAHA does not have a union or employee representation agency. (Texas is a right to work state.)

Question 12: The Quote requests that SAHA and DSNR goals and objectives are evaluated. Are these existing goals and objectives from a strategic plan? How many goals and objective exist? Can you provide?

Answer 12: SAHA'S SIX STRATEGIC GOALS:
1. Empower and equip families to improve their quality of life and

achieve economic stability.

2. Invest in our greatest resource – our employees – and establish a track record for integrity, accountability, collaboration and strong customer service.
3. Preserve and improve existing affordable housing resources and opportunities.
4. Strategically expand the supply of affordable housing.
5. Transform core operations to be a high performing and financially strong organization.
6. Develop a local and national reputation for being an effective leader, partner, and advocate for affordable housing and its residents.

Question 13: Is there a timeline for when this project needs to be completed?

Answer 13: Timeline will be established between SAHA and the awarded vendor.

Question 14: What level of assistance will SAHA staff provide for updating job descriptions, process maps and procedures? Will their assistance be purely advisory or will they assist in writing and documenting?

Answer 14: SAHA will provide access to staff, provide records, documents, opinions, review and guidance. SAHA will not assist in Production.

Question 15: Based on being a Quote, the total price needs to be under \$50,000, but an initial review of the scope indicates that it will likely cost more than \$50,000 to successfully perform the scope of services. Should a proposal be submitted if the cost is over \$50,000 or will it be disqualified?

Answer 15: If the cost exceeds \$50,000 SAHA would be required to cancel this request without award and resolicit, utilizing a formal bidding process.

Question 16: What is the revenue of this Department or Division?

Answer 16: \$6.4 million.

Question 17: Is the Department or Division located all in one place?

Answer 17: Yes, third floor of SAHA Central Office building located at 818 S. Flores

Question 18: Fee is all-inclusive but at times access to inter-office data, computer, tools, equipment, and supplies will be required. Will this be available?



Answer 18: We will provide access to necessary information.

Question 19: Who is the point of contact for servicing this contract??

Answer 19: Lorraine R. Robles, Director of Development Services and Neighborhood Revitalization. Reminder; Potential Vendors cannot have contact with Ms. Robles or anyone concerning this solicitation except Patti Keller until after an official award.

Question 20: Who will receive the deliverables?

Answer 20: Lorraine R. Robles

Question 21: Who would we report to on-site?

Answer 21: Lorraine R. Robles.

Question 22: What is their role(s)?

Answer 22: Director of Development Services and Neighborhood Revitalization

Question 23: Invoice can be submitted 30 days from award notification or notice to proceed date?

Answer 23: Invoice can be submitted upon SAHA's acceptance of deliverables.

Question 24: Will the San Antonio Housing Authority be willing to consider reasonable modifications to the Insurance Requirements set forth in Section 17.0 of the Quick Quote which do not materially change the insurance coverage required?

Answer 24: Please submit your specific modification request when submitting and it will be considered.

Question 25: Will San Antonio Housing Authority be willing to consider the inclusion of a commercially reasonable limitation of liability provision in the definitive professional services agreement entered into with the bidder awarded the work?

Answer 25: Possibly. They must be submitted with your response.

**By: Patti Keller
Purchasing Agent**

Date: September 12, 2018



818 S. FLORES ST.



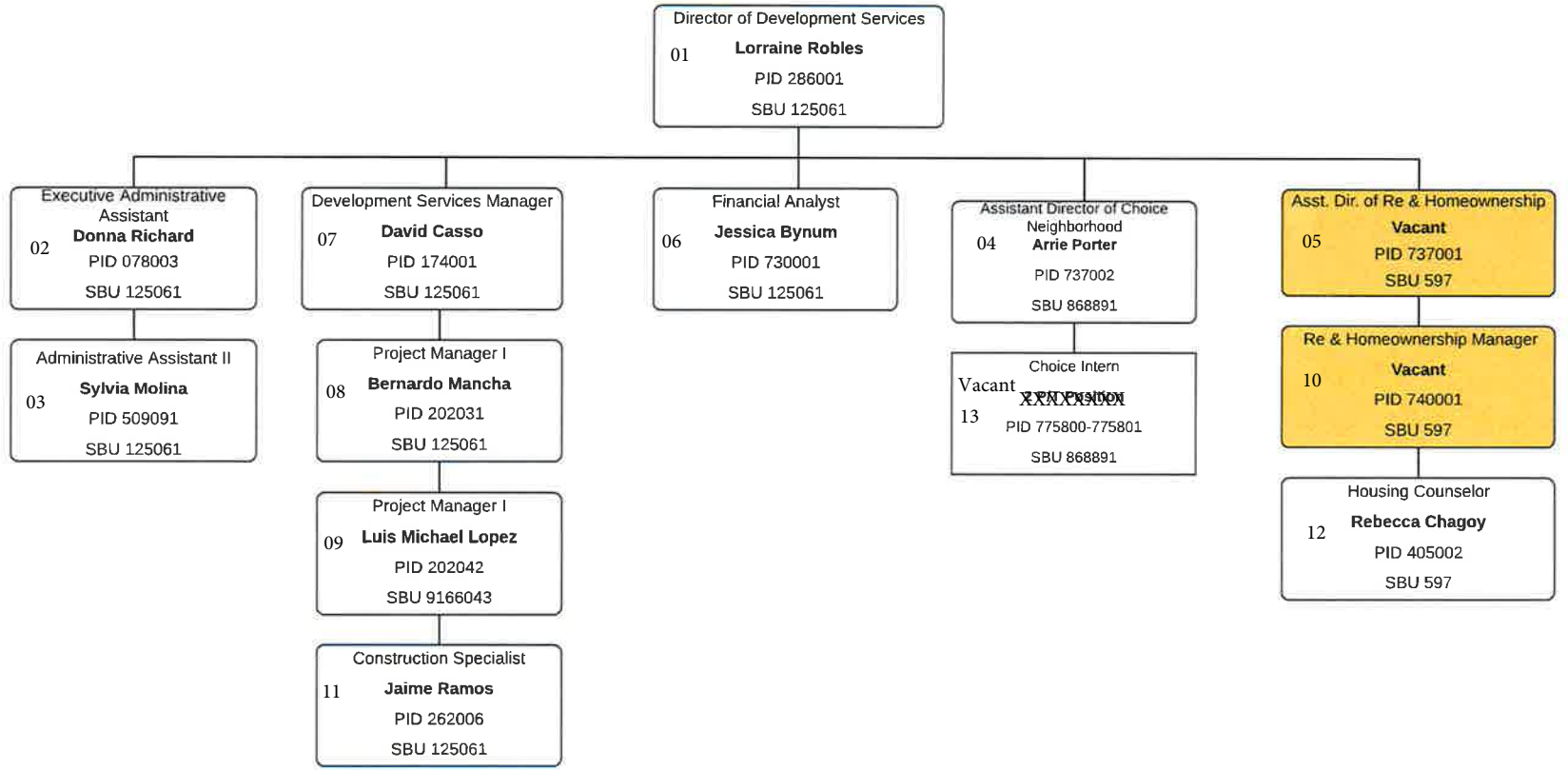
SAN ANTONIO, TEXAS 78204



www.saha.org

Attachment A





Officer: Timothy Alcott

9/8/2015

DIRECTOR OF DEVELOPMENT SERVICES

Department: Development Services and Neighborhood Revitalization
Reports to: Development Services and Neighborhood Revitalization Officer (DSNRO)
Pay Grade: 21
Classification: Exempt

SUMMARY

The Director of Development Services, under the direction of the Development Services and Neighborhood Revitalization Officer (DSNRO), is responsible for the management, coordination and oversight of agency wide development and special development projects. This position requires a high level of analytical ability in order to gather and interpret complex data and to find solutions to unusual and difficult challenges in the housing development arena. Incumbents have substantial latitude for independent action in setting objectives and deciding how to proceed.

The ideal candidate: 1) Creates MS Excel workbooks to track all stages of development, monitors the budget for all components of the project, and assists in strategies to fill funding gaps; 2) Has experience packaging and identifying the best partners for tax credit applications; 3) Has managed a team of skilled, experienced project managers; 4) Serves as intermediary between staff, upper management, the Board of Directors, and HUD staff to communicate key project details and to move them forward, 5) Oversees the department budget, staffing, and equipment needs, and 6) Determines consulting services required to assist with projects.

Current and typical projects include: Overseeing development of: 1) multi-million dollar, multi-family projects as part of the innovative, comprehensive revitalization Choice Neighborhood Planning Grant; 2) Consultation with staff on development of HUD Demolition and Disposition Applications; 3) Consultation with local/regional HUD staff to resolve complex issues related to atypical projects; 4) single-family developments as they relate to larger mixed-housing type projects, relationships with local builders and nonprofit affordable housing organizations; and 5) Guidance regarding future tax credit applications. This individual oversees two Assistant Directors and other self-directed professional staff that are part of an innovative, high-energy team implementing complex projects with potential to greatly impact their community.

ESSENTIAL JOB FUNCTIONS

Essential functions require presence in the workplace on a regular basis: in order to accomplish this, regular attendance MUST be maintained.

- Assists the Development Services and Neighborhood Revitalization Officer (DSNRO) and/or special project teams to develop short and long-term implementation strategies, goals, objectives, policies and priorities for development, acquisition, disposition and redevelopment projects undertaken by the Department.
- Carries out complex professional project development and management; involving highly complex planning and real estate financing on new development, redevelopment and acquisition projects undertaken by SAHA. This includes managing contracts, grants and special funds and developing the work programs, budgets, and project oversight mechanisms to ensure that short and long-term goals are met.
- Schedules, conducts meetings and delivers presentations to advisory boards, elected officials and general public to discuss and make recommendations for the creation or modification of residential development with ancillary economic development plans and ordinances; acts as a liaison to advisory committees and represents the Development Services and Neighborhood Revitalization Officer at times.
- Evaluates and makes recommendations for potential development, redevelopment and acquisition projects with the context of SAHA Mission and Goals. This includes preparing

recommendations for project partnerships, financial implications and options, market feasibility, amenities and other factors necessary to make informed project decisions.

- Works collaboratively with local, state and federal government agencies and non-profit and private sector developers on affordable housing issues, including project funding, down payment assistance, rehabilitation loan programs and special needs housing programs.
- Analyzes state and federal assisted housing and related policies, and makes recommendations regarding the impact of these policies on SAHA development initiatives. Develops project plans and coordinates the implementation of these plans between divisions and departments.
- Provides advanced technical assistance to SAHA staff, other governmental agencies and the public regarding plans, policies and affordable housing regulations and proposed development activities.
- Reviews and makes recommendations on partnership agreements, financial applications and provides organizational development assistance to non-profits, trade and marketing organizations and businesses.
- Other related duties as assigned.

MINIMUM REQUIREMENTS

- Bachelor's Degree in Architecture, Construction Management, Civil Engineering, Business Administration, Accounting, Finance, Law, Real Estate or related field.
- Six (6) years of progressively responsible experience in planning and economic development.
- Texas Class "C" driver's license at the time of placement and be insurable by the Housing Authority's liability and fleet insurance carrier.
- Successful completion of a criminal history background check, education and work history verification and drug screening test.

QUALIFICATION PROCEDURES

Applications will be reviewed for relevant experience, education, and training. Applications must be detailed and complete for proper evaluation. The best-qualified applicants may be required to complete further testing, which may consist of any combination of written, oral, or performance examinations.

ADA STATEMENT

In compliance with the Americans with Disabilities Act, the San Antonio Housing Authority will make reasonable accommodation to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an "undue hardship" on the operation of the employer's business.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to manage all aspects of predevelopment, development, construction/rehabilitation and stabilization phases of mixed-income and affordable housing multifamily and single family developments including financing, site control, title evidence, design development, construction draw review and approval, federal and governmental approvals including funding and regulatory approvals, ownership structure, federal environmental clearance and remediation, budget, schedule, legal and regulatory compliance, materials and servicing contracting, risk management, marketing/lease-up, public relations and asset management.
- Ability to prepare applications for debt, equity and government program funding; coordinate value engineering and environmental remediation; secure zoning changes, building permits and "gap"

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financing; and negotiate business terms with sellers and funding providers, securing their incorporation into binding agreements including limited partnership agreements; interim/permanent debt and bond documentation.

- Ability to successfully work with state and local governments, nonprofit housing providers, real estate brokers, architects, engineers, surveyors, attorneys, accountants, title companies, general contractors, property managers, lenders and equity providers.
- Extensive knowledge of and experience with affordable housing programs, including Supportive Housing programs, inclusionary zoning, special needs housing, Section 8 Rental Housing, Low Income Housing Tax Credits and Employer Assisted Housing Programs. determining feasibility of prospective multifamily developments utilizing varying methods of financing including 9% & 4% LIHTC, HOME, CDBG, FHLB/AHP, HUD insured mortgages (221d4), conventional construction and permanent financing, and tax-exempt essential function and 501(c)(3) bonds³
- Ability to identify unique solutions to address and satisfy competing requirements of multiple federal and governmental funding sources and program compliance
- Maintains working knowledge of affordable and public housing finance programs and regulatory requirements
- Knowledge of project feasibility by reviewing and understanding operating proformas, sources and uses budgets, and total development costs for potential transactions
- Plan and organize development and acquisition projects to assure completion within funding time frames

CORE COMPETENCIES

The following personal attributes are considered essential requisites for effective performance of the holder of this position.

- **Problem-Solving Expertise:** Identifying and defining problems/goals including scope and sequence or priorities for attainment; selecting and implementing alternative solution strategies; and supervising resources, constraints, and contingencies.
- **Influencing Capabilities:** Actions designed to assure the achievement of identified objectives in this area of functional responsibilities; accurate analysis of situations with appropriate related follow-up and supervisory approach responses; effective management of interpersonal behavior and/or conflict; demonstrated high level of adaptability required to effectively manage diverse, changing, and even competing task expectations.
- **Supervisory/Administrative Skills:** Basic set of supervisory skills involved in the efficient administration of this function including directing, implementing, motivating/communicating, and evaluation the services it provides for the organization.
- **Planning Orientation:** Demonstrated competency in operational planning processes; ability to understand, and commitment to integrate the contributions to be made through this function; assessing, allocating and supervising the use of resources (material, staff, capital) in a prudent and orderly manner; monitoring, measuring and taking corrective actions required to achieve targeted results.
- **Positive Thinking & Attitude:** Maintains a positive work environment by creating job motivation, remaining enthusiastic about taking on challenges, demonstrating an "I care" attitude, approaching others in a pleasant, happy, and upbeat manner, and always finding the positive aspect of a negative situation; ability to resolve conflict in positive ways.
- **Communicates Effectively:** Presents ideas clearly and influentially through various means; identifies/shares important information in a timely manner; appears knowledgeable and confident in communicating information.
- **Work Ethic:** Dependable and meets commitments by exhibiting willingness to put in extra hours or "do whatever it takes" to get the job done. Available and presentable for work on a consistent and timely basis.
- **Organization:** Develops plans to achieve objectives by identifying resources needed, time allocations, and anticipated obstacles. Utilizes planning tools and methods for prioritizing, organization and following through.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Office and construction site environments.
- Driving a vehicle to conduct work.
- Hearing and speaking to exchange information and make presentations.
- Seeing to conduct inspections.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting or standing for extended periods of time; Walking during site visits.
- Work requires exposure to outside elements this includes rain, cold weather, extreme heat, etc.

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ETHICS

As a public agency, SAHA is committed to maintaining the highest of ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of integrity, professionalism and honesty, to merit the respect of our co-workers, clients, partners, vendors and the general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy and responsiveness.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time, without notice.

