

# Emergency Housing Assistance Program

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FINDINGS FROM THE SURVEY

Neighborhood & Housing Services Department

CITY OF SAN ANTONIO | JANUARY 2021

# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

## Emergency Housing Assistance Program Survey Report



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# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

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### Executive Summary

At the request of the San Antonio Housing Commission, the Neighborhood & Housing Services Department conducted a survey in November and December of 2020 to receive feedback on the Emergency Housing Assistance Program that has been in operation since March of 2020. The goal of the survey was to identify opportunities to improve the EHAP with information from applicants, property managers and owners, and implementation & outreach partners.

The survey netted a total of 7,091 responses. 6,591 (93%) of the responses were in English and 500 (7%) were in Spanish. The respondents included 6,281 (88%) residents who applied for assistance, 468 (7%) property managers and owners, and 63 (2%) implementation partners assisting in intake or servicing. Respondents received different lines of questioning based on their role. 279 (4%) respondents who were not affiliated with the program and were not prompted to respond to further questions.

This report summarizes the findings of this work. Staff notes that the program has evolved since it launched in April 2020, and that applicants from all phases were invited to complete this survey.

### Key Takeaways

- 92% of all applicants said they would recommend the program to others. In the comments, many stated they had done so and that their family and friends had been helped as well. 99% of those who received assistance would recommend compared to 73% of those who did not. 90% of property managers and owners said they would recommend the program.
- The program is helping people stay housed. 84% of the time, applicants reported receiving enough to keep them housed. Of those who did not receive assistance, 10% reported having moved since the time of their application compared to 6% of those who did receive assistance. However, 79% of applicants said they were not able to afford their household payments today.
- Referrals are an area of opportunity for the program. Only 11% of respondents reported receiving a referral to another program. Spanish speakers were slightly more likely to report having received a referral.
- 61% of applicants found the application process easy, but common requests for improvement included more human contacts and greater communication about the status of the application.
- 57% of applicants received the assistance they needed or more than what they needed. Many comments included requests for additional months of housing assistance and more support for things like food and toiletries.
- 83% of applicants said the information they received about their application was easy or somewhat easy to understand. Applicants who did not receive assistance were more likely to say it was somewhat hard. Common suggestions were simpler English and more ways to check the status of an application, such as over the phone.

**The survey results were considered when developing the recommended amendments and process changes to the EHAP. These recommendations are included in the January 26, 2021 draft report titled *Emergency Housing Assistance Program Proposed Recommendations* and is Appendix A in this report.**

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### Background

In September 2020, the Housing Commission initiated a process to evaluate the performance of the Emergency Housing Assistance Program (EHAP). The EHAP is rental, mortgage, utility, and cash assistance to those in need due to COVID-19. The Commission discussed various methods of gathering information from applicants, property managers & owners, and service providers who are all participating in the program in different ways. It was agreed to send a survey to these parties and review their responses to the survey.

The survey questions were developed by staff, Housing Commissioners, and community members who participate in the Housing Commission's Outreach Workgroup. The survey questions were reviewed and approved by the Culture & Neighborhood Services Committee of City Council (CNSC) on November 2<sup>nd</sup>, 2020. The survey went live in English & Spanish on November 9<sup>th</sup>, 2020.

### Outreach

NHSD partnered with GPA to publish the survey through the SASpeakup website and distributed it via email to EHAP program participants twice, once on November 9<sup>th</sup> and again on December 7<sup>th</sup>. Flyers advertising the survey were distributed at NHSD's lobby and the Financial & Housing Recovery Centers where applicants can apply for assistance in person. To encourage participation from EHAP applicants who do not have access to the internet, staff made phone calls to a subset of randomly selected applicants whose applications appeared to have been submitted with help of a caseworker based on the provided email address. A total of 27 households were contacted. Six completed the survey by phone with staff. Others requested links to complete it on their own or declined. Their responses are included in this report.

Survey respondents were asked how they heard about the survey (N=4,495). 65% (2,941) heard about it through an email from the City. 27% (1,208) found the survey on the SASpeakUp website. 8% (346) heard about the survey from City Council staff.

### About the data

All questions were optional, and each included space for the respondent to leave additional comments. This report shows responses for each group and includes samples of comments received when applicable. Staff sampled a portion of these comments at random, for instance, by selecting every 10<sup>th</sup> comment. Comments received in Spanish were translated to English for the purposes of this report.

Staff notes that program guidelines and processes for the EHAP have changed since it launched in April 2020. Participants from all phases were invited to take this survey. The data does not show when respondents applied for assistance. A survey respondent that applied for assistance in April 2020 will most likely have a different experience than a survey respondent that applied for assistance in December 2020 as City staff has made several process improvements throughout the EHAP's existence.

### Survey Findings

The survey received a total of 7,091 responses: 6,591 responses in English and 500 responses in Spanish. The survey was broken down to receive responses from clients, property managers & owners, and implementation partners that participated in the program. For reference, the survey itself is included in this report as Appendix B.

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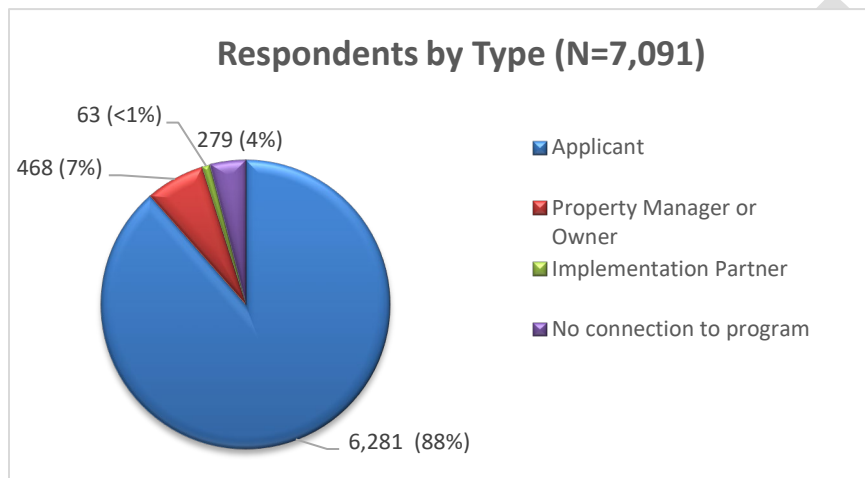


### Responses

People received different sets of questions specific to their situation. Questions were addressed by the following categories:

- Applicants
- Property Owners & Managers
- Implementation and Outreach Partners

Table A on below shows the percentage of responses received by respondent type.



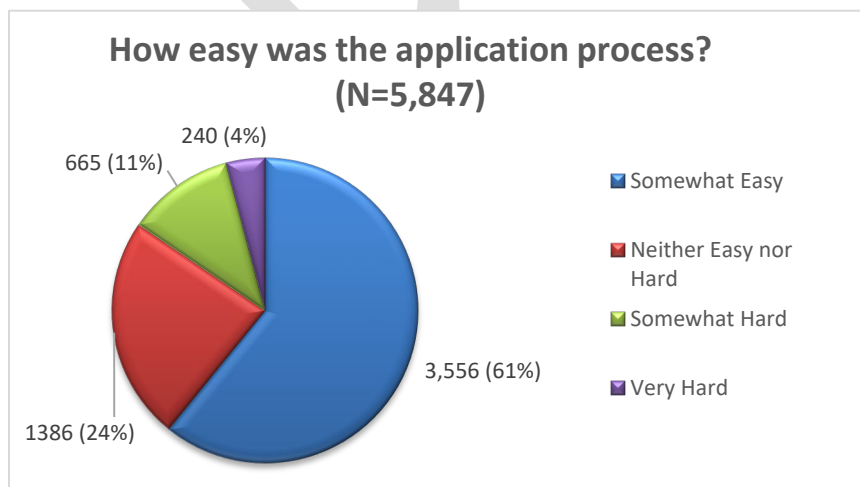
**Table A:**  
Survey respondents by type

### Applicants' Responses

6,281 respondents stated they applied for assistance. They were directed to a series of questions about the ease of applying and if their needs were met by the program. Respondents who received assistance received a modified question set from those who did not receive assistance. All questions were optional and included space to leave an open-ended comment.

#### How easy was the application process?

61% of respondents stated that the application was "somewhat easy" while 15% stated it was "somewhat hard" or "very hard." Spanish-speaking respondents were slightly more likely than English-speaking respondents to select "neither easy nor hard." These results are displayed in Table B.



**Table B:** Ease of Application Process

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The comments from both English- and Spanish-speaking respondents revealed that most respondents found the process simple but long. Some comments stated that gathering and loading documents was what took the longest. Several stated that an easier process would be to save the progress instead of having to start over.

