



# City of San Antonio

## Agenda Memorandum

**File Number:**  
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**Agenda Item Number:** 4

**Agenda Date:** April 24, 2025

**In Control:** Planning and Community Development Committee

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**DEPARTMENT:** Neighborhood and Housing Services

**DEPARTMENT HEAD:** Veronica Garcia, Director

**COUNCIL DISTRICTS IMPACTED:** Citywide

**SUBJECT:**

Briefing and possible action related to the Rental Engagement & Assistance to Connect with Housing (REACH) Initiative

**SUMMARY:**

Briefing and discussion related to the Rental Engagement & Assistance to Connect with Housing (REACH) Initiative.

**BACKGROUND INFORMATION:**

On April 25, 2024 Neighborhood & Housing Services Department (NHSD) staff briefed the Planning & Community Development Committee on source of income protections for voucher holders. The Committee requested staff convene housing authorities, rental housing providers, and other stakeholders to discuss ways to implement the SHIP strategy on improving access to housing for voucher holders. Building on their similar work related to support for people exiting homelessness, Close to Home convened the Rental Engagement & Assistance to Connect with

Housing (REACH) Steering Committee in July 2024 with NHSD's support.

The REACH Steering Committee was led by Close to Home in collaboration with the City of San Antonio, and includes Opportunity Home San Antonio, Housing Authority of Bexar County, National Association of Residential Property Managers (NARPM), San Antonio Board of Realtors (SABOR), San Antonio Apartment Association (SAAA), and U.S. Department of Housing and Urban Development (HUD).

The Steering Committee developed 23 initial recommendations for increasing rental assistance utilization rates with a focus on voucher holders and other people exiting homelessness with support from other medium to long term rental assistance programs. On August 23, 2024 a larger group of stakeholders met to review the ideas. Attendees included representatives from the Housing Commission, the Renters Solutions Subcommittee of the Housing Commission, Haven for Hope, SAMMinistries, American GI Forum, Veteran's Affairs, SACRD, City of San Antonio, Opportunity Home San Antonio, Housing Authority of Bexar County, Centro, NARPM, SABOR, SAAA, Texas Housers, and HUD. The large group added 5 new recommendations for consideration. The group prioritized all 28 recommendations based on impact, population served, feasibility, resources, and time to implement. The steering committee reviewed, consolidated, and workshopped the top scoring recommendations before finalizing 9 recommendations in September and October 2024. The Steering Committee agreed to have quarterly progress reviews.

The Housing Commission was briefed on the REACH Steering Committee's recommendations on October 23, 2024.

#### **ISSUE:**

The Steering Committee developed and approved the following 9 recommendations to improve rental assistance usage in San Antonio.

1. Develop incentives for households connected to homelessness service providers.
2. Create a consistent Public Housing Authority experience for housing providers.
3. Streamline onboarding processes for housing providers & participants in rental assistance.
4. Improve the inspection process including pre-inspections and financial incentives.
5. Align Public Housing Authorities & housing provider accounting processes and explore an exception to co-mingling regulations.
6. Hold focus groups with voucher tenants to understand the impact policy recommendations will have on those with lived experiences.
7. Develop communication resources to re-frame voucher tenant perception.
8. Develop a centralized database with owner-support staff.
9. Require MLS systems to collect HCV participation data.

Staff will brief the committee on the current status of the REACH stakeholder group's work.

#### **FISCAL IMPACT:**

There is no fiscal impact at this time.

**ALTERNATIVES:**

This item is for briefing and discussion only.

**RECOMMENDATION:**

This item is for briefing and discussion only.