WHEN A HIGHER LEVEL POSITION EXISTS CANDIDATES WITH GREATER QUALIFICATIONS MAY BE CONSIDERED FOR THE POSITION.

EXECUTIVE ADMINISTRATIVE ASSISTANT

Department: Executive
Job Type: 078
Pay Grade: 8
Exempt/ Non-Exempt: Non-exempt

SUMMARY

Performs administrative work for Executive position/s. Sets appointments, provides information to callers and otherwise relieves professional staff of administrative work and business detail. Perform administrative and secretarial duties and assist in details of executive business matters to conserve time of executive.

JOB DUTIES

- Answers telephone and reply to questions in accordance with general instructions or refer calls to appropriate staff member.
- Prepares materials and arrangements for meetings.
- Maintains office files, keep correspondence and reports available for reference and efficient operation of the office.
- Performs a complex diversity of administrative and project coordination duties. Examples of work performed include composing correspondences, compiling reports, word processing, spreadsheets creation and manipulation of reports.
- Prepares presentations materials.
- Manages and coordinates executive calendars, travel arrangements, and scheduling through negotiation of potential conflicts and determination of feasible alternatives.
- Performs research.
- Distributes information through the use of telephones, mail and email.
- Provides executive support on various tasks and projects of varying difficulty.
- Provides executive support on projects requiring the use of both standard and specialized computer software.
- Develops specialized reports, graphics, multi-media presentations and other works as directed by the executive team and/ or other departments.
- Screens, refers and accommodates internal and external inquiries and requests, to include any necessary research, development and drafting of correspondence.
- Other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of English usage, spelling, grammar, and punctuation.
- Knowledge of modern office procedures, methods, and equipment.
- Knowledge of business letter writing and basic report preparation.
- Knowledge of principles and procedures of record keeping.
- Knowledge of principles and methods of note taking.
- Knowledge of basic mathematics principles.
- Skill in operating a personal computer and utilizing rudimentary software.
- Knowledge of basic procedures and techniques of budget preparation and accounting.
- Ability to interpret and apply administrative and departmental policies, procedures, laws, and regulations.
- Ability to perform responsible and difficult secretarial work involving the use of independent judgment and personal initiative.
- Ability to compile and maintain complex and extensive records and prepare routine reports.
- Ability to maintain confidential data and information for executive and administrative staff.
- Ability to independently prepare correspondence and memorandums.
- Ability to schedule and coordinate projects; set priorities; and adapt to changing priorities.
- Ability to research, analyzes, and summarizes data.
- Ability to communicate clearly and effectively, both verbally and in writing.

- Ability to establish and maintain effective working relationships with those contacted in the course of work, including City officials, management, staff employees, and the general public

TECHNICAL COMPETENCIES

The following personal attributes are considered essential requisites for effective performance of the holder of this position:

- **Positive Thinking & Attitude:** Maintains a positive work environment by creating job motivation, remaining enthusiastic about taking on challenges, demonstrating an “I care” attitude, approaching others in a pleasant, happy, and upbeat manner, and always finding the positive aspect of a negative situation; ability to resolve conflict in positive ways.
- **Communicates Effectively:** Presents ideas clearly and influentially through various means; identifies/shares important information in a timely manner; appears knowledgeable and confident in communicating information.
- **Work Ethic:** Dependable and meets commitments by exhibiting willingness to put in extra hours or “do whatever it takes” to get the job done. Available and presentable for work on a consistent and timely basis.
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CORE COMPETENCIES

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- **Problem-Solving Expertise:** Identifying and defining problems/goals including scope and sequence or priorities for attainment; selecting and implementing alternative solution strategies; and supervising resources, constraints, and contingencies.
- **Influencing Capabilities:** Actions designed to assure the achievement of identified objectives in this area of functional responsibilities; accurate analysis of situations with appropriate related follow-up and supervisory approach responses; effective management of interpersonal behavior and/or conflict; demonstrated high level of adaptability required to effectively manage diverse, changing, and even competing task expectations.
- **Supervisory/Administrative Skills:** Basic set of supervisory skills involved in the efficient administration of this function including directing, implementing, motivating/communicating, and evaluation the services it provides for the organization.

EDUCATION

Associates Degree (A.A.) in Business Administration required. An additional two (2) years of experience will be considered in lieu of degree requirement.

EXPERIENCE

Minimum of four (4) years of increasingly responsible secretarial and clerical experience.

LICENSES/CERTIFICATIONS

Texas Class "C" driver's license at the time of placement and be insurable by the Housing Authority's liability and fleet insurance carrier. Typing test certification required. Minimum 50 net words per minute required.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Physical requirements include occasional lifting/carrying of 5 pounds.
- Visual acuity, speech and hearing.
- Hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment.
- Subject to sitting, standing, reaching, walking, twisting, and kneeling to perform the essential functions.
- Working conditions are primarily inside an office environment.

In compliance with the Americans with Disabilities Act, the San Antonio Housing Authority will make reasonable accommodation to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an "undue hardship" on the operation of the employer's business.

ETHICS

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ADMINISTRATIVE SPECIALIST II

Department: As Assigned
Pay Grade: 6
FLSA status: Non-exempt

SUMMARY

Under direction, is responsible for performing a wide variety of professional administrative duties in support of the activities and services of an assigned department; coordinates office services and provides information and assistance to the public regarding the assigned department or division. Work is performed under established policies and office procedures with some latitude.

ESSENTIAL JOB FUNCTIONS

Essential functions require presence in the workplace on a regular basis: in order to accomplish this, regular attendance MUST be maintained.

- Performs complex and confidential administrative functions including developing and typing taped dictation or written correspondence. Prepare presentations, composes and responds to internal and external correspondence, memos, purchase requisitions, payment requests and other department forms and documents.
- Edits work done by others to check for correct spelling, grammar, and punctuation; ensure that company policies and formats are adhered to; followed recommended revisions, and presents numerical data effectively and is able to read and interpret written information.
- Arranges complex and detailed travel plans and itineraries, and compiles documents for travel and community related meetings for various departments.
- Prioritizes and plans work activities, uses time efficiently, adapts to changes in the work environment, manages multiple competing demands and is able to adapt to frequent change, delays or unexpected events. Attention to detail and ability to work with time sensitive documents.
- Orders and maintains adequate inventory of office equipment and supplies, and reconciles corporate credit card accounts.
- Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully, making recommendations and maintains confidentially.
- Communicates effectively verbally and in writing and speak clearly and persuasively in positive or negative situations and demonstrates group communication skills.
- Screens calls, answering general inquiries.
- Performs and audits employee payrolls and maintains time and attendance information.
- Possesses advanced proficiency in Microsoft Office software to include Excel, Word, PowerPoint, Outlook and Access.
- Opens, reads, routes, and distributes incoming mail and other material to appropriate personnel, and prepare answers to routine letters.
- Organizes and prepares information for monthly Board and Committee Meetings, as well as community, resident and public meetings.
- Coordinates office activities such as new employee orientation, and new software training.
- Other duties as assigned.
- DEPARTMENT-SPECIFIC JOB FUNCTIONS: (General variations in Job Functions by Department) None

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- **Work Ethic:** Dependable and meets commitments by exhibiting willingness to put in extra hours or extra effort to get the job done. Available and presentable for work on a consistent and timely basis.

Organization: Develops plans to achieve objectives by identifying resources needed, time allocations, and anticipated obstacles. Utilizes planning tools and methods for prioritizing, organization and following through.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Physical requirements include occasional lifting/carrying of 5 pounds.
- Visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and standard office equipment.
- Subject to sitting, standing, reaching, walking, twisting and kneeling to perform the essential functions. Working conditions are primarily inside an office environment.

In compliance with the Americans with Disabilities Act, the San Antonio Housing Authority will make reasonable accommodation to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an "undue hardship" on the operation of the employer's business.

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WHEN A HIGHER LEVEL POSITION EXISTS CANDIDATES WITH GREATER QUALIFICATIONS MAY BE CONSIDERED FOR THE POSITION.



Position Description

Position Title:	Assistant Director Of Choice neighborhoods	Created By:	
Reports to:	Director of Development and Neighborhood	Date Created:	04/18/2018
Direct Reports:		Approved By:	
FLSA Status:	Exempt	Pay Grade:	19

Summary:

The Assistant Director of Choice Neighborhood is a grant funded position that is responsible for the management of the Neighborhood Initiatives defined as part of the Choice Neighborhood Implementation Plan. The neighborhood initiatives support the transformation of a distressed neighborhood into viable and sustainable mixed-income community characterized by improved housing values, increased employment and income and improvements in the perception of personal safety.

Essential Duties and Responsibilities:

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed. These essential functions require presence in the workplace on a regular basis and regular attendance must be maintained.

- Management of contractors for CCI Plan strategies and oversight in the field
- Management of neighborhood component \$3.8M strategy budget as a whole as well as Management of individual strategy budgets
- Coordination and followup with Office of EastPoint for infrastructure improvements and neighborhood lighting.
- Initiation and management of environmental assessments for applicable strategies which includes awareness of choice limiting activity
- Preparation of Zoning Application for applicable projects and presentation to Zoning and/or Planning Commissions
- Preparation of SAHA Board memos related to neighborhood component
- Presentations to Board, EastPoint Advisory Council on neighborhood component
- Presentations to Neighborhood Associations, School Districts and neighborhood schools
- Development of presentations/speakers, management of monthly Neighborhood Coffees.
- Work with EPA, SARA and Metro Health on connection of waterway systems to EastPoint amenities
- Management of VIA transit shelter placement in Choice Neighborhood
- Work with neighborhood organizations to keep them abreast of project progress and provide necessary letters for tax credit applications
- Preparation and writing of reports and deliverables
- Active Committee member and participation in ReNEW SA
- Management of Partner and Stakeholder Expectations
- Other duties as assigned.

Behavioral Competencies:

This position requires the incumbent to exhibit the following behavioral skills:

Leadership: Provides direction to people and/or projects by clearly and effectively setting course of action for the department, staff, and tasks; manages the planning, execution, and achievement of department goals by providing regular communication to staff and stakeholders

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens effectively. Demonstrates the ability to develop audiovisual presentations to both internal and external audiences.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; attends, supports, and participates in all team building exercises and events

Continuous Improvement and Innovation: Seeks the continuous improvement of technological business processes and services; explores out-of-the-box methods and is open to experimenting with new ideas; uses data, knowledge, and strategic decision-making to generate new and innovative solutions

Education and Experience:

- Bachelor's degree from an accredited university in Public Administration, Business Administration, Political Science, Urban Planning, Social Work, or other relevant field required.
- An additional (8) years of experience in human services, government services or community development, including program or contract management, budget development and management, and program management may be considered in lieu of the education requirement.
- Seven years or more of experience in human services, government services or community development, including program or contract management, budget development and management, and program management
- Successful completion of a criminal history background check, education, and work history verification, and drug screening test.

Preferred Requirements:

- Master's Degree (MBA) in Public Administration, Planning, or related field.
- Ten (10) years or more of related experience.

License and Certifications:

- Texas Class “C” driver’s license at the time of placement and be insurable by the Housing Authority’s liability and fleet insurance carrier.
- Must have the ability to earn certifications as required by assigned tasks.

Technical Skills:

To perform this job successfully, the employee should have:

- Ability to manage and coordinate projects and activities between various divisions, City departments, public agencies, community, business and/or private sector and vendor representatives.
- Knowledge or familiarity of Federal Grant Development and Management; Community Development/Engagement; Neighborhood Coffee; PaCT (Promise and Choice Together) Implementation Team Coordination; MOU and Contract Development; Partnership; Stakeholder Development and Management.
- Ability to seek and synthesize information from a variety of sources; provide specialized reports as requested by Board and leadership.
- Knowledge of Mixed-Use and Mixed-Income Development.
- Ability to coordinate between divisions/departments/partners throughout duration of project.
- Ability to inspire, motivate, build relationships with, and lead team
- Ability to develop a diverse group of team members and leverage their strengths
- Strong analytical skills
- Strong work ethic that serves as example in the department
- Excellent and persuasive writing, telephone, and communication skills
- Excellent interpersonal and presentation skills
- Identification of funding sources, grant preparation.
- Demonstrated ability to exercise sound, independent judgment
- Ability to work well independently and in groups
- Good organizational and time-management skills, with close attention to detail
- Creative problem-solving skills
- Understanding of professional and educational associations a plus
- Ability to articulate the economic, political and cultural conditions in Russia
- Excellent computer skills, particularly Microsoft Office

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Physical requirements include occasional lifting/carrying of 10 pounds.
- Visual acuity, speech and hearing; hand and eye coordination and manual dexterity necessary to operate a computer keyboard and basic office equipment.
- Subject to sitting, standing, reaching and walking to perform the essential functions.
- Working conditions are primarily inside an office environment.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment The noise level in the work environment is usually moderate
High level of interaction with external/internal clients

Outside environment Subject to environmental elements when conducting visits to various sites or participating in outside events.

ADA STATEMENT

In compliance with the Americans with Disabilities Act, the San Antonio Housing Authority will make reasonable accommodation to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an "undue hardship" on the operation of the employer's business.

ETHICS

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DISCLAIMER

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Read and Acknowledged:

Employee Name - Printed

Date

Employee Signature



Position Description

Position Title:	Assistant Director of Real Estate & Homeownership	Created By:	
Reports to:	Director of Development Services & Neighborhood Revitalization	Date Created:	07/15/2017
Direct Reports:		Approved By:	
FLSA Status:	Exempt	Pay Grade	19

Summary:

The Assistant Director of Real Estate & Homeownership, under the direction of the Director of Development Services and Neighborhood Revitalization, is responsible for the management, coordination and oversight of agency wide development and special development projects. This position requires a high level of analytical ability in order to gather and interpret complex data and to find solutions to unusual and difficult challenges in the housing development arena. Incumbents have substantial latitude for independent action in setting objectives and deciding how to proceed.

Essential Duties and Responsibilities:

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed. These essential functions require presence in the workplace on a regular basis and regular attendance must be maintained.

- Assists the Development Services and Neighborhood Revitalization Officer (DSNRO) and/or special project teams to develop short and long-term implementation strategies, goals, objectives, policies and priorities for development, acquisition, disposition and redevelopment projects undertaken by the Department.
- Carries out complex professional project development and management; involving highly complex planning and real estate financing on new development, redevelopment and acquisition projects undertaken by SAHA. This includes managing contracts, grants and special funds and developing the work programs, budgets, and project oversight mechanisms to ensure that short and long-term goals are met.
- Schedules, conducts meetings and delivers presentations to advisory boards, elected officials and general public to discuss and make recommendations for the creation or modification of residential development with ancillary economic development plans and ordinances; acts as a liaison to advisory committees and represents the Development Services and Neighborhood Revitalization Officer at times.
- Evaluates and makes recommendations for potential development, redevelopment and acquisition projects with the context of SAHA Mission and Goals. This includes preparing recommendations for project partnerships, financial implications and options, market feasibility, amenities and other factors necessary to make informed project decisions.
- Works collaboratively with local, state and federal government agencies and non-profit and private sector developers on affordable housing issues, including project funding, down payment assistance, rehabilitation loan programs and special needs housing programs.

- Analyzes state and federally assisted housing and related policies and make recommendations regarding the impact of these policies on SAHA development initiatives. Develops project plans and coordinates the implementation of these plans between divisions and departments.
- Carries out complex and sophisticated research on short and long-term planning studies and prepares reports, which may include future land-use plans, environmental studies, proposed ordinances, amendments and policy recommendations.
- Provides advanced technical assistance to SAHA staff, other governmental agencies and the public regarding plans, policies and affordable housing regulations and proposed development activities.
- Reviews and makes recommendations on partnership agreements, financial applications and provides organizational development assistance to non-profits, trade and marketing organizations and businesses.
- Prepares contracts; creates programming as necessary to meet project needs (Homebuyer Orientations; HBR Classes; Post Purchase/Rehab Classes).
- Initiates and maintains key relationships with mortgage lenders, realtors, and CRA representatives.
- Investigates and analyzes local single family housing market to determine impact on organization's projects.
- Develops and implements program models and guidelines/policies for single family infill, owner occupied rehabilitation, and paint-a-thon programs.
- Develops program guidelines for homebuyer down payment assistance programs.
- Writes grants and proposals for program funding.
- Creates neighborhood revitalization strategies/programming for targeted neighborhoods.
- Other related duties as assigned.