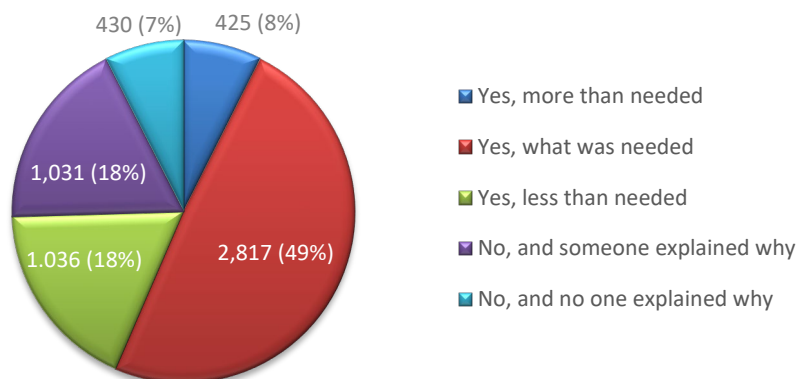
A sample of the comments received in response to this question is included on the following page. Spanish comments have been translated to English for the purposes of this report.

- *"They ask for documentation and sometimes we don't have it with us and there is the closure due to Covid-19"*
- *"Providing the list of items to have prior to completing application was very helpful, that's a must item. Good job."*
- *"I had to resubmit a lot of times the same information and my landlord did too. I took about a month for the whole process. I was able to do it but I know a lot other people like seniors who really need the help may not know what to do."*
- *"It is very stressful due to the time and the paperwork"*
- *"I was asked for paper work I didn't have and because of that I had to vacate my apartment on October 15, and on October 22 I received an approval letter but I was no longer at the apartment so I could not receive the benefit and never solved my problem. Thanks"*
- *"The program works as described however, a follow up number or a site to see the status of the application submitted with be great. But the program overall was definitely successful for my situation at hand."*
- *"I recommend people use a laptop, pc, or tablet. Using your cell phone doesn't save. So when a mistake is made. You must begin again."*
- *"I'm not good with technology and no one ever answers their phone"*
- *"Staff was very helpful and understanding."*
- *"My apartment manager did it for me. So happy there is help."*

### Did you receive assistance?

75% (4,278) of respondents received assistance. 57% of respondents (3,242) said they received the assistance they needed or more than they needed. 18% (1,036) stated they assistance but less than they needed. 25% (1,461) stated they did not receive assistance. These results are shown in Table C below.

### Did you receive assistance? (N= 5,739)



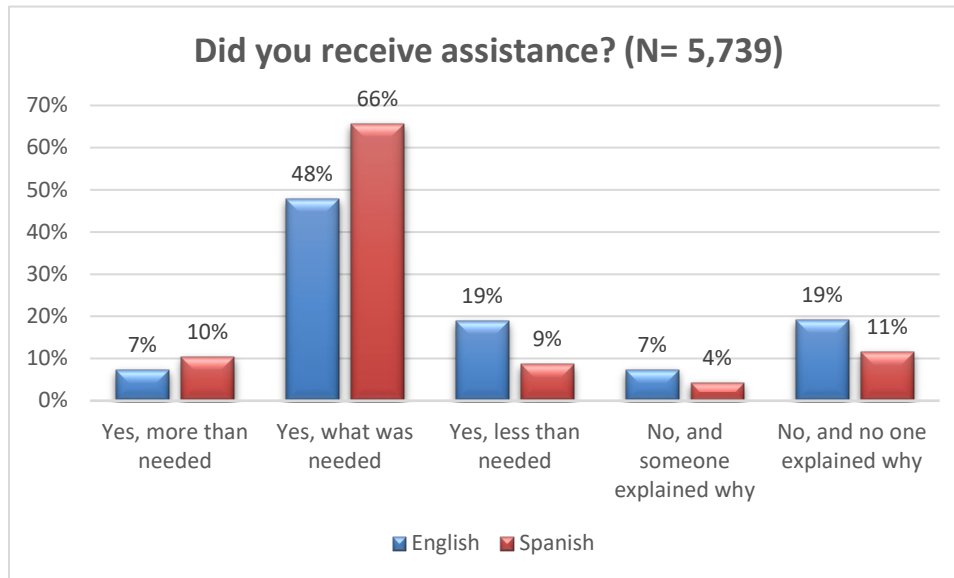
**Table C:** Assistance Received

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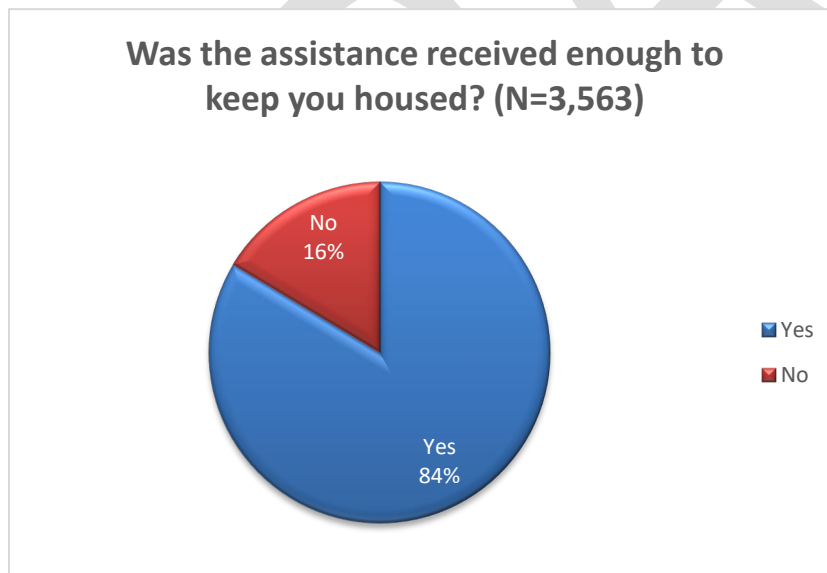
Spanish-speaking survey respondents were more likely to report receiving what they needed or more than they needed. Table D below shows responses by language preference.



**Table D:** Assistance received by language preference

### Was the assistance you received enough to keep you housed?

3,563 responded when asked if the assistance they received was enough to keep them housed. 84% of those said it was enough to keep them housed. These responses are shown in Table E below.



**Table E:** Cumulative Assistance Enough to Keep You Housed

A sample of the comments received in response to this question is included below. Spanish comments have been translated to English for the purposes of this report. Common themes included still needing support, gratitude, and considering applying again.

- *"I have to reapply because I'm still behind and this Corona virus is just ruining my life without ever even sick from it."*

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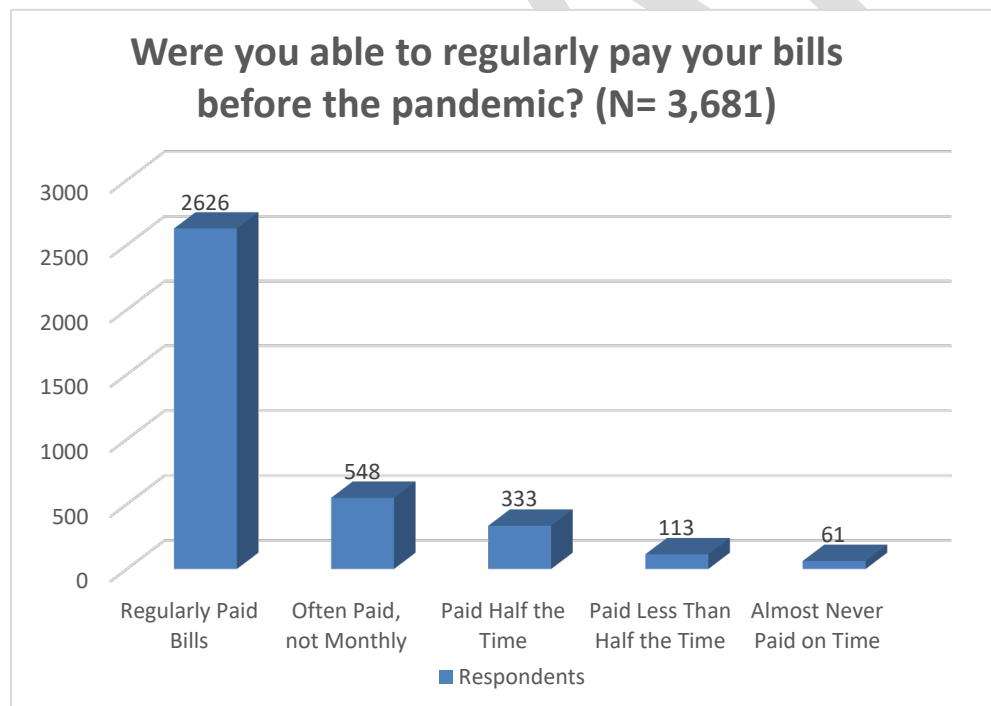
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- *"Still struggling with all that's happening during this pandemic but so beyond thankful for the help."*
- *"I still want help but they said only one time a year land lord wants me to evacuate me and my daughter after the 15<sup>th</sup>."*
- *"I still need help, since I'm still at home homeschooling my kids."*
- *"It saved my Life and Livelihood. Thank You very much."*
- *"While it covered 3 months, since I applied early it actually took a couple months to get covered."*
- *"I also asked for the cash assistance to pay for pet supplies, toiletries and other such items and didn't receive that."*
- *"I am extremely grateful to have gotten assistance from this program and I am more fond of the city I was raised in because of this."*
- *"We do need additional help! It's really hard right now trying to make the rent month by month! We just want to get back to work already but the numbers for COVID 19 are way too high! We are in a hot spot!"*

