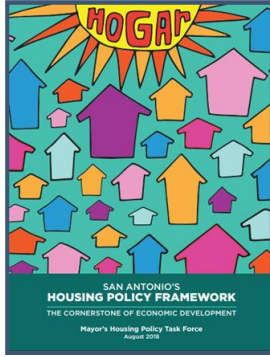


Background & Key Changes



- \$1M General Fund
- Paper application, in person

Pre-COVID

Early COVID

- Influx of federal dollars
- Building relationships with the County & other partners
- Staffing changes
- Public health lock downs
- Intake & Outreach gets creative

- Programs are nationally recognized
- Outreach events multiple times a week
- Focusing on making our work sustainable

Today



Basic Services & Eligibility

Eligibility

- City of San Antonio and Bexar County Resident
- COVID-19 Hardship
- <80% AMI

Assistance Provided

- Rent
- Mortgage
- Utility including Internet Assistance
- Relocation: First, last month's rent
 - PLACE program supports
- Local, State and Federal Benefit Enrollment
- Cash assistance (*discontinued*)

Applications Received

106,473

Processed

103,315

Approved
64,145

Pending Manager Approval
/ Denial
135

Denied
39,035

In Progress

3,158

Application Not Complete
(Pending Info)
274

Under Review
2,884

As of
Apr 26

Total Expended
\$201.3M

\$201,292,418



Rent & Mortgage
\$172,363,429



CPS
\$17,489,255



SAWS
\$2,758,174



Internet
\$650,959



Cash Assistance (FI)
\$8,030,600

Total People
Assisted
167,247

Avg. Assistance
Per Person
\$1,204

Avg. Assistance
Per Household
\$3,138

Outreach



More Ways to Access Services

- Full online and mobile application
- Appointments for in person applications
- More staffing at a central, transit accessible access point
- Housing Navigation Hotline

Pro- Active Outreach

- Leverage data- eviction filings and equity atlas
- Street teams going door to door
- Mailers & Flyers in at least English & Spanish
- Distributing resource materials at outreach events
- Webinars and mailers through landlord & real estate associations

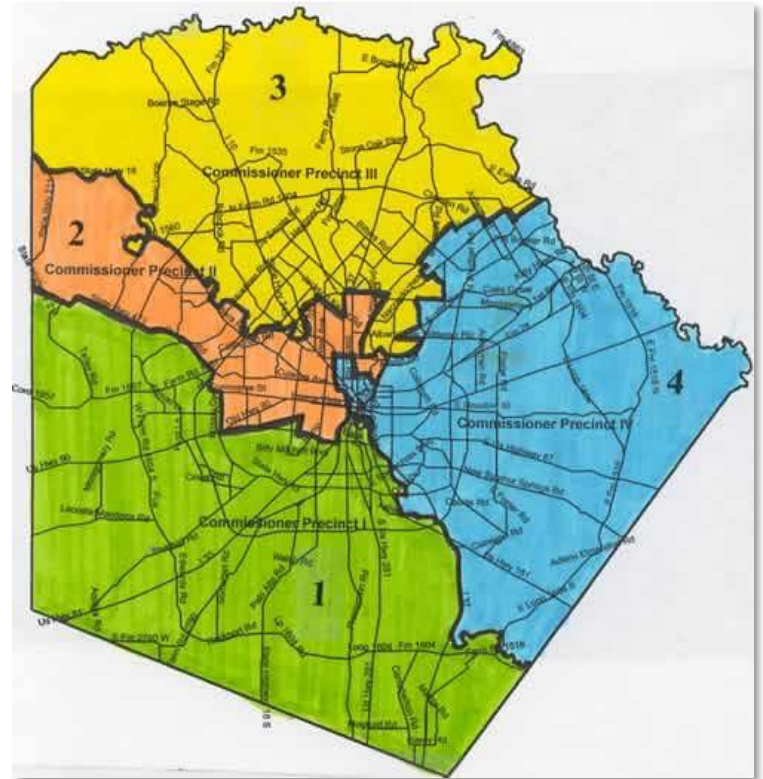
Community-based Response

- Leverage Community Health Worker Network, congregations, and trusted non-profits as intake points

Evictions in Bexar County



- Jurisdiction of the County Government
 - 4 Precincts
 - 5 Justices of the Peace
- Through the pandemic, 26 evictions have been filed per day on average.
- Nearly 45,000 Bexar County Households owe a collective \$102 million in back rent.



Eviction Intervention Program

- Goal: Prevent & mitigate evictions through financial assistance, legal aid, and education
- Partnership with local legal aid providers & JP courts
- 5 Housing Navigators + 1 supervisor
- SCOTX order seals records & abates cases for defendants who are working with their landlords on rent assistance



San Antonio's Eviction Intervention Program



Staffing

- Went from 2 staff members to 6 Housing Navigators and 1 supervisor

Hearing Presence

- Early: Present for all eviction hearings – either virtually or in- person
- Now also present M-F, 8-5 at all precincts
- Attorney help-desk

Outreach

- Phone calls & mailers using filing data
- Staff flyer at properties and provide on-site housing navigation
- Community intake events



Eviction Team in Action