Behavioral Competencies:

This position requires the incumbent to exhibit the following behavioral skills:

Leadership: Provides direction to people and/or projects by clearly and effectively setting course of action for the department, staff, and tasks; manages the planning, execution, and achievement of department goals by providing regular communication to staff and stakeholders.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens effectively. Demonstrates ability to develop audiovisual presentations to internal and external audiences.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; attends, supports, and participates in all team building exercises and events.

Continuous Improvement and Innovation: Seeks the continuous improvement of technological business processes and services; explores out-of-the-box methods and is open to experimenting with new ideas; uses data, knowledge, and strategic decision-making to generate new and innovative solutions.

Education and Experience:

- Bachelor's Degree in Public Administration, Architecture, Construction Management, Civil Engineering, Business Administration, Accounting, Finance, Law, Real Estate or related field.
- Six (6) years of progressively responsible experience in planning and economic development.
- Experience in administering federally funded affordable housing programs and securing various types of funding related to affordable housing.
- Successful completion of a criminal history background check, education, and work history verification, and drug screening test.

Preferred Qualifications:

- Master's Degree (MBA) in Public Administration or Master of Arts Degree (MA) in Community Development and Planning.
- Ten (10) years or more of related experience.

License and Certifications:

- Texas Class "C" driver's license at the time of placement and be insurable by the Housing Authority's liability and fleet insurance carrier.
- Active or Inactive Real Estate License.
- Must have the ability to earn certifications as required by assigned tasks.

Technical Skills:

To perform this job successfully, the employee should have:

- Ability to manage all aspects of pre-development, development, construction/rehabilitation and stabilization phases of mixed-income and affordable housing multifamily and single family developments including financing, site control, title evidence, design development, construction draw review and approval, federal and governmental approvals including funding and regulatory approvals, ownership structure, federal environmental clearance and remediation, budget, schedule, legal and regulatory compliance, materials and servicing contracting, risk management, marketing/lease-up, public relations and asset management.
- Ability to prepare applications for debt, equity and government program funding; coordinate value engineering and environmental remediation; secure zoning changes, building permits and "gap" financing; and negotiate business terms with sellers and funding providers, securing their incorporation into binding agreements including limited partnership agreements; interim/permanent debt and bond documentation.
- Ability to successfully work with state and local governments, nonprofit housing providers, real estate brokers, architects, engineers, surveyors, attorneys, accountants, title companies, general contractors, property managers, lenders and equity providers.
- Extensive knowledge of and experience with affordable housing programs, including Supportive Housing programs, inclusionary zoning, special needs housing, Section 8 Rental Housing, Low Income Housing Tax Credits and Employer Assisted Housing Programs. determining feasibility of prospective multifamily developments utilizing varying methods of financing including 9% & 4%

LIHTC, HOME, CDBG, FHLB/AHP, HUD insured mortgages (221d4), conventional construction and permanent financing, and tax-exempt essential function and 501(c)(3) bonds 3

- Ability to identify unique solutions to address and satisfy competing requirements of multiple federal and governmental funding sources and program compliance
- Maintains working knowledge of affordable and public housing finance programs and regulatory requirements
- Knowledge of project feasibility by reviewing and understanding operating proformas, sources and uses budgets, and total development costs for potential transactions
- Plan and organize development and acquisition projects to assure completion within funding time frames.
- Intermediate to advanced skills in Microsoft Excel.
- Excellent writing skills (published or 5+ years grant writing or 5+ years report writing/analysis or 10+ years implementation of federally funded housing programs.)

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office and construction site environments.
- Driving a vehicle to conduct work.
- Hearing and speaking to exchange information in person and on the telephone.
- Seeing to read a variety of materials and conduct inspections.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting or standing for extended periods of time.
- Bending at the waist, kneeling or crouching.
- Walking during site visits.
- Work requires exposure to outside elements this includes rain, cold weather, extreme heat, etc.

Office environment The noise level in the work environment is usually moderate. Evening and weekend work may be required.

Outside environment Subject to environmental elements when conducting visits to various sites or participating in outside events.

ADA STATEMENT



In compliance with the Americans with Disabilities Act, the San Antonio Housing Authority will make reasonable accommodation to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an “undue hardship” on the operation of the employer’s business.

ETHICS

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Read and Acknowledged:

Employee Name - Printed

Date

Employee Signature



Position Description

Position Title:	Financial Analyst I	Created By:	
Reports to:	Director of Development Services and Neighborhood Revitalization	Date:	07/15/2017
Direct Reports:		Created:	
		Approved	
		By:	
FLSA Status:	Exempt	Pay Grade:	13

Summary:

The Finance Analyst monitors and administers the financial reporting and oversight responsibilities of the Development Services and Neighborhood Revitalization Department (DSNR). Prepares DSNR department budget, financial exhibits for housing/grant applications, and administers budgets and reporting associated with grants and other funding administered by DSNR. Performs scenario analysis as well as complex statistical, cost and financial analysis of financial reports and data, and prepares subsequent narrative analysis for management.

Essential Duties and Responsibilities:

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed. These essential functions require presence in the workplace on a regular basis and regular attendance must be maintained.

- Assists in the budget process by researching fluctuations between actual and projected operations/expenditures and preparing draft annual budget for upper management review.
- Monitors DSNR budget on a monthly basis and identifies all costs charged to the DSNR and Homeownership budget units for review by upper management.
- Participates in the research and preparation of financial exhibits included in proposals for the development, demolition, disposition, and acquisition of real estate.
- Researches funding availability and compiles information for grant applications and proposals.
- Coordinate with DSNR staff & Finance and Accounting Division on payment of all project draws and invoices to consultants, contractors & vendors.
- Monitors budgets of all grants and funding sources administered by DSNR to ensure adherence to approved budgets and compliance with all financial requirements.
- Analyzes complex financial data and extracts and defines relevant information; interprets data for the purpose of determining past financial performance and/or project feasibility.
- Uses various software applications, such as spreadsheets, relational databases, statistical packages, and graphics packages to assemble, manipulate and/or format data and/or reports.
- Prepares and submits various scheduled and special reports, budgets, records and statistical information for presentation to the President and CEO, Board of Commissioners, HUD and others, as may be necessary for DSNR activities.
- Applies a working knowledge of applicable laws and regulations; verifies documents for completeness and compliance with government and private agencies.
- Serves as DSNR's representative in meeting with staff in other divisions to provide assistance in budgetary, accounting, internal controls and data processing matters.

- Works on special projects as directed by upper management.
- Ensures compliance to written guidelines, Federal, HUD, State, and local regulations, and SAHA policies and procedures.
- Develops and maintains filing systems as required.
- Establishes and maintains effective working relationships regarding the suitability of work to be done with subordinates, co-workers, contract personnel, consultants and other persons outside of SAHA.
- Other duties as assigned.

Behavioral Competencies:

This position requires the incumbent to exhibit the following behavioral skills:

Leadership: Provides direction to people and/or projects by clearly and effectively setting course of action for the department, staff, and tasks; manages the planning, execution, and achievement of department goals by providing regular communication to staff and stakeholders.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens effectively. Demonstrates ability to develop audiovisual presentations to internal and external audiences.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; attends, supports, and participates in all team building exercises and events.

Continuous Improvement and Innovation: Seeks the continuous improvement of technological business processes and services; explores out-of-the-box methods and is open to experimenting with new ideas; uses data, knowledge, and strategic decision-making to generate new and innovative solutions.

Education and Experience:

- Bachelor's Degree (BA) in Accounting, Business, or related field. An additional eight (8) years of experience may be considered in lieu of education requirement. Master's Degree preferred.
- Four (4) years of progressive responsibility required in a related field
- Experience with HUD programs and budget process preferred.
- Advanced knowledge in the use of financial software including database, spreadsheet, and presentation applications.

- Successful completion of a criminal history background check, education, and work history verification, and drug screening test.

License and Certifications:

- Texas Class "C" driver's license at the time of placement and be insurable by the Housing Authority's liability and fleet insurance carrier.
- Must have the ability to earn certifications as required by assigned tasks.

Technical Skills:

To perform this job successfully, the employee should have:

- Knowledge of HUD programs, Federal, State and local laws, ordinances, policies and regulations relating to the assigned area of responsibility and ability to ensure compliance.
- Knowledge of and expertise in JD Edwards software system
- Knowledge of Microsoft Office (Excel, Access, Word and PowerPoint) and Google Docs software.
- Ability to create and use computer spreadsheets and graphical presentations.
- Ability to prepare a variety of financial statements, reports, and analyses and maintain accounting and budgetary data & records.
- Ability to schedule and coordinate projects, set priorities, and adapt to changing priorities within established timelines.
- Analyze situations accurately and adopt an effective course of action
- Work independently with minimal supervision
- Communicate effectively both verbally and in writing
- Establish and maintain cooperative and effective working relationships with others

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 20 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office environment and construction site environments.
- Hearing and speaking to exchange information in person and on the telephone.
- Seeing to read a variety of materials and viewing a computer screen for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard and calculator.
- Sitting for extended periods of time.
- Bending at the waist, kneeling or crouching.
- Walking during site visits or events.
- Lifting and carrying light materials/objects as assigned.

Office environment The noise level in the work environment is usually moderate.
Evening and weekend work may be required.

Outside environment Subject to environmental elements when conducting visits to various sites or participating in outside events.

ADA STATEMENT

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ETHICS

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Read and Acknowledged:

Employee Name - Printed

Date

Employee Signature

DEVELOPMENT SERVICES MANAGER

Department: Development Services and Neighborhood Revitalization
Reports To: Asst. Director of Development Services and Neighborhood Revitalization
Pay Grade: 18
Classification: Exempt

SUMMARY

The Development Services Manager is a senior level position that performs advanced administrative, managerial, and supervisory work of considerable difficulty. This position is responsible for the management of project development, portfolio asset management, property management, assisting with financial analysis, programmatic operation and regulatory requirements of multi-family and single family, commercial, residential rental and for-sale affordable and public housing projects. Assignments are typically in the form of broad goals.

JOB DUTIES

- Suggests and implements strategies for providing public and affordable housing with supportive services to lower income residents including conventional, mixed-income, mixed-use, and mixed-finance capital structures based on local market and consumer demand.
- Supervises and coordinates project management staff, professional services consultants, general contractors, property managers, legal counsel and other professionals in adhering to SAHA directives and applicable regulatory requirements.
- Identifies and analyzes properties for preservation, rehabilitation and/or new construction, including investment properties.
- Determines project feasibility by reviewing and developing operating Performa. Uses appropriate resources, budgets and total developments costs (Soft and Hard Costs) for underwriting potential transactions.
- Identifies, analyzes and procures public and private sources of construction, permanent, and gap financing including supervision of submission of applications for affordable and public financing programs and due diligence documentation.
- Oversees the evaluation of marketing issues, community notification, preparation of development budgets and operating budgets, preparation of funding proposals, coordination of loan closing and reporting requirements and all aspects of construction management.
- Oversees the selection of external program and project personnel, including technical and financial consultants. Collaborate in the preparation of RFQ's RFP's and procurement of consultant services related to housing development. Manage and administer consultant contracts.
- Leads a development team in working with other housing and community development agencies, housing authorities, and private sector developers on city, state, and federal housing and community development issues, policy formulation and other funding strategies.
- Supervises and evaluates the performance of assigned staff. Participates in the interview and selection of new employees and in recommending transfers, reassignment, termination and disciplinary actions. Plans, coordinates and arrange for appropriate training of subordinates.
- Leads and facilitates the participation of staff to develop, implement, and continuously improve service delivery to ensure attainment of the core strategies and mission of the agency, coach staff in the development and implementation of work plans and/or initiatives work supporting cooperatively and interdependently with others and all departments.
- Ensures that all safety and health rules, standards and procedures are observed, conducts monthly self-inspection of work areas and practices to eliminate potential hazardous conditions, arranges and ensures that accident investigations of all accidents are formally reported on or within the next work day of when the accident occurred, monitors and enforces the agency's Safety and Health program, and actively supports and participates in the Emergency Preparedness program and tasks.

7.21.10

- Coordinates residential, community, and public meetings to ensure feedback occurs regarding SAHA's Real Estate Development and Acquisition Projects.
- Coordinates with the City of San Antonio, small businesses and economic development organizations to develop and promote development opportunity initiatives.
- Manages all aspects of new construction, rehabilitation and urban revitalization projects throughout the preliminary design, construction, and stabilization (lease-up) phases.
- Performs applicable asset management duties in monitoring SAHA and third party property management of stabilized affordable and mixed financed developments.
- Coordinates with other SAHA Divisions and supervises developers, general contractors, property managers, lenders, legal counsel and other professionals to ensure that the transaction and project design meet the housing needs to target populations and goals of the Housing Authority and that projects are delivered on time and on budget and that projects comply with plans and specifications, federal, state and local laws, and funding requirements.
- Assures resolution of legal issues and regulatory compliance, including title, land use zoning, survey; environmental and other matters affecting property acquisition or development.
- Supervises (Development) Project Managers and Construction Specialist in the completion of assigned tasks.
- Maintains competency and monitors changes in federal, state, and local laws and regulations, affordable and public housing financing programs, and other factors that affect the affordable and public housing development process.
- Supports the Assistant Director of Development Services and Neighborhood Revitalization in the achievement of departmental and agency goals and objectives as needed.
- Other duties as assigned.

MINIMUM REQUIREMENTS

- Bachelor's Degree from an accredited four-year college or university in Business Administration, Finance, Accounting, Planning, Architecture, Law, Real Estate, or related field.
- Four (4) years of experience in the area of multi-family asset/property management; including experience with transaction management, finance, project management and project construction, development.
- Texas Class "C" driver's license at the time of placement and be insurable by the Housing Authority's liability and fleet insurance carrier.

PREFERRED REQUIREMENTS

- Portfolio management preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

- Interpersonal skills using tact, patience and courtesy.
- Verbal and written communications skills.
- Current knowledge of real estate, commercial and economic development, housing and community development methods and principles, financial analysis, real estate and multi-family funding techniques.
- Oversee multiple housing projects in various phases of the development process, often utilizing complex fund sources.
- Lead financial analysis and project review for all HOPE VI and mixed financed projects.
- Lead a diverse team of professionals in implementing development and redevelopment initiatives.
- Establish and maintain cooperative and effective working relationships with others.
- Plan and organize work.
- Conduct public presentations

7.21.10

- Supervise and evaluate all assigned personnel.
- Communicate effectively both verbally and in writing.
- Communicate effectively with elected officials, non-profit housing developers, neighborhood groups and community representatives regarding SAHA housing development programs.
- Work independently and perform difficult and complex tasks
- Must have good PC skills in spreadsheet and word processing software.
- Works respectfully and courteously with staff, residents, and the general public.

CORE COMPETENCIES

The following personal attributes are considered essential requisites for effective performance of the holder of this position.