### Before the COVID-19 pandemic, were you able to regularly pay your bills?

Most respondents had been able to regularly pay their bills prior the pandemic. Of the 3,681 people who responded to this question, 71% (2,626) regularly paid their bills monthly. 15% (548) paid them often, but not monthly. 9% (333) paid them about half the time. 5% (113) paid them less than half the time or almost never paid them on time. These results are displayed in Table F below.



**Table F:** Bill payments prior to pandemic



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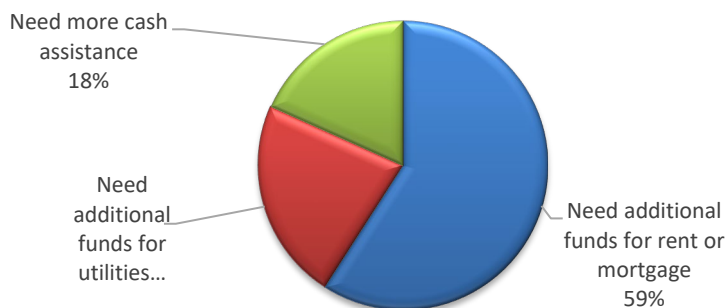
A sample of the comments received in response to this question is included below. Spanish comments have been translated to English for the purposes of this report. A common theme was uncertainty around when streams of income would normalize again.

- *"Me and my son would half the bill it did something to him so I'm doing all the bills."*
- *"I was laid off in July and still unemployed and falling behind on mortgage. I've had my house for 15 years prior to COVID and never missed a payment."*
- *"My husband had just received a promotion! We were on our way up!"*
- *"By getting in credit card debt."*
- *"I work at the Airport so up I till [sic] the pandemic I never had problems paying rent. The shut down came so fast, and hit our little family hard."*
- *"We lived paycheck to paycheck. But now it's been harder and the struggle is real!"*
- *"My VA compensation was reduced to zero."*
- *"I had been on time for my rent for over a year."*
- *"I'm in a fix income so if any comes up where u have to dish out money not counted for then [it sets me back]."*

### How could we have better assisted you?

When asked "how could we have better assisted you?" 3,424 respondents answered. 59% (1,922) stated they needed additional funds for rent or mortgage. 23% (735) needed additional money to cover utilities. 18% (596) requested more cash assistance. Notably, Spanish-speaking respondents were much more likely to request more assistance with utilities (56%) or cash (29%) than rent or mortgage (15%) than were English speakers. English speaking respondents selected more assistance with rent/mortgage (61%), followed by utilities (21%) and cash (18%). Aggregate responses are shown in Table G below. Table H shows responses by language preference.

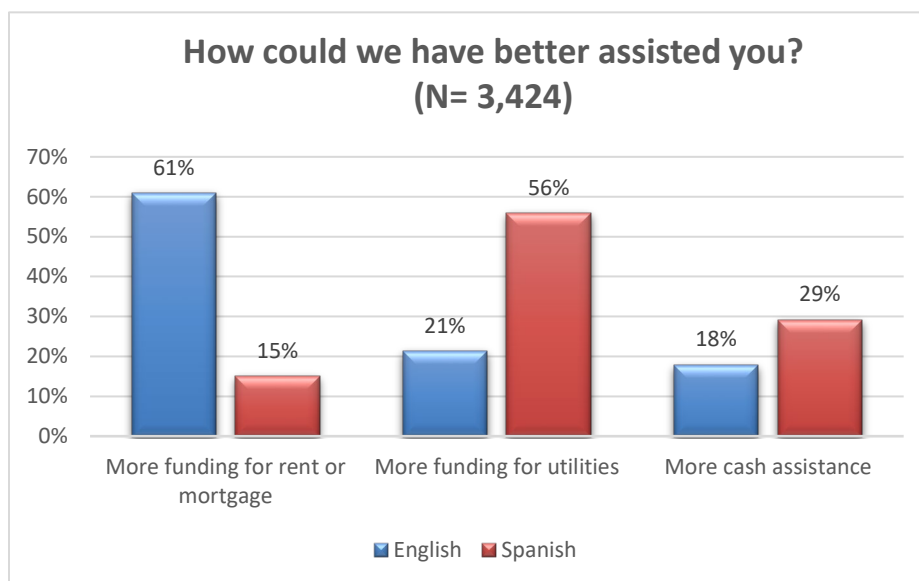
### How could we have better assisted you? (N= 3,424)



**Table G:** Aggregate responses- How could we have better assisted you?

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**Table H:** Responses by language preference- How could we have better assisted you?

A sample of the comments received in response to this question is included below. Spanish comments have been translated to English for the purposes of this report. Common themes included requests for more assistance, faster application processing, gratitude, and issues with cash assistance redemption codes.

- *"I am behind on rent and light bill I just need a little help to get through we didn't even have a thanksgiving or Christmas dinner much less presents"*
- *"My FII CODE NEBER [sic] WORKED AND I never received the extra money for household needs"*
- *"I would say not to ask for additional information on Friday and due in by Monday. Had to apply 3 times because of this."*
- *"I don't know when I'll be able to work full-time again so more help will be greatly appreciated."*
- *"Help with December Rent."*
- *"I was beyond grateful with what I received."*
- *"Faster process."*

### Were you assisted in a timely manner?

4,825 survey respondents provided an answer to this question. 74% (3,556) stated they were assisted in a timely manner and 26% (1,269) said they were not. Spanish speakers were more likely than English speakers to report being assisted in a timely manner. 85% (476) said they were assisted in a timely manner compared to 72% (3,080) of English speakers. Aggregate responses are shown in Table I below.

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### Were you assisted in a timely manner? (N=4,825)

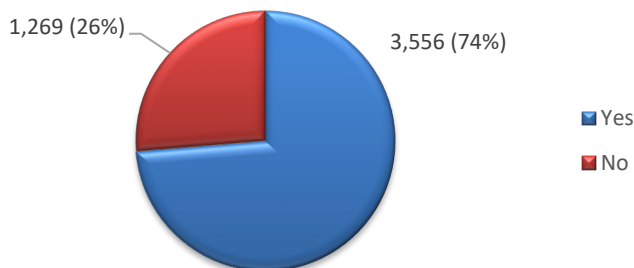


Table I: Timeliness of assistance

A sample of the comments received in response to this question is included below. Spanish comments have been translated to English for the purposes of this report. Common themes from the comments were that it took longer than expected to receive assistance, in particular due to errors in the application, gratitude, or missed or absent communication on the status of the application.

- *"I applied for assistance but you're still working on My status of my application."*
- *"I was helped the same month I applied, thanks."*
- *"It took longer than what I thought it was going to take."*
- *"It took more then 2 months from case worker I had too keep calling."*
- *"At first it took more than a month to receive any feedback about my application, after I submitted additional documentation. Then a representative reached out and was helpful with everything."*
- *"It took about sixty days. It seems like a long time, but it was soon enough to keep us houses and keep utilities on."*
- *"Great people that helped us in office, I didn't feel like I was begging."*
- *"There were a few issues getting the money to my tenants and I ended up having extra late fees because the check got lost in the mail."*

### Was the application and program support offered in a language you needed?

5,260 survey respondents provided an answer to this question. 99% (5,204) reported that the application and staff support was in the language they needed. 56 stated they did not receive the language support they needed. 99% of English speakers (4,648) and 97% of Spanish speakers (556) said they received they language support they needed.

There were 54 comments requesting the program in Spanish. Six said they needed the program in English. One asked for more simple English and another asked for American Sign Language.

### Was the information you received about your application easy to understand?

4,916 survey respondents answered this question. 55% (2,698) said they information they received about their application was very easy to understand. Spanish speakers were slightly less likely to select this option- only 52% (298) of Spanish-speaking respondents selected "very easy." 28% (1,376) of all respondents said it was somewhat easy. A total of 83% (4,074) said it was "very easy" or "somewhat easy."

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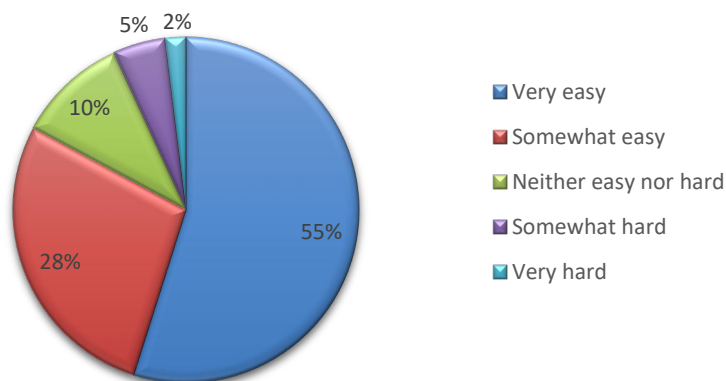


10% (507) of respondents said the information they received about their application was “neither easy nor hard.” Spanish-speaking respondents were slightly more likely to select this option. 12% (70) of Spanish speakers selected this option.

5% (241) of respondents said the information they received about their application was “somewhat hard” to understand. Spanish speakers were slightly more likely to select this option; 6% (36) did. 2% (94%) of all survey respondents said it was “very hard.” Table J shows aggregate responses below. Table K shows responses by language preference below.

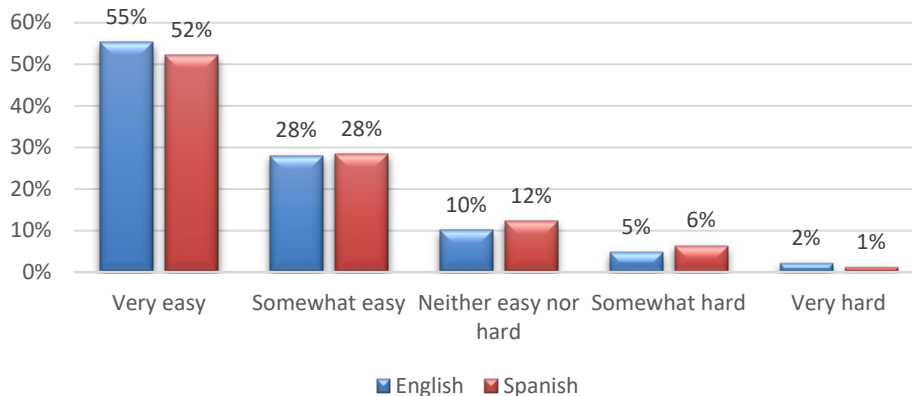
Respondents to this question who had received assistance (3,693) were more likely to say the information they received was very easy. Respondents who did not receive assistance (1,223) were more likely to select all other options, including somewhat hard or very hard. This information is shown in Table L on the following page.

**Was the information you received easy to understand? (N=4,916)**



**Table J:** Aggregate responses- Was the information about your application easy to understand?

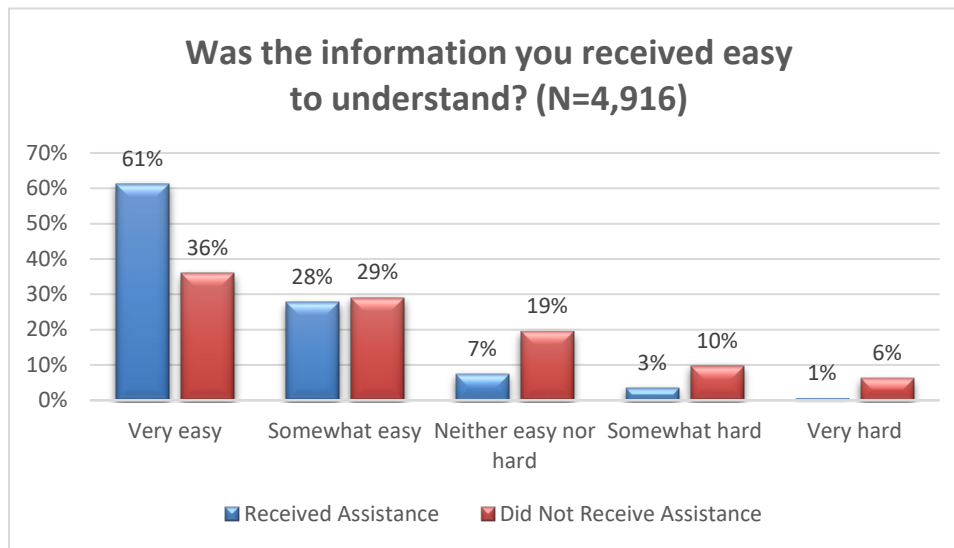
**Was the information you received easy to understand? (N=4,916)**



**Table K:** Percentage of responses by language preference: Was the information you received about your application easy to understand?

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**Table L:** Percentage of Responses by application result: Was the information you received about your application easy to understand?

A sample of the comments received in response to this question is included below. Spanish comments have been translated to English for the purposes of this report. The comments referred to issues with communication after uploads, and that the verbiage was not matching the prompts on the application. Another common theme was gratitude, in particular to support staff while other commentors reported not hearing back from staff.

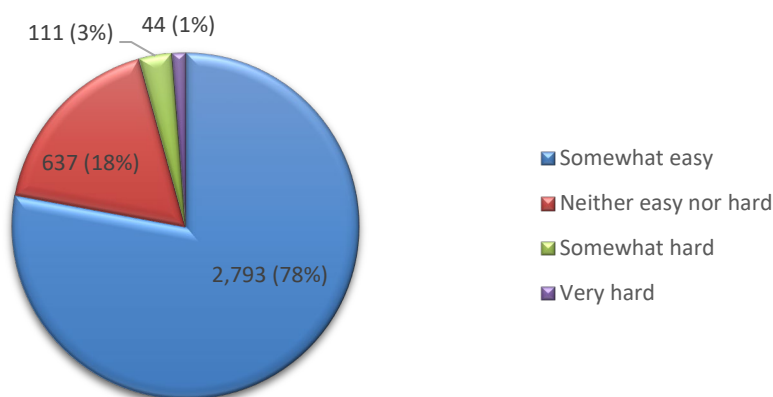
- *"Needed help filling out."*
- *"Apartments did it for me."*
- *"Everything I send was always blurry."*
- *"Have not received answer to my application yet just know I was approved when I went on the website to check my application status and it says I was approved."*
- *"I missed adding my Spectrum bill - a note on entry page would be nice."*
- *"When I had questions, the staff were all very helpful."*
- *"I could have used a better description of what 'more information needed' meant to them."*
- *"Yes, But a process that we wait for another email. So time is okay."*
- *"Everyone was so helpful."*
- *"I was originally told I was not going to receive aid, then had to try and confirm information on 5x occasions to unclear emails and directions given in email, bad links provided, etc."*

### Were the staff who reviewed your application easy to work with?

3,585 survey respondents answered this question. 78% (2,793) said that staff was somewhat easy to work with. Spanish speakers were slightly less likely than English speakers to select this option. 69% (221) of Spanish-speaking survey respondents said staff were somewhat easy versus 79% (2,572) of English-speaking survey respondents. 18% of all respondents said that staff were neither easy nor hard to work with. Spanish-speaking survey respondents were more likely to select this option than English-speaking respondents. 4% of all respondents said that staff was somewhat hard or very hard to work with. These responses are displayed in aggregate in Table M on the following page.



### Were the staff who reviewed your application easy to work with? (N=3,585)



**Table M:** Were the staff who reviewed your application easy to work with?

A sample of the comments received in response to this question is included below. Spanish comments have been translated to English for the purposes of this report. Common themes included gratitude, that staff was understanding. Some comments said that a direct line to their case manager would have been easier than email communication, or that it was hard to reach staff by phone, and that the application process took longer than expected.