- **Problem-Solving Expertise:** Identifying and defining problems/goals including scope and sequence or priorities for attainment; selecting and implementing alternative solution strategies; and supervising resources, constraints, and contingencies.
- **Influencing Capabilities:** Actions designed to assure the achievement of identified objectives in this area of functional responsibilities; accurate analysis of situations with appropriate related follow-up and supervisory approach responses; effective management of interpersonal behavior and/or conflict; demonstrated high level of adaptability required to effectively manage diverse, changing, and even competing task expectations.
- **Supervisory/Administrative Skills:** Basic set of supervisory skills involved in the efficient administration of this function including directing, implementing, motivating/communicating, and evaluation the services it provides for the organization.
- **Planning Orientation:** Demonstrated competency in operational planning processes; ability to understand, and commitment to integrate the contributions to be made through this function; assessing, allocating and supervising the use of resources (material, staff, capital) in a prudent and orderly manner; monitoring, measuring and taking corrective actions required to achieve targeted results.
- **Positive Thinking & Attitude:** Maintains a positive work environment by creating job motivation, remaining enthusiastic about taking on challenges, demonstrating an "I care" attitude, approaching others in a pleasant, happy, and upbeat manner, and always finding the positive aspect of a negative situation; ability to resolve conflict in positive ways.
- **Communicates Effectively:** Presents ideas clearly and influentially through various means; identifies/shares important information in a timely manner; appears knowledgeable and confident in communicating information.
- **Work Ethic:** Dependable and meets commitments by exhibiting willingness to put in extra hours or "do whatever it takes" to get the job done. Available and presentable for work on a consistent and timely basis.
- **Organization:** Develops plans to achieve objectives by identifying resources needed, time allocations, and anticipated obstacles. Utilizes planning tools and methods for prioritizing, organization and following through.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Office environment.
- Driving a vehicle to conduct work.
- Hearing and speaking to exchange information and make presentations.
- Seeing to read a variety of materials.

7.21.10

- Dexterity of hands and fingers to operate a computer keyboard.
- Contact with dissatisfied or abusive individuals.

In compliance with the Americans with Disabilities Act, the San Antonio Housing Authority will make reasonable accommodation to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an "undue hardship" on the operation of the employer's business.

ETHICS

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WHEN A HIGHER LEVEL POSITION EXISTS CANDIDATES WITH GREATER QUALIFICATIONS MAY BE CONSIDERED FOR THE POSITION.

9/8/2015

PROJECT MANAGER I - DEVELOPMENT SERVICES

Department: Development Services and Neighborhood Revitalization
Reports to: Development Services Manager
Pay Grade: 14
Classification: Exempt

SUMMARY

The Project Manager I - Development Services is responsible for the performance of the project administration and oversight duties associated with single or multi-family construction: pre-development, financing, planning, design, construction, and stabilization or acquisition of multi-family and single family residential affordable housing developments.

ESSENTIAL DUTIES

An essential function is a duty or responsibility that is a critical or unique component of the job and is required to be performed with or without reasonable accommodations.

- Facilitate the development and construction process with third party members of the Development Team as well as internal SAHA departments such as Finance and Accounting, Risk Management, Legal, Procurement, Compliance, Construction Services, Public Housing, Non-Profits, Section 8, Community Development Initiatives and Corporate Relations from project inception through stabilization or acquisition.
- Coordinate receipt of applicable SAHA approvals during predevelopment, construction, and stabilization; or acquisition of affordable housing developments to ensure that SAHA goals and directives are served.
- Identify and maintain due diligence documentation for project funding and financing requirements.
- Review and analyze project feasibility utilizing operating proformas, sources, budgets, and financing structures for potential development and acquisition transactions
- Monitor construction of affordable housing developments; including design and contract documents, review of third party reports; participate in pre-construction and draw meetings; and processing of contractor payments.
- Monitor, analyze and manage the progress of construction projects, draw requests, inspection reports, RFI's, Change Orders, and other project related correspondence throughout the development process.
- Review critical path as related to the construction progress schedule and assist in resolution of contractual and performance issues/disputes.
- Coordinate resolution of issues encountered during predevelopment, acquisition, construction, and stabilization phases of the development of affordable housing including acting as liaison with governmental and regulatory entities, addressing existing public housing resident's concerns, and monitoring activities as directed.
- Prepare presentations for SAHA Board, governmental entities, and public on progress and status of the acquisition and development of affordable and public housing, acting as SAHA representative as needed.
- Confer with community and neighborhood residents to apprise them of planned and on going SAHA activities.
- Prepare and maintain Development Construction Progress Report for the Development Services and Neighborhood Revitalization Department.
- Monitors and tracks SAHA Board Approvals, HUD reporting, and development budgets and timelines to ensure completion of all affordable and public housing developments on time and within budget.
- Attends and participates in planning meetings with City of San Antonio, HUD, utility companies, business, institutional and neighborhood organizations.

- Establishes collaborative partnerships with neighborhood and community stakeholders on the development of Affordable and Public Housing.
- Performs other related duties as assigned.

ADA STATEMENT

In compliance with the Americans with Disabilities Act, the San Antonio Housing Authority will make reasonable accommodation to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an "undue hardship" on the operation of the employer's business.

MINIMUM REQUIREMENTS

- Bachelor's Degree in Architecture, Construction Management, Civil Engineering, Business Administration, Accounting, Finance, Law, Real Estate or related field.
- Three (3) year of professional work experience related to multi-family or single family residential construction, residential rehabilitation project management, development project management or affordable housing finance.
- Texas Class "C" driver's license at the time of placement and be insurable by the Housing Authority's liability and fleet insurance carrier.

QUALIFICATION PROCEDURES

Applications will be reviewed for relevant experience, education, and training. Applications must be detailed and complete for proper evaluation. The best-qualified applicants may be required to complete further testing, which may consist of any combination of written, oral, or performance examinations. Responses to supplemental questions are required if applicable.

KNOWLEDGE, SKILLS, AND ABILITIES

- Maintains working knowledge of affordable and public housing construction, programs and regulatory requirements; Plan and organize development and acquisition projects to assure completion
- Knowledge of project feasibility by reviewing and understanding operating proformas, sources and uses budgets, and total development costs for potential transactions
- Knowledge of contract documents: read and understands construction drawings and specifications.
- Knowledge of building codes; building permitting and related federal and state construction laws, rules and regulations; applicable government housing programs and related applicable laws, codes, regulations, policies and procedures.
- Knowledge of construction project management terminology, techniques, methods and procedures of construction projects, schedules and timelines
- Knowledge of budget preparation and control and record-keeping techniques
- Prepare comprehensive narrative and statistical reports and maintain records and prepare reports.
- Read, interpret, apply and explain rules, regulations, policies and procedures
- Analyze situations accurately and adopt an effective course of action
- Meet schedules and time lines
- Proficient with a computer, MS Office software, Word, EXCEL Power Point
- Verbal and written communication skills
- Interpersonal skills using tact, patience and courtesy
- Work independently with minimal direction

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Office and construction site environments.
- Driving a vehicle to conduct work.
- Hearing and speaking to exchange information and make presentations.
- Seeing to conduct inspections.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting or standing for extended periods of time; Walking during site visits.
- Work requires exposure to outside elements this includes rain, cold weather, extreme heat, etc.

ETHICS

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Human Resources Manager

Date

Assistant HR Director

Date

Director of Human Resources

Date

Submitting Department Director/Officer

Date



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Position Description

Position Title:	Real Estate & Homeownership Program Manager	Created By:	
Reports to:	Assistant Director Re & Homeownership	Date	07/15/2018
Direct Reports:		Created:	
		Approved	
		By:	
FLSA Status:	Exempt	Pay Grade	19

Summary:

The Real Estate and Homeownership Manager, under the supervision of the Assistant Director of Development and Special Projects, is responsible for the administration and management of the SAHA Real Estate Property List and Homeownership Programs. Duties include the management of Housing Coordinator, management of the purchase and disposition of property, participant recruitment in homeownership programs, tenant out-reach, and homeownership counseling. Manage oversee current qualified participants in first-time homeownership purchases, as well as make recommendations to the Development Services Assistant Director, in the sale/marketing of SAHA owned single-family residential homes and vacant lots. Actively manages the establishment and oversight of partnerships with other municipal, nonprofit and for-profit entities to provide homeownership for first-time buyers.

Essential Duties and Responsibilities:

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed. These essential functions require presence in the workplace on a regular basis and regular attendance must be maintained.

- Maintain and monitor homeownership program, which includes receive, review, determine eligibility for the homeownership calculations worksheet and process applications.
- Coordinate and conduct various outreach programs in order to create an interest in the program and to recruit potential participants.
- Conduct orientation briefings, and manage/oversee coordination of SAHA home buyer and homeownership programs to potential participants.
- Determines the eligibility of prospective tenants following government regulations.
- Negotiates the sale, lease, or development of property and reviews appropriate documents and forms for completion.
- Oversees the preparation and documentation of reports for Public Housing Section 32 Homeownership units and other Homeownership properties; reports the status on progress and directs the resolution process for adverse issues encountered during the implementation of first-time homeownership opportunities.



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- Communicates to the Development Services Assistant Director those circumstances that have a potential business impact on the agency's strategic plan, be it positive or negative; if required makes recommendations for a satisfactory resolution.
- Coordinates with outside vendors including real estate sales agents, appraisers, title companies, lenders, etc. in the entire completion of resolution process.
- Manages the preparation of homes for sale, and other duties associated with the sale, purchase, or re-purchase of SAHA residential single-family homes and vacant lots.
- Oversees the maintenance of SAHA Homeownership List, Mirasol and Springview home sales, and reporting on effectiveness and impact of Homebuyer Readiness Counseling Programs.
- Initiates and implements first-time homeownership programs through opportunities offered by governmental entities, including the U.S. Department of Housing and Urban Development, the community lending departments of area institutions and area nonprofit providers.

- Prepares appropriate documentation / reports for SAHA Senior Team and Board Members on progress and status updates of all Public Housing Section 32 Homeownership properties. Assist with updating any reports as needed / requested by senior team or board members.
- Perform other related duties as assigned.

Behavioral Competencies:

This position requires the incumbent to exhibit the following behavioral skills:

Leadership: Provides direction to people and/or projects by clearly and effectively setting course of action for the department, staff, and tasks; manages the planning, execution, and achievement of department goals by providing regular communication to staff and stakeholders.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens effectively. Demonstrates ability to develop audiovisual presentations to internal and external audiences.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; attends, supports, and participates in all team building exercises and events.



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Continuous Improvement and Innovation: Seeks the continuous improvement of technological business processes and services; explores out-of-the-box methods and is open to experimenting with new ideas; uses data, knowledge, and strategic decision-making to generate new and innovative solutions.

Education and Experience:

- Bachelor's Degree from a four-year college or technical school preferred and; or equivalent combination of education and experience.
- Five (5) years of experience working with the purchase and/or disposition of real property in the private sector or with nonprofit housing providers; and real estate sales required.
- Real Estate License required or must be completed within 18 months of employment.

Preferred Requirements:

- Master's Degree from a four-year college or technical school preferred and; or equivalent combination of education and experience.
- One (1) year of experience in a management role in Real Estate Services.
-

License and Certifications:

- Texas Class "C" driver's license at the time of placement and be insurable by the Housing Authority's liability and fleet insurance carrier.
- Must have the ability to earn certifications as required by assigned tasks.

Technical Skills:

To perform this job successfully, the employee should have:

- Advanced knowledge of Affordable Housing Programs.
- Knowledge of laws pertaining to the acquisition and disposition of property.
- Knowledge of property values and the methods of appraising property.
- Knowledge of deed and tract restrictions, zoning ordinances, and all other real estate instruments.
- Knowledge of administrative and management practices.
- Knowledge of content and format of presentations and reports.
- Knowledge of principles and practices of supervision, training, and personnel management.
- Ability to prepare materials for verbal and visual presentations.
- Ability to render proper estimates on property values.
- Ability to establish and maintain effective working relationships with employees, supervisors, and the general public.
- Ability to negotiate purchase options with tenants.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to perform the physical requirements of the position.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



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To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office environment and community sites.
- May require driving a vehicle to conduct work.
- Hearing and speaking to exchange information in person and on the telephone.
- Seeing to read a variety of materials and conduct inspections.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.
- Bending at the waist, kneeling or crouching.
- Walking during site visits or events.
- Lifting and carrying light materials/objects as assigned.

Office environment The noise level in the work environment is usually moderate.
Evening and weekend work may be required.

Outside environment Subject to environmental elements when conducting visits to various sites or
participating in outside events.

ADA STATEMENT

In compliance with the Americans with Disabilities Act, the San Antonio Housing Authority will make reasonable accommodation to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an "undue hardship" on the operation of the employer's business.

ETHICS

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DISCLAIMER



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Read and Acknowledged:

Employee Name - Printed

Date

CONSTRUCTION SPECIALIST

Department: Development Services and Neighborhood Revitalization
Reports To: Development Services Manager
Pay Grade: 11
FLSA Status: Exempt

SUMMARY

Reviews construction plans and specifications for accuracy. Conducts construction site observations, and verifies compliance of affordable housing new construction and rehabilitation projects; This is accomplished through the use of contract documents, building, electrical, and plumbing codes, as well as Housing and Urban Development (HUD), Tax Credits & State laws and regulations. Trains and advises Construction Inspectors. Reports risk issues and provide potential solutions to identified risk to the Project Manager.

ESSENTIAL JOB FUNCTIONS

Essential functions require presence in the workplace on a regular basis: in order to accomplish this, regular attendance MUST be maintained.

- Conducts daily site observations of assigned projects to verify compliance of construction projects with construction documents, specification, applicable building codes, and SAHA regulations. Check for quality and timeliness of work, and ensure adherence to safety requirements.
- Attends weekly progress meetings with Project Manager, consultant, and contractors and public utility representatives when required.
- Ability to evaluate existing residential structure and prepare a scope of work for a licensed residential contractor to use for bidding and rehabilitation of single family homes requiring moderate to substantial repairs.
- Ability to prepare a cost estimate based on individual scopes of work for residential properties requiring moderate to substantial repairs.
- Researches and verify construction costs and quantities submitted for change orders and unit prices and works with applicable parties to identify potential solutions to address issues of non-compliance with project plans and specifications.
- Prepares inspection reports to document progress of weekly site visits. Keeps charts and daily logs of personnel working on the project, visitors to the site, materials delivered and other pertinent information related to the work.
- Participates in all job progress meetings with Project Manager and if required, prepares minutes or other documentation covering all discussed
- Monitors the job duties of the employees for contractors and sub-contractors to verify wage rate compliance and accuracy of payroll reports.
- Reads and review construction documents, technical manuals, and related material describing the project to determine the exact scope of work required. Must maintain current knowledge of various written guidelines, HUD regulations, building codes, and SAHA operations.
- Maintains vehicle and other SAHA property assigned to Specialist as required by SAHA policy.
- Other duties as assigned.

MINIMUM REQUIREMENTS

- Bachelor's degree (B.A.) from an accredited four-year college or university with major courses work in construction technology, or related field required.
- Five (5) years of experience as an inspector in new construction projects or housing, building/rehabilitation field.
- Texas Class "C" driver's license at the time of placement and be insurable by the Housing Authority's liability and fleet insurance carrier.

9-18-2014

- Five (5) years of Field Experience performing field construction administration tasks.
- 5+ years preparing scopes of work and cost estimates for existing single family dwellings.