- *"The staff who received and reviewed my application was very very courteous and helpful."*
- *"Yes indeed and very caring and understanding and worked fast to keep a roof over our family heads. Praying this wouldn't end so soon but still have to figure out what to do once Dec 31st hits and the CDC ends for us and millions of other's."*
- *"Very nice to work with."*
- *"I only received one call and the agent seemed rushed."*
- *"Very Easy and nice thank you [staff name redacted] for helping me."*
- *"Very supportive and understanding."*
- *"Have not heard anything yet."*
- *"My light bill I had help but am waiting for response for rent."*
- *"The staff is great. Hands down for the dedicated staff who is working hard to help all of us in need truly grateful."*
- *"No one would be accountable."*
- *"They never made me feel ashamed for asking for help very kind and well spoken people went over everything step by step."*

### Was staff respectful and knowledgeable?

4,444 survey respondents answered this question. 91% (4,335) of all respondents said staff were knowledgeable and respectful, 9% (409) said they were not. Spanish-speaking respondents were slightly more likely to say that staff was knowledgeable and respectful than English-speaking respondents.

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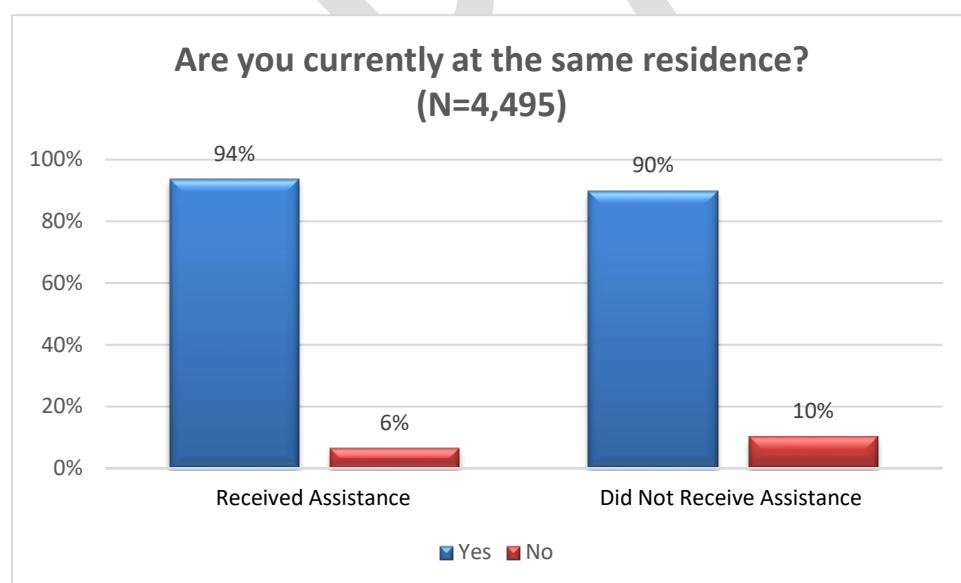


A sample of the comments received in response to this question are included below. Spanish comments have been translated to English for the purposes of this report. The comments said that staff was respectful, but not as knowledgeable as needed. Others stated they never communicated with anyone directly.

- *"Very amicable and respectful."*
- *"Respectful yes, knowledgeable sometimes."*
- *"She called and made me aware she is the person taken care of my application and still e-mailed me to give me piece of mind about my case being review and asked me what i needed to send to complete the review and i have sent everything she asked me to send so am now waiting for approval only."*
- *"Staff asked me to submit the same documents more than once. She was very disorganized."*
- *"Not very with the cash assistance because it was doomed."*
- *"Never spoke to a live person. I would like to somewhat speak to a person at one point."*
- *"Respectful but not so knowledgeable they really had me running in circles."*
- *"I didn't communicate with anyone."*
- *"Very respectful."*
- *"Still waiting to find out if I got help."*

### Are you currently living at the same residence as you were at the time you received assistance?

4,495 survey respondents answered this question. 94% (3,444) were still living at the same address as when they applied for assistance. 6% (239) were not. English- and Spanish-speaking respondents did not give significantly different responses (<1% difference in response rates.) However, respondents who did not receive assistance from the City were more likely to have moved. 10% of respondents who did not receive assistance reported that they were no longer at the same address compared to 6% of those who did receive assistance. This data is shown in Table N below.



**Table N:** Responses by application outcome- Are you currently at the same address as when you applied?

Respondents who answered "no" were asked why they moved. A sample of their responses are below. Spanish-language responses have been translated to English for the purposes of this report. Many of the comments referenced leases ending or using the CDC Declaration form to stay housed. Other reasons for moving included eviction, or moving to a less expensive unit.



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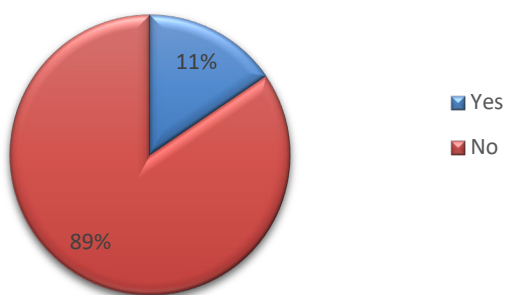


- *"Didn't have a job yet and rent was due by the time I got the assistance it was already the end of the month having to pay for the new month so I didn't have the money for it. I had to leave."*
- *"To save money."*
- *"But as of now a 3 day pay or quit has been giving to me for court process of eviction to start again."*
- *"Too expensive."*
- *"Be closer to parents"*
- *"My lease was up."*
- *"I still live at my address but I haven't received the assistance I was approved for yet."*
- *"I moved because the landlord was going to remodel the building."*
- *"Lease ended and moved somewhere less expensive."*
- *"Got kicked out still."*
- *"[I am still there] Only because of this assistance. Thank you."*

### Did you receive a referral to another agency?

4,911 respondents answered this question. 11% (551) reported receiving a referral. 89% (4,360) reported not receiving a referral. Spanish-speaking respondents were more likely than English-speaking respondents to report receiving a referral. 19% (72) of Spanish-speaking respondents said they received a referral compared to 11% (479) of English-speaking respondents. Table O below shows these responses in aggregate.

**Did you receive a referral to another agency? (N=4,911)**



**Table O:** Did you receive a referral to another agency?

Respondents who said they received a referral were given the option to name the agency. The most common responses were the San Antonio Food Bank, UpTogether (for cash assistance), and the City's Right to Counsel program which provides free legal aid for tenants with low income who are facing eviction.

### Are you able to afford your household payments today?

4,244 survey respondents answered this question. Unfortunately, 79% (3,347) responded that they were not able to afford their household payments currently. Spanish-speaking respondents were slightly more likely to say no, selecting that response at 81% (371) compared to 76% (2,241) of English speakers. Responses to this question are shown in aggregate in Table P on the following page.

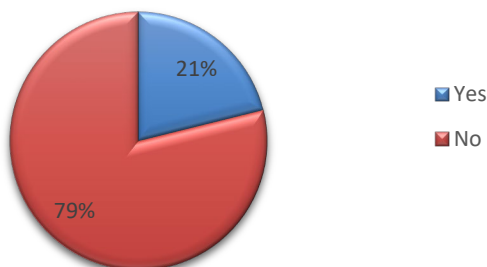


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### Are you able to afford your household payments today? (N=4,244)



**Table P:** Percent of respondents able to afford household expenses today

Space was provided for respondents to add additional context to their response. A sample of these comments is included below. Spanish comments have been translated to English for the purposes of this report. Common themes included uncertainty about when employment would resume or other assistance such as federal unemployment or disability payments would be approved.

- *"I don't know when I'll be able to work full-time again due to covid so more help would be appreciated."*
- *"I doubt it I need to buy a bed and food with this check."*
- *"I hope I am waiting to see if my unemployment kick in."*
- *"I live day to day and I do not want to go back driving for Uber, I am 70."*
- *"At the time no.[I] have called my mortgage company and let them know I've lost my job any family member due to this virus. I also have small children to attend to."*
- *"Still a struggle while catching up with other bills but I am still more then grateful."*
- *"I haven't been able to find a job and my unemployment has finished."*
- *"Making partial payments."*
- *"I am still not able to afford my household payments i am trying my best to catch up."*
- *"Rent and other bills have gone up and I'm working part time with 4 children under the age of 6."*
- *"Yes because of the assistance."*
- *"Barely. I had to stop working to homeschool my son. My wife is the only one working. I was told I made too much for snap."*

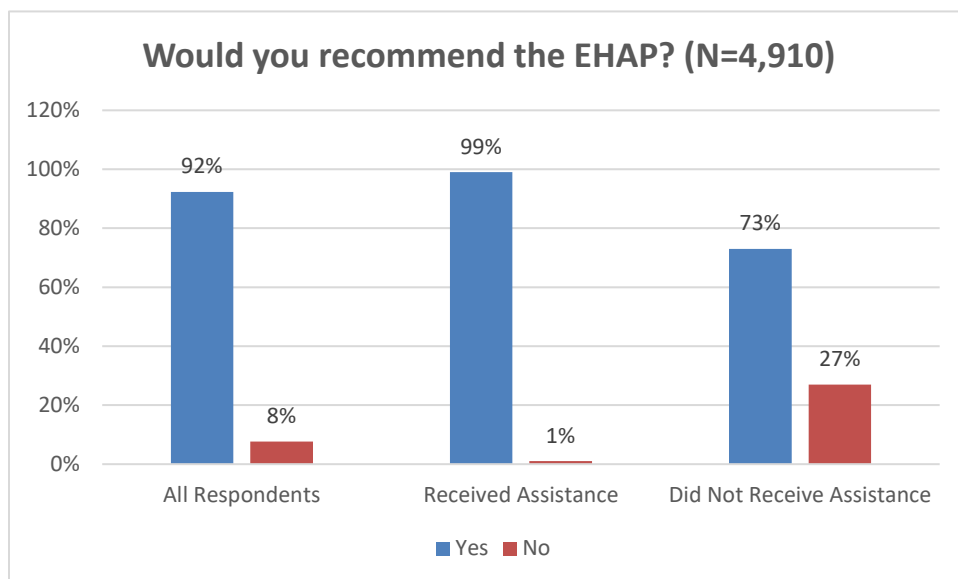
### Would you recommend the Emergency Housing Assistance Program to others?

4,910 survey respondents answered this question. 92% (4,533) of all respondents said they would recommend the program to others. 97% (568) of Spanish-speaking respondents said they would recommend the program to others compared to 92% (3,965) of English-speaking respondents.

99% (3,659) of respondents who had received assistance said they would recommend the program compared to 73% (874) who had not received assistance but would still recommend. This data is shown in Table Q on the following page.

# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

## Emergency Housing Assistance Program Survey Report



**Table Q:** Would you recommend the Emergency Housing Assistance Program to others?

A sample of the comments received in response to this question is included below. Spanish comments have been translated to English for the purposes of this report. Many commentors had already referred friends or family members.

- *"Your program is a life-saving for us struggling to survive."*
- *"We have no other places to turn too [sic] for help."*
- *"Already referred my son who is unemployed."*
- *"I did and 2 got help thank you so much."*
- *"I would tell them to be patient."*
- *"It helped them first time with rent but not bills & this time I was told I only qualified for so much"*
- *I speak very highly of this program since you guys have help me when I was practically at my lowest point in life."*
- *"Don't think so.... I received no answer from them. And I would not like them 2 go through the same thing."*
- *"I would but I'd let them know there's no guarantee."*
- *"I actually referred a few people and 2 out of 5 received assistance. Those that didn't got no explanation as well."*
- *"I have been recommending to others."*
- *"I have referred one other person."*
- *"I'm very grateful for what u have helped me with. Very grateful."*

### What would make the EHAP more accessible & helpful?

This open-ended question received more than 2,800 responses. A sample of the comments provided is below. Spanish comments have been translated to English for the purposes of this report. Common themes included requests for more assistance, faster processing, ability to speak to someone on-demand and receive more updates about an application, gratitude for help received, and a simplified application.

- *"Clearer application process."*
- *"More human help."*

# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

## Emergency Housing Assistance Program Survey Report



- *"The application being saved in case you have to come back to it later."*
- *"It's good the way it is."*
- *"Be available to me next year when I am out of work for the months of July to August for summer break. I work for the school district and we do not get paid for the summer break."*
- *"Maybe offer additional assistance since the pandemic and San Antonio has gone longer than expected."*
- *"Letting the person know the money was sent to their bank."*
- *"Have a housing fair for the elderly or people who don't have access to a computer."*
- *"Everything y'all are doing is greatly appreciated."*
- *"More information in Spanish and more easy to send information."*
- *"Maybe if the information was more clear. For example, I qualified for the internet assistance but it hasn't come through and [I don't know] who to ask about it."*
- *"That there was enough money for all that really need it and for those who will be needing it."*
- *"More exposure. More knowledge on websites for different questions."*
- *"It's a great program they helped as much as they could and I'm very thankful just wish they could have help me with a little more rent."*
- *"Maybe keep you up more up to date on your case."*
- *"To provide assistance as long as we're in this pandemic."*

### Other Comments

In closing, survey respondents were invited to share anything else they would like to say. A sample of the comments provided is below. Spanish comments have been translated to English for the purposes of this report. Common themes included requests for more months of assistance, and gratitude.

- *"If someone applies for assistance & they qualify you should just send the max amount a person can receive."*
- *"Before COVID I never had to ask for assistance for anything. But I understand everything is a process and I felt that more follow up status emails would be more helpful when applying 'cause we have no idea what is going on. My nerves were on edge for the 45 days it took to approve and pay to my landlord."*
- *"I appreciate y'all help thank you."*
- *"Please allow me another opportunity to apply for more assistance."*
- *"Thank you so much."*
- *"Thank you for helping my family during this hard time. Without help I would be homeless."*
- *"Need help faster and sooner...people are going to loose [sic] their homes because it takes so long to get thru the process and if you make a mistakes your mistakes will cause you to be disqualified and have to start all over again. I have been trying since October and its now January."*
- *"Letting people know when funds are available in a timely manner."*
- *"[Longer] time frames to upload files, they i my give you 48 hours to upload a file or you're case is denied. The HR lady was not at work when I was asked for more proof and when I finally did get the paperwork. My case was denied."*
- *"If they would get too you sooner."*
- *"I think the uploading of information portion needs to be more simplified or easier to do in general it took me a while to figure out how to attach more than one document per section."*
- *"Thank you for the help, we were able to weather the storm and keep our house."*
- *"Thank you for your help, very appreciated in a scary time as a single parent."*

# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

## Emergency Housing Assistance Program Survey Report

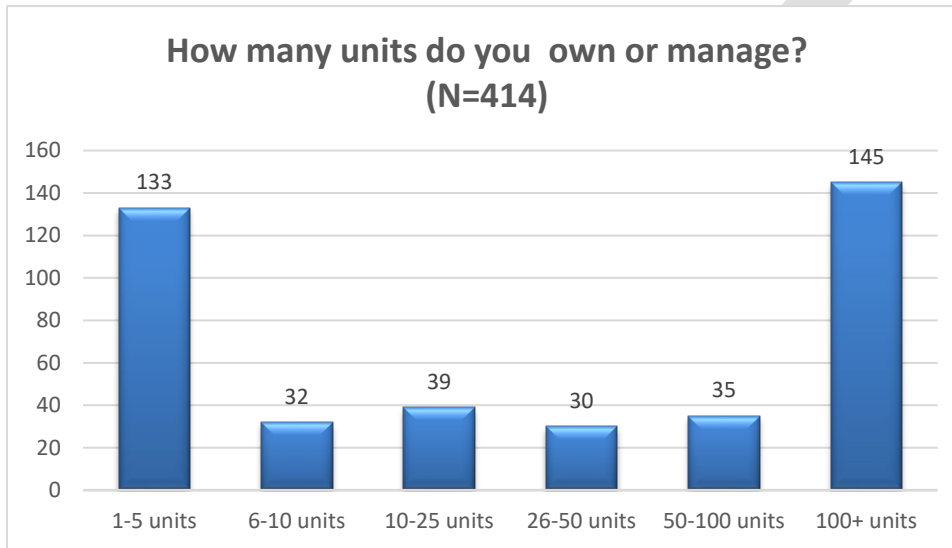


### Property Owners' & Managers' Responses

468 survey respondents were property managers or owners, accounting for 7% of all survey respondents. 12 respondents (3%) were Spanish-speaking. They received questions about how the program has impacted their tenants and operations and what they would suggestion to keep or improve.

#### How many housing units do you own or manage?

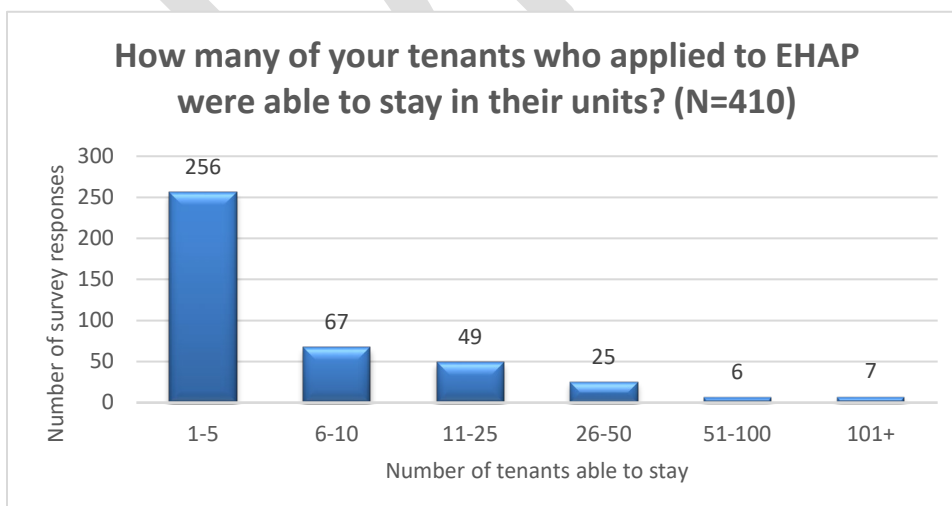
414 survey respondents answered this question. 35% (145) of all respondents reported operating larger portfolios of 100 units or more. 32% (133) had smaller portfolios of 1-5 units. All responses are shown in Table R below.