KNOWLEDGE, SKILLS, AND ABILITIES

- Construction project management techniques and methods.
- Building construction and contract administration.
- Building codes and related federal and State construction laws, rules and regulations.
- Applicable government housing programs and related regulations.
- Construction project budgeting, scheduling, and cost estimating.
- Knowledge of International Building Code, International Residential Code, International Existing Building Code and other "trade-related" codes.
- Knowledge of green building retrofit materials/options for existing residential homes.
- Knowledge of estimating software such as RS Means or equivalent.
- Budget preparation and control.
- Verbal and written communication skills.
- Principles and practices of supervision and training.
- Applicable laws, codes, regulations, policies and procedures.
- Interpersonal skills using tact, patience and courtesy.
- Operation of a computer and assigned software.
- Technical aspects of field of specialty.
- Manage assigned construction, modification and development projects.
- Assure compliance with construction project specifications, budgetary requirements and timelines.
- Supervise and evaluate the performance of assigned staff.
- Provide project management and construction expertise for construction, modification, acquisition and development projects.
- Coordinate and supervise the development of construction documentation including materials specifications, drawings, schedules and estimates.
- Develop cost estimates, schedules and project budgets for construction activities.
- Manage the preparation of specifications and related documentation required for public bidding.
- Communicate effectively both verbally and in writing.
- Interpret, apply and explain rules, regulations, policies and procedures.
- Establish and maintain cooperative and effective working relationships with others.
- Operate a computer and assigned office equipment.
- Analyze situations accurately and adopt an effective course of action.
- Meet schedules and time lines.
- Work independently with limited direction and also collaborate as a member of the team with tact, patience, courtesy and humor.
- Plan and organize work.
- Prepare comprehensive narrative and statistical reports.
- Works respectfully and courteously with staff, residents, and the general public.

CORE COMPETENCIES

The following personal attributes are considered essential requisites for effective performance of the holder of this position.

- **Problem-Solving Expertise:** Identifying and defining problems/goals including scope and sequence or priorities for attainment; selecting and implementing alternative solution strategies; and supervising resources, constraints, and contingencies.

9-18-2014

- **Influencing Capabilities:** Actions designed to assure the achievement of identified objectives in this area of functional responsibilities; accurate analysis of situations with appropriate related follow-up and supervisory approach responses; effective management of interpersonal behavior and/or conflict; demonstrated high level of adaptability required to effectively manage diverse, changing, and even competing task expectations.
- **Supervisory/Administrative Skills:** Basic set of supervisory skills involved in the efficient administration of this function including directing, implementing, motivating/communicating, and evaluation the services it provides for the organization.
- **Planning Orientation:** Demonstrated competency in operational planning processes; ability to understand, and commitment to integrate the contributions to be made through this function; assessing, allocating and supervising the use of resources (material, staff, capital) in a prudent and orderly manner; monitoring, measuring and taking corrective actions required to achieve targeted results.
- **Positive Thinking & Attitude:** Maintains a positive work environment by creating job motivation, remaining enthusiastic about taking on challenges, demonstrating an "I care" attitude, approaching others in a pleasant, happy, and upbeat manner, and always finding the positive aspect of a negative situation; ability to resolve conflict in positive ways.
- **Communicates Effectively:** Presents ideas clearly and influentially through various means; identifies/shares important information in a timely manner; appears knowledgeable and confident in communicating information.
- **Work Ethic:** Dependable and meets commitments by exhibiting willingness to put in extra hours or "do whatever it takes" to get the job done. Available and presentable for work on a consistent and timely basis.
- **Organization:** Develops plans to achieve objectives by identifying resources needed, time allocations, and anticipated obstacles. Utilizes planning tools and methods for prioritizing, organization and following through.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Office and construction site environments.
- Driving a vehicle to conduct work.
- Contact with dissatisfied or abusive individuals
- Hearing and speaking to exchange information and make presentations.
- Seeing to conduct inspections.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting or standing for extended periods of time; Walking during site visits.

ADA STATEMENT

In compliance with the Americans with Disabilities Act, the San Antonio Housing Authority will make reasonable accommodation to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an "undue hardship" on the operation of the employer's business.

9-18-2014

ETHICS

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Position Description

Position Title:	Housing Counselor	Created By:	
Reports to:	Real Estate & Homeownership Manager	Date	07/15/2017
Direct Reports:		Created:	
FLSA Status:	Non-Exempt	Approved By:	
		Pay Grade	8

Summary:

Performs administrative and counseling work that includes various complex calculations in order to provide information and assistance to participants desiring to purchase a home through Section 24/9 and Section 32 Homeownership Programs; coordinates, conducts various outreach programs in order to recruit interested participants, and guides participants through the homebuyer process.

Essential Duties and Responsibilities:

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed. These essential functions require presence in the workplace on a regular basis and regular attendance must be maintained.

- In accordance with the National Industry Standards for HomeOwnership Counseling, perform homebuyer counseling, eligibility, and income verification as per required Program. Reviews documents that include Lender approvals, Earnest Money Contracts, Title Commitment, Special Warranty Deed, Partial Release, closing documents.
- Track home buyer clients via Counselor Max database software or similar tracking program.
- Conduct Home Buyer Readiness Orientations.
- Assist in Coordination of SAHA Home Buyer Readiness (HBR) Workshops and production of HBR Newsletter.
- Using HUD's Counseling Handbook (7610.1 Rev-5) as a guide, respond to client inquiries as needed and Produce a quarterly/annual HUD Form 9902 report. Obtain HUD Housing Counseling certification within 12 months of employment.
- Develop referral sources and build relationships with lenders, realtors, affordable housing organizations, local governments, professionals peers, and others.
- Serve as a liaison between the Family Self Sufficiency Coordinators.
- Maintain data on the Home Buyer Readiness Program (i.e. attendance, home purchases, evaluations, etc.)
- Monitor and track maintenance of real estate assets.
- Knowledge of SAHA's systems (Help Logs, purchase orders, JDE, Web Clock, etc.)
- Responsible for all incoming email and phone calls from all potential homeowners for all Homeownership Programs.
- Maintains marketing supplies Banners, For Sale Signs, and Brochures for all Homeownership Programs.
- Other duties as assigned.

Behavioral Competencies:

This position requires the incumbent to exhibit the following behavioral skills:

Leadership: Provides direction to people and/or projects by clearly and effectively setting course of action for the department, staff, and tasks; manages the planning, execution, and achievement of department goals by providing regular communication to staff and stakeholders.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands monitors and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; and listens effectively. Demonstrates ability to develop audiovisual presentations to internal and external audiences.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; attends, supports, and participates in all team building exercises and events.

Continuous Improvement and Innovation: Seeks the continuous improvement of technological business processes and services; explores out-of-the-box methods and is open to experimenting with new ideas; uses data, knowledge, and strategic decision-making to generate new and innovative solutions.

Education and Experience:

- High School Diploma or GED required.
- Two (2) years of experience in real estate or banking.
- Successful completion of a criminal history background check, education, and work history verification, and drug screening test.
- Acquire and maintain HUD Housing Counselor Certification within one year of employment.

Preferred Requirements:

- Bachelor's degree from an accredited four-year college or university; an additional (8) years of experience may be considered in lieu of the preferred degree. Three (3) years of experience in counseling related to mortgage lending.

License and Certifications:

- Texas Class "C" driver's license at the time of placement and be insurable by the Housing Authority's liability and fleet insurance carrier.
- Must have the ability to earn certifications as required by assigned tasks.

Technical Skills:

To perform this job successfully, the employee should have:

- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of administrative and clerical procedures and systems such as MS Office and Google Docs, managing files and records, designing forms, and other office procedures and terminology.
- Skilled in giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Ability to communicate clearly and effectively with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.
- Ability to perform the physical requirements of the position.
- Other duties as assigned.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Office environment and community sites.
- May require driving a vehicle to conduct work.
- Hearing and speaking to exchange information in person and on the telephone.
- Seeing to read a variety of materials and conduct inspections.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.
- Bending at the waist, kneeling or crouching.
- Walking during site visits or events.
- Lifting and carrying light materials/objects as assigned.

Office environment The noise level in the work environment is usually moderate. Evening and weekend work may be required.

Outside environment Subject to environmental elements when conducting visits to various sites or



participating in outside events.

ADA STATEMENT

In compliance with the Americans with Disabilities Act, the San Antonio Housing Authority will make reasonable accommodation to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an "undue hardship" on the operation of the employer's business.

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Read and Acknowledged:

Employee Name - Printed

Date

Employee Signature



818 S. FLORES ST. ⓘ SAN ANTONIO, TEXAS 78204 ⓘ www.saha.org

Attachment B

Summary:
FY2018 QTR4

- Meeting targets for 48% of indicators (down from 49% in Q3)
- Off target for 24% of indicators (down from 26% Q3)
- On track to meet 43% of 2020 targets (down from 46% in Q3)
- 17% of indicators are still being developed (up from 15% Q3)

Current Quarter Status	48%	12%	24%	17%
	On Target	Near Target	Off Target	In Development
2020 Trend Status	43% ▲	17% ►	24% ▼	17% --
	On Track	Behind Plan	Off Track	In Development

	Baseline FY2014	FY2018 -- QTR4		2020 Target	2020 Status		
 <p>Empower and equip families to improve their quality of life and achieve economic stability</p>	Self-Sufficiency Progress	TBD	TBD	--	TBD	--	
	Number of Households Transitioned to Self Sufficiency, per year	75	66 YTD	✓	48	▲	
	Median Earned income of adults working at a FTE, \$	\$17,236	\$18,612	✓	\$19,197	▲	
	Percent of work-able adults employed full time	19%	23%	✓	25%	▲	
	Percent of work-able adults employed part time or full time	31%	36%	✓	38%	▲	
	Percent of adults with HS degree or equivalent	59% in FY15	59%	✗	80%	▼	
	 <p>Invest in our greatest resource – our employees – and establish a track record for integrity, accountability, collaboration and strong customer service.</p>	Employee Turnover Rate, % Monthly snapshot	18%	12%	✓	10%	▼
Employee Turnover Rate, % 12 month rolling		18%	18%	✗	10%	▼	
Training commitment, %		122%	54%	✗	100%	▼	
Training commitment, budget to actual		\$323,753 in FY15	\$162,415	✗	TBD	▼	
Performance Evaluations Completed on time, %		50%	59%	✗	95%	▼	
Time to hire		TBD	TBD	--	95%	--	
Wellness Program Investments		TBD	TBD	--	\$216,333 cumulative	--	
Participation in Wellness Events, %		TBD	TBD	--	25%	--	
 <p>Preserve and improve existing affordable housing resources and opportunities.</p>		Funds Obligated	\$19.8M FY17	\$6.1M YTD	✗	\$33.7M cumulative	►
		Contracts Expended, %	100% FY17	94%	✓	86%	►
	Units of Housing Preserved	540 FY17	1,069 YTD	✗	2,928 cumulative	►	
	Offline Units	56 FY17	49	✗	18	▼	
	Section 32 homes sold	0 FY16	0 cumulative	✓	10	►	
	Rental properties sold	0 FY16	1 cumulative	✓	3	►	
	Work orders closed within 2 days, %	68% FY17	62%	✗	100%	▼	
	Emergency Work Orders completed within 4 hours, %	78% FY17	70%	✗	100%	▼	
	 <p>Strategically expand the supply of affordable housing.</p>	Houses sold to households earning below 100% AMI	0 FY18Q2	11 YTD	!	94	▲
		Houses sold to households earning between 100% and 115% AMI	0 FY18Q2	2 YTD	✓	13	▲
Per unit cost		\$145,263 in Dec-15	\$146,013	!	\$145,000	►	
Units acquired, built (completed)		208	305 cumulative	!	799	▲	
Affordable units acquired, built (completed)		162	245 cumulative	✓	467	▲	
 <p>Transform core operations to be a high performing and financially strong organization.</p>	External Client satisfaction, %	TBD	TBD	--	TBD	--	
	Beacon: Net Operating Income (NOI), \$	\$8.8M	\$9.9M YTD	✓	\$9M	▲	
	Public Housing: Net Operating Income (NOI), \$	\$5M	\$5.5M YTD	!	\$6M	►	
	HCV Admin: Net Operating Income (NOI), \$	\$8.4M FY 2018	\$8.4M YTD	✓	\$9M	▲	
	Debt Service Coverage Ratio	2	2.11	✓	1.4	▲	
	Beacon Refinances	2 FY 2018	2 YTD	✓	2 per year	▲	
	Additional MTW dollars generated	TBD	TBD	--	\$2.9M	--	
	HCV Scorecard %	90%	96%	✓	90%	▲	
	Total Households Served	23,858 FYE 2016	23,681	✓	23,630	▲	
	MTW Baseline Compliance	99% 17,772	99.5% 18,095	✓	100% 17,909	▲	
	Occupancy (%)	95% FY15	94%	!	96%	▼	
	REAC score	TBD	TBD	--	TBD	--	
	 <p>Develop a local and national reputation for being an effective leader, partner, and advocate for affordable housing and its residents.</p>	Agency Awards/Recognition	15	21 Preliminary	✓	20	▲
Positive media coverage, percentage		75%	90%	✓	75%	▲	
Facebook page rating		3 in FY17	3.7	✓	3	▲	

2020 Trend Status



		Baseline FY2014	FY2018 -- QTR4		2020 Target	2020 Status		
Strategic Goal 3	Preserve and improve existing affordable housing resources and opportunities.	Section 32 homes sold	0	0				
			FY16	cumulative	✓	On Target	10	▶
		Rental properties sold	0	1				
			FY16	cumulative	✓	On Target	3	▶
Strategic Goal 4	Strategically expand the supply of affordable housing.	Houses sold to households earning below 100% AMI	0	11	!	Near Target	94	▲
			FY18Q2	YTD				
		Houses sold to households earning between 100% and 115% AMI	0	2	✓	On Target	13	▲
			FY18Q2	YTD				
		Per unit cost	\$145,263 in Dec-15	\$146,013	!	Near Target	\$145,000	▶
		Units acquired, built (completed)	208	305	!	Near Target	799	▲
		Affordable units acquired, built (completed)	162	245	✓	On Target	467	▲
				cumulative				

Choice Neighborhoods Inform Housing Summary Report

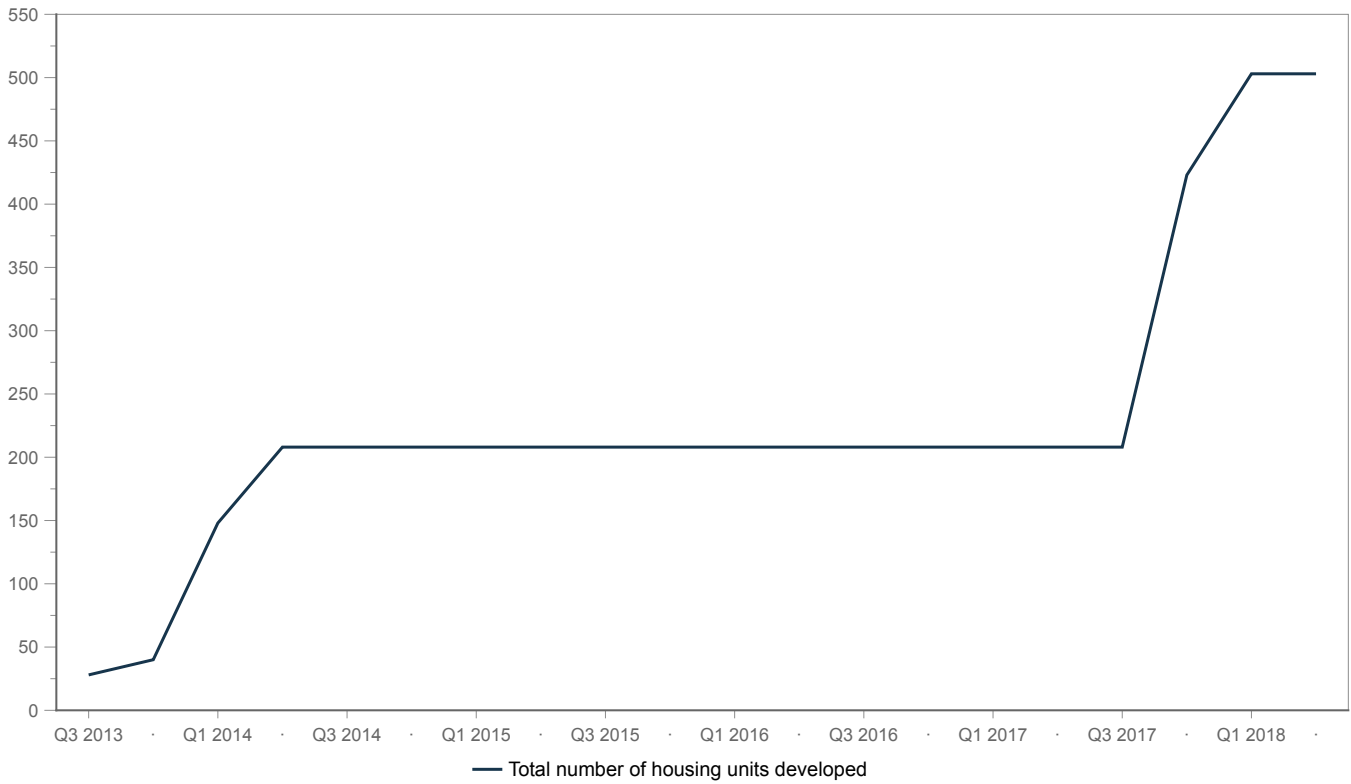
Reporting Year: 2017 **Reporting Quarter:** Q2 2018 **Report Generated on** 9/6/2018