**Table R:** Property owner & manager responses by unit count

#### How many of your tenants who applied to EHAP were able to stay in their units?

410 survey respondents answered this question. 62% (256) said that between 1-5 of their tenants were able to use the EHAP to stay housed. 16% (67) said between 6-10 tenants. Seven property owners or managers reported that over 100 of their tenants had applied and were able to stay in their units. This data is shown in Table S below.



**Table S:** Approximate number of tenants who applied for EHAP and were able to stay in their units as reported by property managers/owners

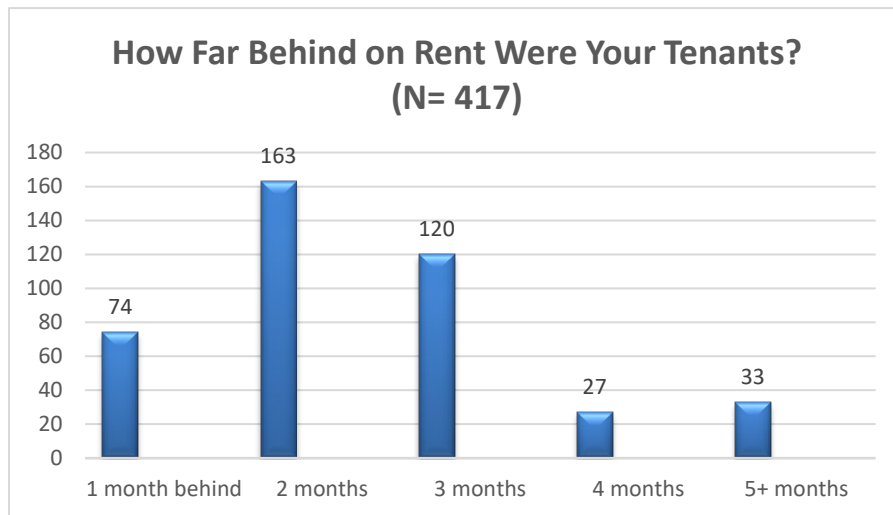
# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

## Emergency Housing Assistance Program Survey Report



### On average, how far behind on rent were your tenants?

417 respondents answered this question. 57% (237) landlords reported that their tenants who applied were behind less than 3 months on average. 8% (33) said their tenants were behind by 5 months or more. This data is shown in Table T below.



**Table T:** Average number of months tenants who applied were behind according to their landlords

### Did you receive payment in a timely manner?

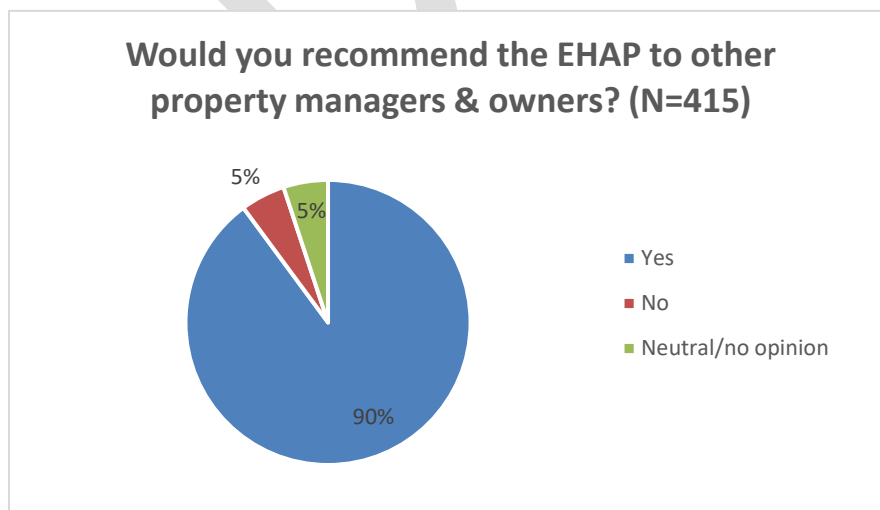
417 respondents answered this question. 54% (224) said they received payment in a timely manner. 29% (119) said they did not. 18% (74) said they were neutral or had no opinion.

### How helpful were communications from the City?

418 respondents answered this question. 50% (209) said the communications were helpful or very helpful. All Spanish-speaking respondents said the communications were 'very helpful.' 25% (107) said they were somewhat helpful. 24% (102) said the communications was somewhat unhelpful or unhelpful.

### Would you recommend EHAP to another property manager or owner whose tenant is struggling to make rent?

415 respondents answered this question. 90% (373) said they would recommend the EHAP to a peer. 5% (21) were neutral or had no opinion. 5% (21) said they would not recommend the program. This data is shown in Table U below.



**Table U:** Percent of property managers and owners who would recommend the EHAP to a peer

# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

## Emergency Housing Assistance Program Survey Report



Common themes from comments included requesting a way for the property manager/owner to also check the status of the application and receive communication about the application. A sample of the comments received is included below:

- *"The program is good for the resident but lacks keeping the landlord inform when or if they will receive payment."*
- *"These payments saved my business. I am grateful for this program."*
- *"The system you have in place just flat out works. Thank you."*
- *"It would be helpful to receive emails of what tenants are needing to turn in so we can help them do so."*
- *"It took too long and I was never in the loop about what was going on so I didn't know if the tenant was getting the assistance or not."*

### **What would make the EHAP more accessible & effective?**

This open-ended question received over 300 responses. A sample of the comments are included below. Common themes included requests for more communication with the property manager/owner, appreciation for the program, and more marketing.

- *"Communication."*
- *"More people available to answer questions."*
- *"Assign applicants case IDs and update info accordingly."*
- *"Reaching out for those who cannot apply by themselves."*
- *"Make process faster."*
- *"Allow tenants to use more than once as some still do not have work as they are in restaurant industry."*
- *"If the landlord can be included in the residents emails, this would help show who has applied for assistance immediately."*
- *"Need something for landlords to help them figure system out."*
- *"More social media marketing."*
- *"More marketing on TV"*
- *"More communication with the landlord and tenant, on when money is coming, it has improved since it got started."*
- *"We should email the landlord too not only tenant."*
- *"Unsure. This program seemed quite helpful to our residents."*
- *"There are older landlords that do not have computer knowledge making it difficult to navigate thru the system and for submitting paperwork."*

# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

## Emergency Housing Assistance Program Survey Report



### Implementation & Outreach Partners' Responses

63 representatives from implementation and outreach partner agencies responded to the survey. In all, these respondents account for less than 1% of all responses. Their roles included helping increase awareness about the program, helping applicants with their application, and helping City staff review applications.

#### What was your role in the EHAP Program?

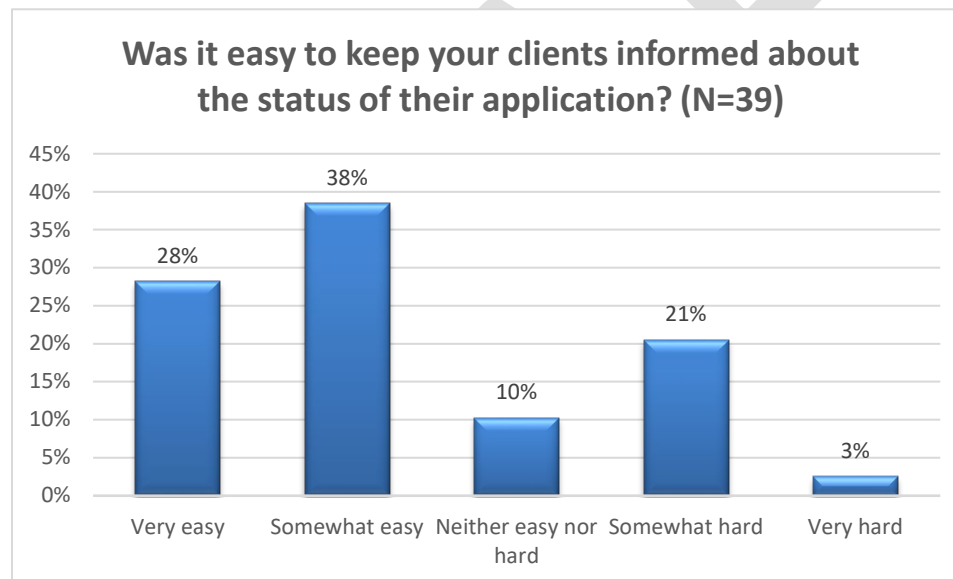
36 respondents answered this question. 6 (16%) stated they helped with outreach. 20 (55%) helped people apply to the program and 10 (27%) helped the city staff review applications.