Grant Name: San Antonio TX - Eastside

Relocation, Involuntary Termination, and Demolition

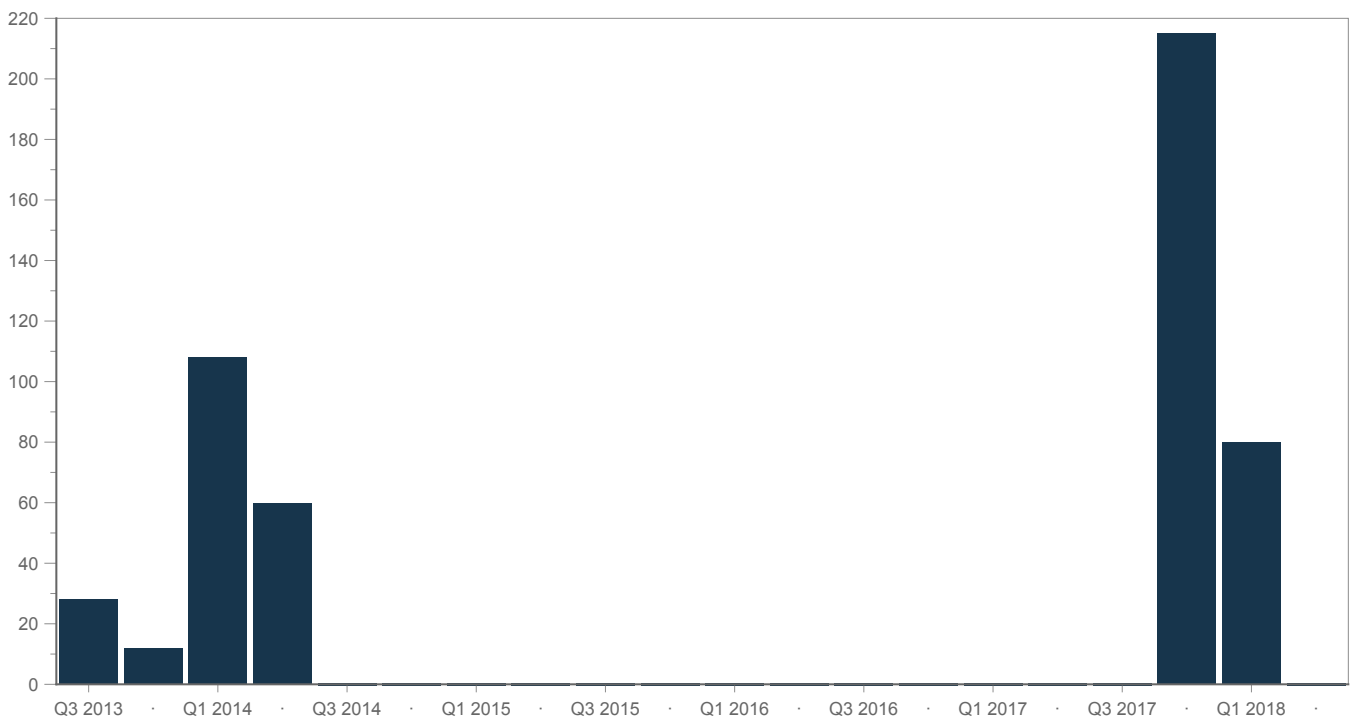
	Previous Quarter	Current Quarter	Total to Date
Relocation(1st move out of target site) Total	0	0	270
Relocation to Public Housing Annual Contribution Contract (ACC)	0	0	71
Relocation to HUD-Assisted Multifamily Housing	0	0	0
Relocation with Section 8 Tenant-based Voucher	0	0	195
Relocation to Homeownership Units	0	0	0
Relocation to Unrestricted Housing Units	0	0	4
Involuntary Terminations Total	0	0	0
Involuntary Terminations-Public Housing ACC	0	0	0
Involuntary Terminations-HUD Assisted Multifamily Housing	0	0	0
Demolition Total	0	0	246
Demolition-Public Housing ACC	0	0	246
Demolition-HUD Assisted Multifamily Housing	0	0	0

Total number of housing units developed, all types



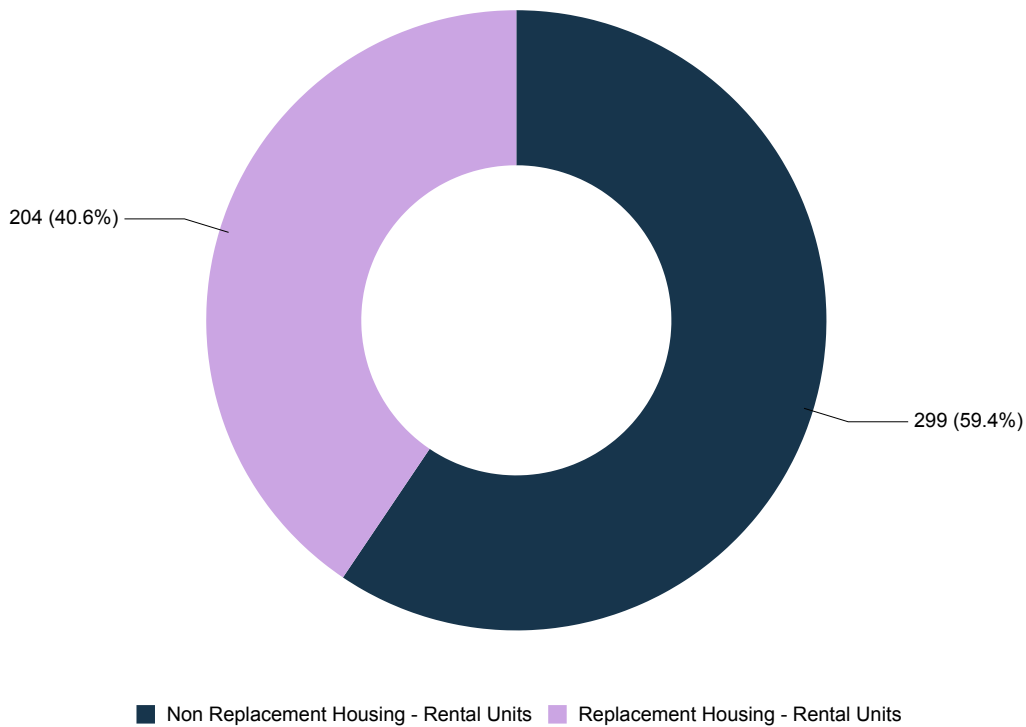
Planned	Actual
620	503

Number of housing units developed per quarter, all types



Quarter	Replacement Units	Non Replacement Units	Total
Total	204	299	503
Q2 2018	0	0	0
Q1 2018	76	4	80
Q4 2017	79	136	215
Q3 2017	0	0	0
Q2 2017	0	0	0
Q1 2017	0	0	0
Q4 2016	0	0	0
Q3 2016	0	0	0
Q2 2016	0	0	0
Q1 2016	0	0	0
Q4 2015	0	0	0
Q3 2015	0	0	0
Q2 2015	0	0	0
Q1 2015	0	0	0
Q4 2014	0	0	0
Q3 2014	0	0	0
Q2 2014	13	47	60
Q1 2014	25	83	108
Q4 2013	4	8	12
Q3 2013	7	21	28

Number of housing units developed by housing type



Total

503

Total Number of Housing Units

	Planned	Actual
Total Number of Housing Units Developed	620	503
Replacement Housing - Rental Units Subtotal	246	204
Project-Based Voucher/LIHTC Units	52	44
Public Housing ACC/Low-Income Housing Tax Credit (LIHTC) Unit	194	160
Non-Replacement Housing - Rental Units Subtotal	374	299
Affordable Housing Rental LIHTC Only Units	214	194
Unrestricted Rental Units	160	105
Non Replacement Housing - Homeowner Units Subtotal	0	0

Planned Housing Units

Phase	ACC /PH	PBV	HUD Asst. Multi /PBRA	RAD	LIHTC only	Income Restri. Rental	Income Restri. HO	Unrestri. Rental	Unrestri. HO	Total Planned
Phase 1 Sutton Oaks	49	0	0	0	113	0	0	46	0	208
Phase 2 Wheatley Courts Family	71	8	0	0	77	0	0	59	0	215
Phase 3 Wheatley Courts Senior	40	36	0	0	4	0	0	0	0	80
Phase 4 Wheatley Courts Family	34	8	0	0	20	0	0	55	0	117
Total Planned	194	52	0	0	214	0	0	160	0	620

Unit Type Legend

ACC/PH: This includes units that are ACC only and those that are ACC/LIHTC.

PBV: This includes units that are PBV only and those that are PBV/LIHTC.

HUD Asst. Multi/PBRA: This includes HUD Assisted Multifamily/PBRA units that are HUD-assisted Multifamily only and those that are HUD-assisted Multifamily/LIHTC.

RAD: This includes units that are RAD only and those that are RAD/LIHTC.

LIHTC only: These are LIHTC only units.

Income Restri. Rental: These are rental units available to families earning up to 120% AMI.

Income Restri. HO: These are homeownership units available to families earning up to 120% AMI.

Unrestri. Rental: These are market rate rental units.

Unrestri. HO: These are market rate homeownership units.

Energy Efficient Units

	Planned	Actual
Total energy efficient units constructed	620	503
Replacement units regardless of certification	246	204
Non-replacement units regardless of certification	374	299

Replacement Housing Mix

	Number of Units
Total Replacement Units	204
Replacement Bedroom Mix-Studio	0
Replacement Bedroom Mix-One Bedroom	79
Replacement Bedroom Mix-Two Bedroom	68
Replacement Bedroom Mix-Three Bedroom	49
Replacement Bedroom Mix-Four Bedroom	8
Replacement Bedroom Mix-Five Bedroom or More	0
Targeted Units	
Replacement ADA units	13
Replacement units targeted to seniors	76

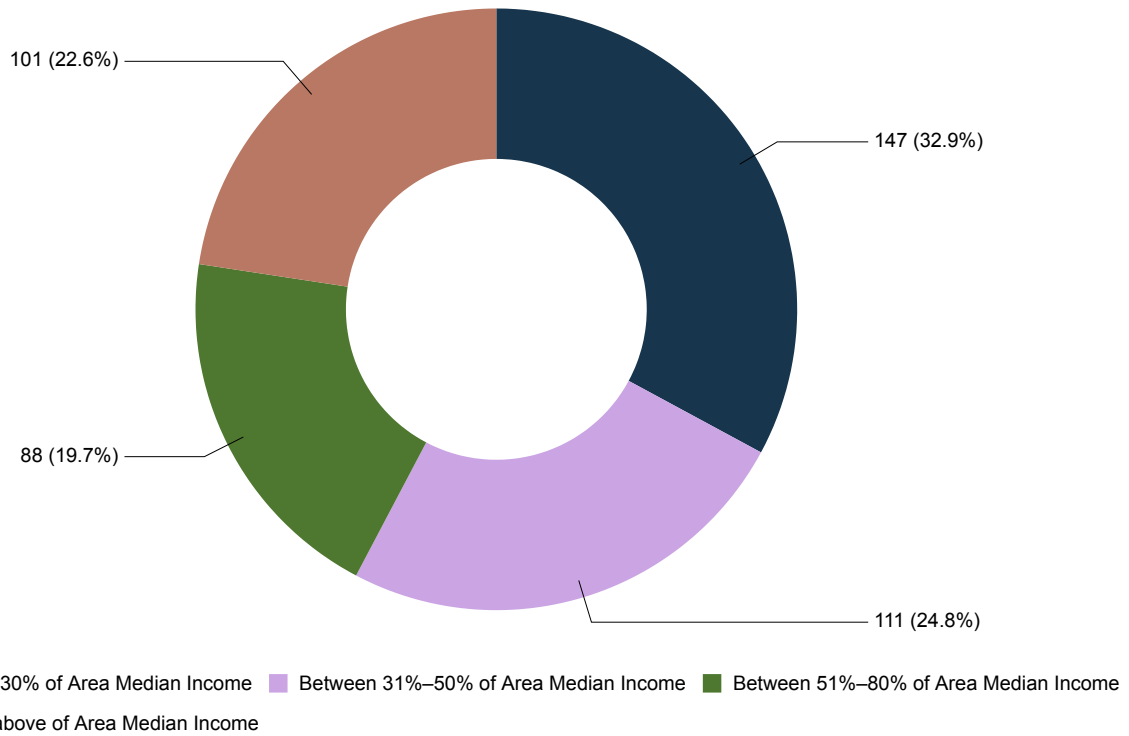
Broadband Access

	Total Units
Number of units with broadband access	300

Occupancy and Re-Occupancy

	As of Previous Quarter	As of Current Quarter
Total number of units occupied	412	483
Total number of households from the target site that will occupy a new Choice Neighborhoods unit	50	51
Housing development vacancy rates	18.09	3.98
Housing development turnover rates	9.74	20.08

Income distribution of households occupying a Choice Neighborhood unit: Current Quarter



Total		
447		
	Previous Quarter	Current Quarter
Total Households	412	447
ELI (Extremely Low Income) households	134	147
VLI (Very Low Income) households	84	111
LI (Low Income) households	92	88
Moderate Income households	102	101

Narratives

Progress to Date, Successes and Lessons Learned

"Phase I (CNI II) Multi-Family Housing 215 Units\nProgress to date- Project is complete at 100%. MBS expects to complete or at least be in the process of completing all construction items and documentation including release of retainage by August 30, 2018. Buildings have received a Certificate of Occupancy and have been turned over to MBS Property Management. The 215 units have been completed and currently, 199 units have been occupied. Project enhancements- Items not completed under the contract are being worked on and monitored by MBS. The project is being stabilized in the months of June, July and September 2018. The project is scheduled to convert in October 2018 once all reports of the three prior months are compiled.

\n \nLessons learn-Construction team was successful in coordinating with all of the partners in achieving completion of construction, acquiring all permits and lease-up. The identified issues severely impacted the completion timeline of East Meadows I but did not alter the quality nor the budget of the project. Currently, as the Senior Building comes to a successful completion and the start of construction begins at the final phase, East Meadows II, the construction team has begun applying the lessons learned from East Meadows I and the Senior Building in hopes of ensuring successful completion to the final phase and overall to the entire East Meadows footprint. In addition, the new Eastside BiblioTech was successfully completed and is currently being used by East Meadows I residents and the community\n\nPhase II (CNI III) Senior Building 80 Units\nProgress to date- Wheatley Park Senior Living project is at 100% complete. Contractor has completed the project and continues to correct any deficiency encountered by Senior Building staff in the building's interior and exteriors. Project documentation closeout is pending with all of the partners diligently working to complete. \n\nSuccesses- A Notice to proceed was issued to the contractor Cadence McShane Construction Company and work started as scheduled on October 2016. A certificate of Occupancy was received on March 29, 2018. As of June 24, 2018 - 100% of the units have been leased.\n\nLessons Learned- SAHA DSNR apply the lessons learned from the construction of East Meadows I and by having the architect, contractor and developer coordinate to implement additional oversight on the construction side, before, during and after construction completion to ensure that the Senior Building was completed on a timely manner and to achieve the quality standards satisfactory to all of the partners.\nPhase III (IV) Multi-Family Housing 119 Units\nProgress to date- The 2 ½ block area continues to be vacant, fenced and secured. SAHA has contracted contractors to maintain landscaping and boundary fence. \n\nSuccesses- Construction team has successfully submitted drawings to the city, received approvals and permits to begin construction and most importantly received a construction limited notice to proceed for the early start site preparation. The earthwork contractor has fully mobilized to the site. The first phase of excavation, the removal of hazardous materials, was approved and an environmental engineer was appointed as an agent of SAHA for the manifestation and removal of the contaminated material. Once the contaminated soils are removed, the contractor can proceed to full excavation of the entire project. \n\nLessons Learned- Continue meeting and coordinating to provide and execute documents to move project forward. Coordination with neighbors and partners has been a key step to maintaining project progress. Ongoing communication and submittal of required executed forms with State, City, utilities agencies and contractors will be instrumental in completing this project on time and within budget. In addition, working and coordinating with federal, state and city partners in seeking funding to fill in project financial gaps."

Describe any challenges being faced, including any with which HUD or other grantees may be able to provide assistance for the Housing component.

"Phase I (CNI II) Multi-Family Housing 215 Units\nThe challenge for SAHA is to insure that all construction issues are address by the contractor during the warranty period and to move on to stabilization and conversion. The majority of the items are mainly project documentation that will need to be submitted, reviewed, executed and returned to the different partners for completion. Currently, construction team is reviewing change orders and final draw to complete and to move forward to release of retainage and acceptance of project. Once project is accepted the team can move to stabilization and conversion. Construction team has anticipated coordination of some of the remaining items for completion and has created a spreadsheet listing all of the remaining items for discussion and resolution on a timely basis.. SAHA and MBS continue to insure that the property maintains the units leased and occupied above the 90% threshold from July through September 2018 to ensure conversion to permanent financing. \n\nPhase II (CNI III) Senior Building 80 Units\nThe challenge for SAHA is to insure that all construction issues are address by the contractor and to move on to stabilization and conversion. The majority of the items are mainly project documentation that will need to be submitted, reviewed, executed and returned to the different partners for completion. Currently, construction team is reviewing change orders and final draw to complete and to move forward to release of retainage and acceptance of project. Once project is accepted the team can move to stabilization and conversion. Construction team has anticipated coordination of some of the remaining items for completion and has created a spreadsheet listing all of the remaining items for discussion and resolution on a timely basis. SAHA and MBS continue to insure that the property maintains the units leased and occupied above the 90% threshold from July through September 2018 to ensure conversion to permanent financing \n\nPhase III (IV) Multi-Family Housing 119 Units\nMajor challenge is the financial closing of the project. The majority of the items are mainly project documentation that will need to be submitted, reviewed, executed and returned to the different partners for completion. Currently, development team is reviewing documents that will be submitted to HUD and TDHCA as part of the closing. Development team led by the tax credit consultant has anticipated coordination of some of the remaining items for completion and has created a spreadsheet listing all of the remaining items for weekly discussion and resolution."

Describe any recent press coverage, web content, research, planning information or other materials that you have found helpful and would like to share with others for the Housing component.

"Phase III (IV) Multi-Family Housing 119 Units\nProject Limited Notice to Proceed was issued on June 18, 2018. Contractor has mobilized and some work has begun. The contractor started in full force on June 27, 2018. SAHA Public Relations will issue press statement to inform city, county and state officials of the impending schedule work."

Comments/Notes

"Note: System did not allow us to change the phase status for Phase III Wheatley Park Senior. It is in Ongoing Operations Now. \n\nVouchers:\n\nThe Park: 48 voucher holders in LIHTC units and 7 voucher holder in market rate units. A total of 55 voucher holders in 208 units (26%).\n\nEast Meadows: 8 PBVs and 27 vouchers in 77 LIHTC units.\n\nWheatley Park Senior - 36 PBVs and 4 voucher holders in the LIHTC units."

Choice Neighborhoods Inform People Report

Reporting Year: 2017 **Reporting Quarter:** Q2 2018 **Report Generated on** 9/6/2018

Grant Name: San Antonio TX - Eastside

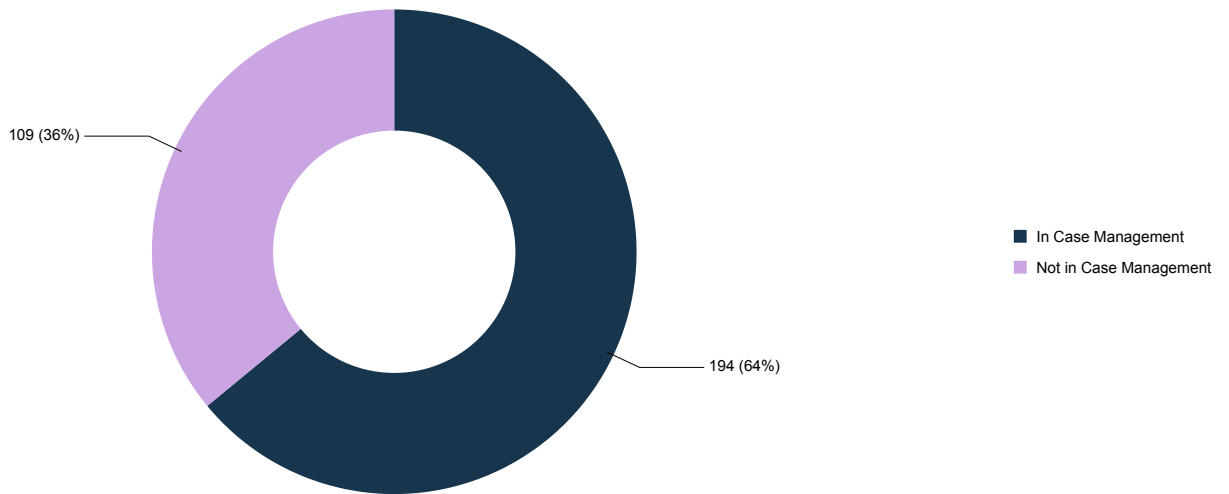
Demographics and Socioeconomics

Households

	Previous Quarter	Current Quarter
Number of target households	233	291
Number of original target households	232	232
Number of new target households post application date but prior to relocation	61	61
Number of new target households post redevelopment	92	155
Number of deductions among original target households	152	157

Residents

Current original target residents



Total
303

	Previous Quarter	Current Quarter
Number of target residents	714	771
Number of current original target residents	312	303
Original target residents	634	634
Number of births among original target residents	30	30
Number of deaths among original target residents	12	12
Number of non-birth additions among original target residents	81	83

	Previous Quarter	Current Quarter
Number of non-death deductions among original target residents	421	432
Number of original target residents in case management	200	194
Number of original target residents not in case management	112	109
Number of new target residents post redevelopment	402	468
Number of new target residents post application date but prior to relocation	110	105
Number of new target residents post application but prior to relocation in case management	79	75
Number of new target residents post application but prior to relocation not in case management	31	30
Number of new target residents post redevelopment	292	363
Number of new target residents post development in case management	36	52
Number of new target residents post development not in case management	256	311

Demographics and Socioeconomics (Quarterly)

	Previous Quarter (number)	Previous Quarter (percentage)	Current Quarter (number)	Current Quarter (percentage)
Target households receiving TANF	0	0.00	0	0.00
Target residents enrolled in SSI	59	41.50	56	40.00
Households at or below the poverty line	99	85.30	95	83.30
Average household income	11246	N/A	10976	N/A
Median household income	9188	N/A	9240	N/A
Household Size	3	N/A	3	N/A

Demographics and Socioeconomics (Annual)

	Previous Reporting Year (number)	Previous Reporting Year (percentage)	Current Reporting Year (number)	Current Reporting Year (percentage)
Target residents with a disability	71	18.02	73	15.67
Target resident children enrolled in neighborhood schools	18	12.00	38	18.81
Target resident children enrolled in schools outside the neighborhood footprint	132	88.00	164	81.19
Limited English Proficiency (LEP) target residents				

Race/Ethnicity Distribution of Target Residents

	Previous Reporting Year (percentage)	Current Reporting Year (percentage)
Hispanic or Latino (of any race)	73	71.13
White alone (not Hispanic)	6	5.06
Black or African American alone (not Hispanic)	21	23.81

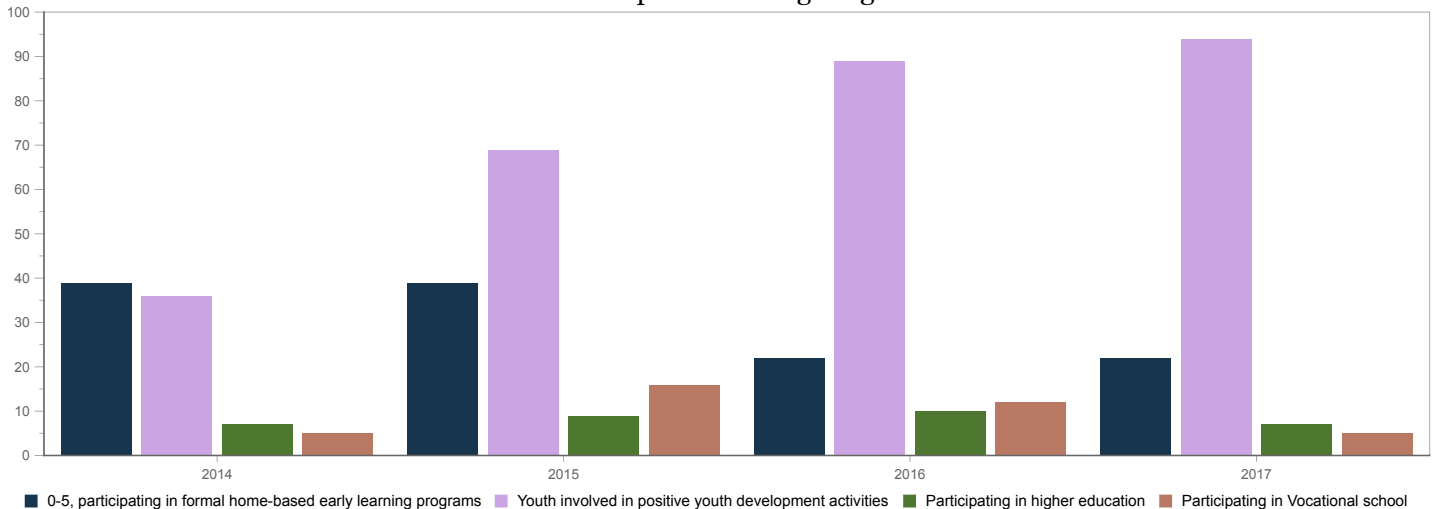
	Previous Reporting Year (percentage)	Current Reporting Year (percentage)
American Indian and Alaska Native alone (not Hispanic)	0	0
Asian alone (not Hispanic)	0	0
Native Hawaiian and Other Pacific Islander alone (not Hispanic)	0	0
Some other race alone (not Hispanic)	0	0
Two or more races (not Hispanic)	0	0

Age Distribution of Target Residents

	Previous Reporting Year (percentage)	Current Reporting Year (percentage)
Under 5 years	11.2	10.71
5 to 9 years	23	19.64
10 to 14 years	16.7	20.83
15 to 19 years	6.3	6.85
20 to 24 years	3.2	2.08
25 to 34 years	17	16.37
35 to 44 years	5.5	5.06
45 to 54 years	6.6	7.14
55 to 59 years	4.3	4.46
60 to 64 years	2.6	2.38
65 to 74 years	1.7	2.68
75 to 84 years	2	1.79
85 years and over	0	0

Education

Educational Participation Among Target Residents



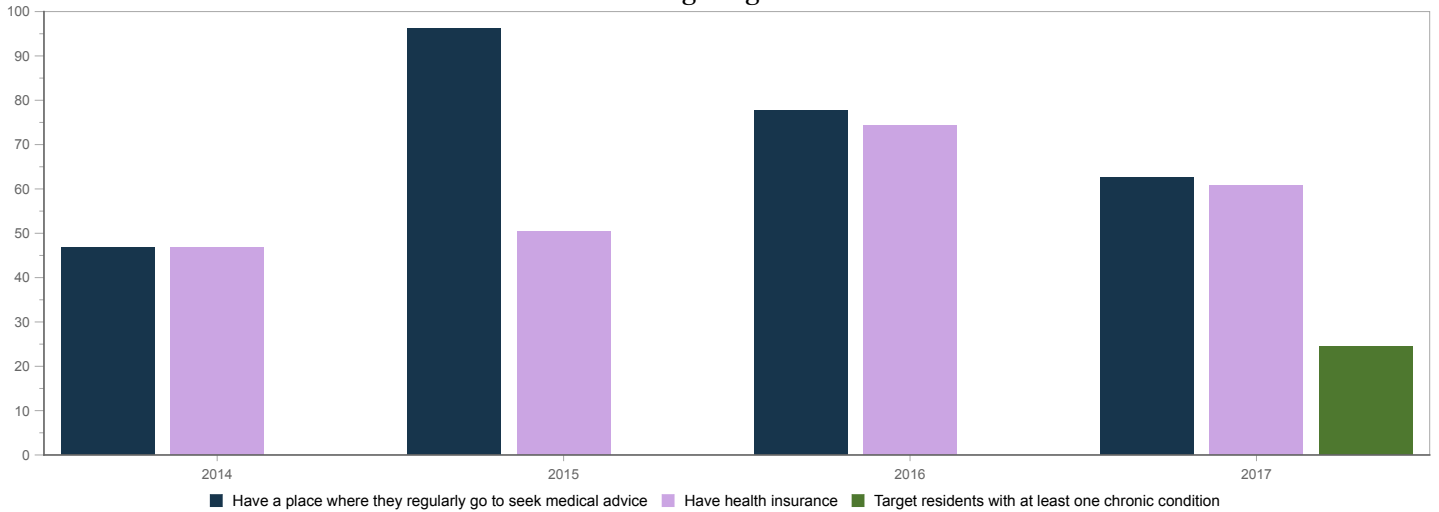
Description	Previous Reporting Year (number)	Previous Reporting Year (percentage)	Current Reporting Year (number)	Current Reporting Year (percentage)
Target resident children, from birth to kindergarten entry, participating in center-based or formal home-based early learning settings or programs	22	30.99	22	27.50
Target resident youth involved in positive youth development activities	89	58.17	94	45.85
Target residents participating in higher education	10	N/A	7	N/A
Target residents participating in vocational school	12	N/A	5	N/A

Educational Attainment

	Previous Reporting Year (number)	Previous Reporting Year (percentage)	Current Reporting Year (number)	Current Reporting Year (percentage)
Target resident children in kindergarten who demonstrate at the beginning of the program or school year age-appropriate functioning across multiple domains of early learning as determined using developmentally appropriate early learning measures	9	47.37	3	25.00
Target resident student at or above grade level according to state mathematics arts assessments in at least the grades required by the Elementary and Second Education Act (ESEA) (3rd through 4th and once in high school)	45	48.91	44	61.11
Target resident students at or above grade level according to reading or language arts assessments in at least the grades required by the Elementary and Second Education Act (ESEA) (3rd through 4th and once in high school)	44	47.31	42	60.00
Number and percentage of target resident students with an on-time high school graduation	6	85.71	4	80.00
Target residents completing a GED	1	N/A	5	N/A
Target residents graduating from a vocational school	6	N/A	3	N/A
Target residents graduating from higher education	1	N/A	0	N/A

Health

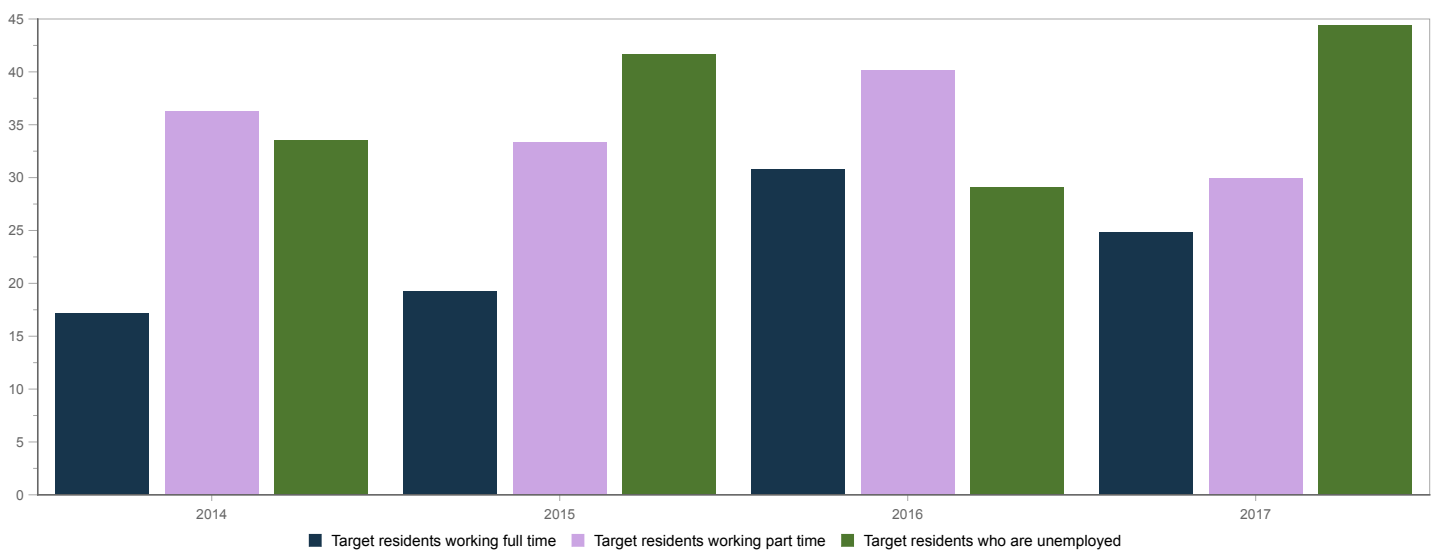
Health Among Target Residents



	Previous Reporting Year (number)	Previous Reporting Year (percentage)	Current Reporting Year (number)	Current Reporting Year (percentage)
Target residents who have a place where they regularly go, other than an emergency room, when they are sick or need advice about their health	298	77.81	292	62.66
Target residents who have health insurance	285	74.41	283	60.73
Number and percentage of target residents with at least one chronic condition			114	24.46

Self Sufficiency/Employment

Self Sufficiency/Employment (Annual)



	Previous Reporting Year (Number)	Previous Reporting Year (Percentage)	Current Reporting Year (Number)	Current Reporting Year (Percentage)
Target residents working full time	36	30.77	29	24.79
Target residents working part time	47	40.17	35	29.91

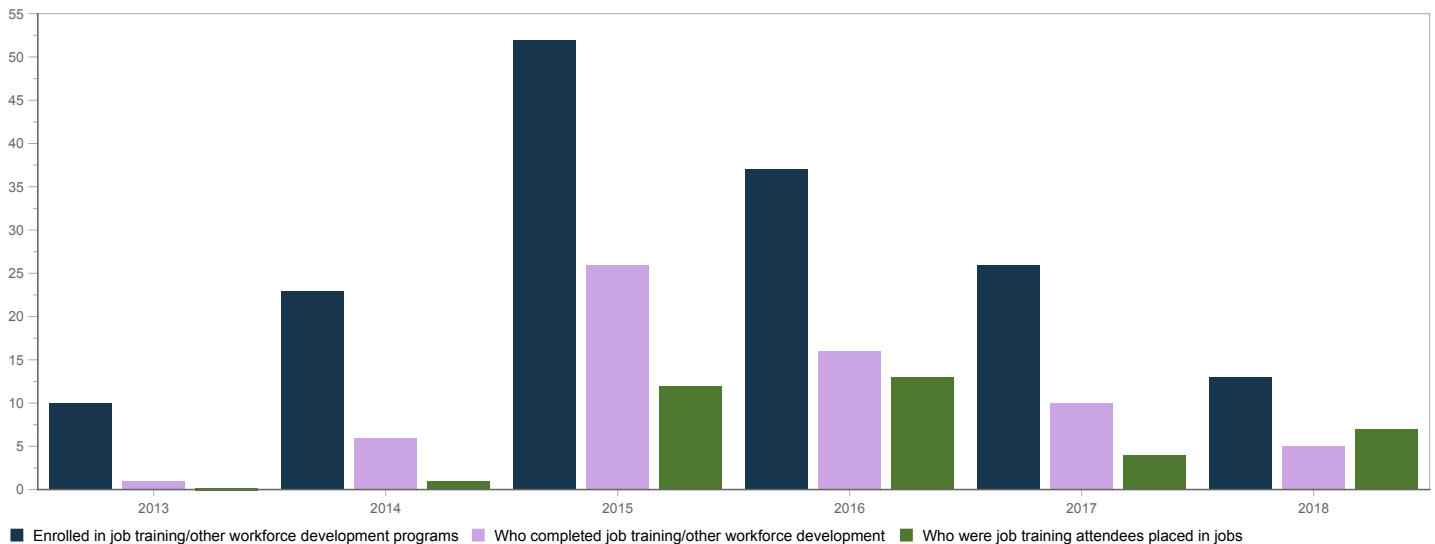
	Previous Reporting Year (Number)	Previous Reporting Year (Percentage)	Current Reporting Year (Number)	Current Reporting Year (Percentage)
Target residents who are unemployed	34	29.06	52	44.44

	Previous Reporting Year (number)	Previous Reporting Year (percentage)	Current Reporting Year (number)	Current Reporting Year (percentage)
New hires	114	N/A	92	N/A
New Section 3 hires	48	42.11%	25	27.17%
Target Residents who are new Section 3 hires	1	0.88%	0	0.00%
Value of Section 3 contract dollars awarded	\$ 9,249,694	20.81%	\$ 5,121,776	12.75%

Self-Sufficiency/Employment (Quarterly)

	Previous Quarter (number)	Previous Quarter (percentage)	Current Quarter (number)	Current Quarter (percentage)
Target residents with wage income	46	53.50	42	49.40
Target residents enrolled in job training or other workforce development programs	4	0.00	9	0.00
Target residents who completed job training or other workforce development programs	2	0.00	3	0.00
Target residents who have obtained jobs	3	0.00	4	0.00

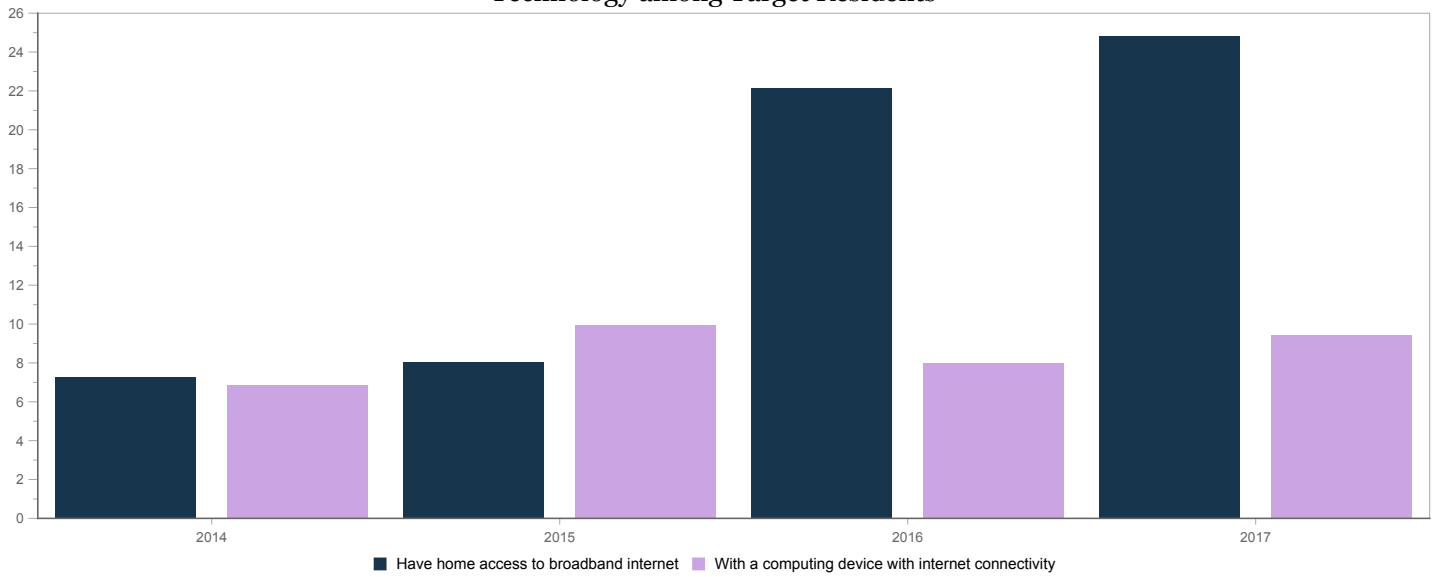
Job Readiness among Target Residents in Case Management



Description	Previous Quarter	Current Quarter	Total To Date
Target residents enrolled in job training or other workforce development programs	4	9	161
Target residents who completed job training or other workforce development programs	2	3	64
Target residents who have obtained jobs	3	4	37

Technology

Technology among Target Residents



	Previous Reporting Year (Number)	Previous Reporting Year (Percentage)	Current Reporting Year (Number)	Current Reporting Year (Percentage)
Target households who have home access to broadband internet	29	22.14	38	24.84
Target residents with a computing device with internet connectivity	31	8.01	44	9.44

Narratives

Progress

"Case management-Urban staff continues to outreach to target residents residing at East Meadows and have expanded our recruitment to Wheatley Senior Living. Health services have been identified and scheduled to assist residents residing in the senior building. To date residents have received Healthy Eating classes, visits by the new Community Health Clinic. Urban continues to work with McCormack Baron Management to assist all residents on the property. For the final year of programming Urban will conduct an intensive case review of all active Choice families in case management to design intentional programming targeting barriers to resident success.

Employment-Urban organized an intentional employment seminar to support those individuals where data showed sporadic employment (two to three jobs) within a year. Training was designed to dig a little deeper to uncover underlying barriers to employment retention. The initial target population was 12 Choice families; only one individual participated. The result for the participant was keen awareness of her talent and passion, for which she has continued to enhance and nurture. Urban was also able to provide resources to address the underlying barriers to stability. Resources provided include: domestic violence assistance, mental health services and entrepreneurial workshops. Urban continues to work with individuals to identify underlying barriers to employment.

Health-In preparation for the following year Urban has begun to familiarize Choice families with the newly opened Dr. Robert Hillard clinic that opened in the footprint. The clinic serves individuals with Medicaid, Medicare and some insurances of the Affordable Care Act but has several funding streams that provide services for uninsured residents. Urban continues to utilize the weekly "Community Talk" conversations to encourage Choice families to utilize mental health services.

Education-Urban is working to identify commonalities with those youth 0-5 who are not enrolled in early childhood services and those individuals who are not enrolled in higher education/training and employment. Urban will work in concert with education opportunities for the youth and capacity building activities for the adults, utilizing the "Dual Generation" approach to move families forward. Urban has entered into MOU's for summer programming that addresses summer learning loss and provide youth the opportunity to experience extra-curricular activities through the "Network for Young Artist" (NYA). NYA provides youth an opportunity to experience a hands-on experience with instruments. <https://www.nya.us/>. Urban is creating a Youth Leadership program utilizing Choice residents to lead the conversation on education with parents and students. This group will consist of middle-school students and their family to discuss the opportunities to create strategies for youth to succeed in high school."

Challenges

"Creating a sustained network of partners to impact the success of a community is a five-year project. Identifying the underlying barriers for families while identifying those partners who are vested in the success of the community takes time."

Media

"N/a"

Comments/Notes

"5 WC household deductions this quarter: (1) Moved into Assisted Living, (1) S8 - Family Obligations - Repayment Agreement, (1) S8- Family Obligations - Failure to respond to annual recert., (1) S8 Eviction, and (1) PH Eviction Lease Non-Compliance 30 Day."

Choice Neighborhoods Inform Neighborhood Report

Reporting Year: 2017 **Reporting Quarter:** Q2 2018 **Report Generated on** 9/6/2018

Demographics and Socioeconomics

Residents and Households

Household Income Distribution

Median Household Income and Housing Cost to Income Ratio by Census Tract

Census Tract	Median Household Income Previous Year	Median Household Income Current Year	Housing Cost to Income Ratio Previous Year	Housing Cost to Income Ratio Current Year
1305	23982		0.33	
1306	21678		0.33	
1307	23750		0.27	

Race, Ethnicity, and Age

Education

Description	Previous Reporting Year	Current Reporting Year
Number of center-based or formal home-based early learning/childcare slots offered in the neighborhood	254	275
Number of public schools located in the neighborhood	4	4

School Information

◆◆ Percentage of students at or above grade level according to State mathematics assessments in at least the grades required by the ESEA (3rd through 8th and once in high school)

♣♣ Percentage of students at or above grade level according to State reading or language arts assessments in at least the grades required by the ESEA (3rd through 8th and once in high school)

♠♠ Percentage of high school students in neighborhood high schools who graduate on time per local school district definition

Neighborhood School	Type	Grade Levels Offered	Enrollment Number	Rating of Public School	♦♦ Mathematics assessments	♣♣ Reading or language arts assessments	♠♠ Graduate on time per local school district definition
Sam Houston High School	High School	9, 10, 11, 12	1130		62.86%	41.85%	85.25%
Washington Elementary School	Elementary	K, 1, 2, 3, 4, 5, 6	368	4	69.35%	60.22%	
Wheatley Middle School	Middle	7, 8	252	1	54.07%	60.29%	
Tynan ECC	Elementary	K	225				

Safety (Crime and Crime Reduction)

Description	Previous Quarter	Current Quarter
Number of crimes reported in the neighborhood	305	372
Part I Violent crimes per 1,000 residents in the neighborhood	2.00	3.11
Part I Violent crimes per 1,000 residents citywide	1.02	1.20
Part I Property crimes per 1,000 residents in the neighborhood	8.55	10.33
Part I Property crimes per 1,000 residents citywide	10.69	11.56

Transportation

Description	Previous Reporting Year	Current Reporting Year
Walkability Index	49	52
Transit Accessibility	47	47

Quality Commercial

Real Estate Conditions

Economic Conditions

Employment

Unemployment

Narratives

Progress

Challenges

Media

Comments/Notes