#### Was it easy to explain this program to your clients/community?

40 respondents answered this question. 17 (43%) stated it was "very easy." 14 (35%) stated it was somewhat easy, 8 were split equally between neither easy nor hard and somewhat hard. Finally, 1 said it was very hard.

#### Was it easy to keep your clients up to date on the status of their application?

39 respondents answered this question. 26 (66%) said it was "very easy" or "somewhat easy" while 9 said it was "somewhat hard" or "very hard." This data is shown in Table V below.



**Table V:** Ease of keeping clients informed about the status of their application

#### Was the assistance adequate to keep your clients housed stably?

39 respondents answered this question. 13 (33%) said that the assistance was adequate for all of their clients to remain housed. 16 (41%) stated it was enough for most. 4 (10%) said that it was not enough to keep any of their clients housed. This data is shown in Table W on the following page.

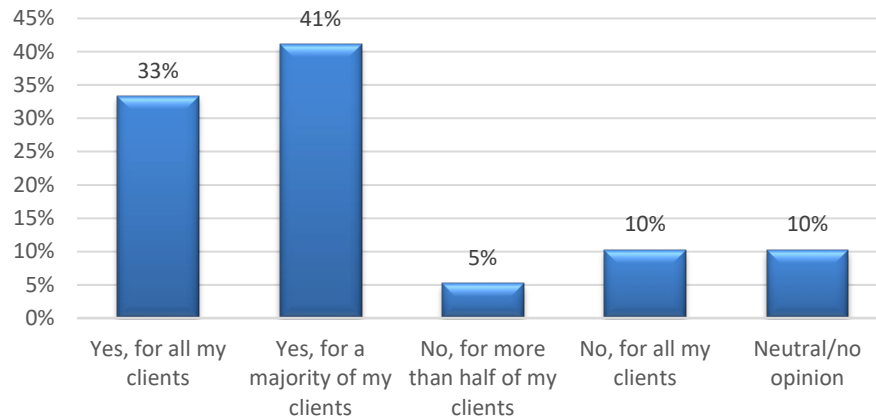


# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

## Emergency Housing Assistance Program Survey Report



### Was the assistance enough to keep your clients housed? (N=41)

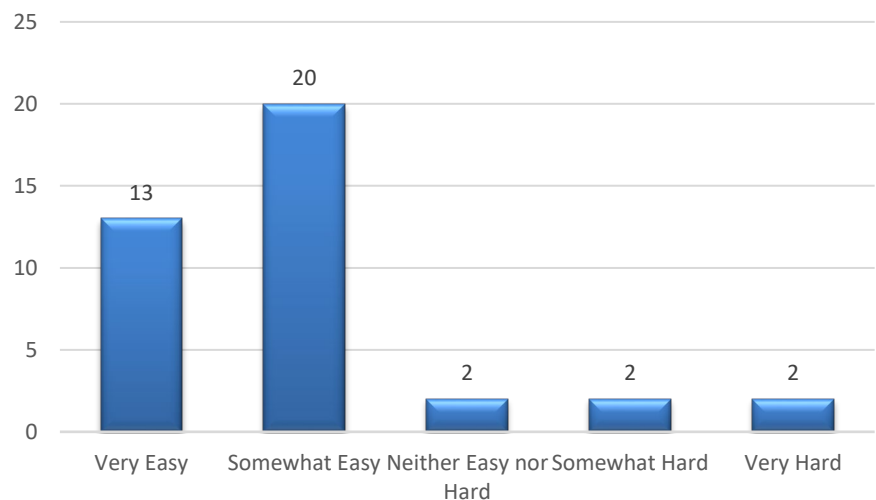


**Table W:** Was the assistance adequate to keep your client stably housed?

### Overall, was it easy to help your clients apply for assistance?

39 respondents answered this question. 85% (33) said it was “very easy” or “somewhat easy” to help their clients apply. 10% (4) said it was “somewhat hard” or “very hard.” This data is shown in Table X below.

### Was it easy to help your clients apply? (N=39)



**Table X:** Number of implementation partners reporting it was easy to help their clients apply.

### Overall, was it easy to get help from City staff when you need it?

40 respondents answered this question. 60% (24) said it was easy to get help from staff when needed. 20% (8) said it was not. The remaining 18% (7) had no opinion.



# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

## Emergency Housing Assistance Program Survey Report



### What would make the EHAP more accessible & effective?

A sample of the comments are included below. Common themes included difficulty with managing uploads, challenges with accessing cash assistance, and tracking the status of applications once submitted.

- *"Need to add a scenario list. (ex. if \$0 income provide: bank statement, last paycheck, etc.) to prevent seeking more information application status."*
- *"Many struggle with uploading documents."*
- *"Some applicants do not have the technology for them to apply on their own and libraries closed."*
- *"It would be helpful to have all documentation ready before being able to finish with the application."*
- *"The actual application was workable but the cash assistance portion, with several emails from two or more email addresses, was difficult for our clients to maneuver."*
- *"I reminded applicants to check their email accounts as NHSD would be sending emails to applicants regarding additional information and eligibility status."*
- *"Being able to check status ourselves was helpful."*

# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

## Emergency Housing Assistance Program Survey Report

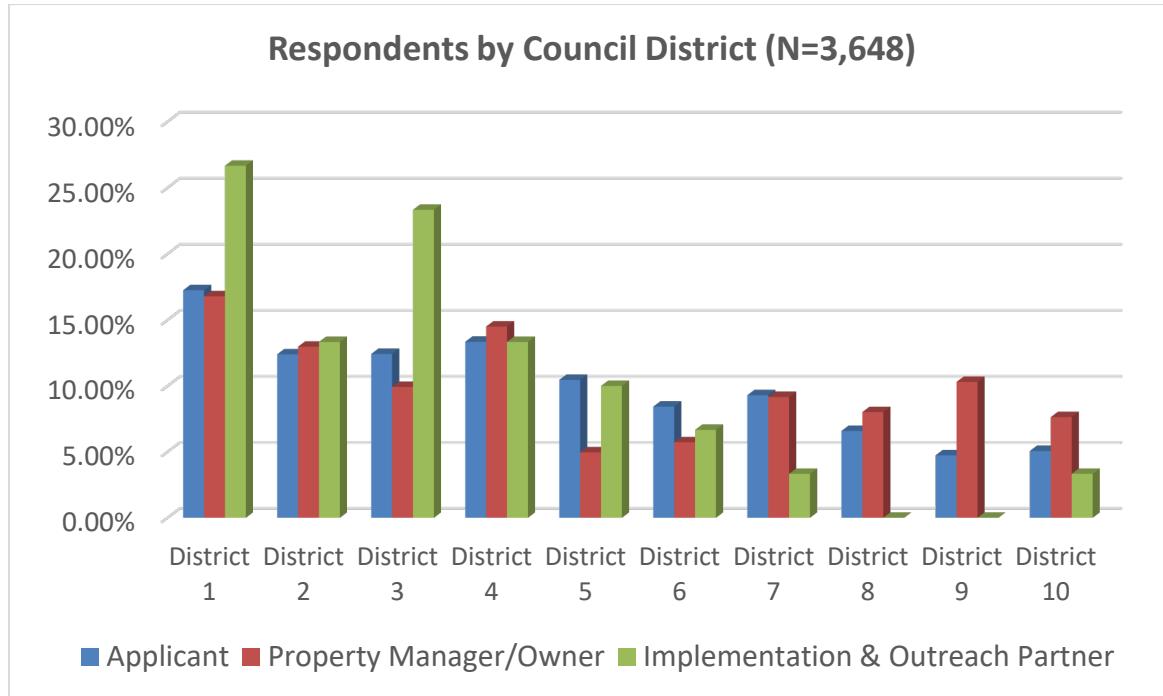


### Survey Respondent Demographics

All SASpeakUp surveys include an optional set of demographic questions at the end of each survey. The responses to those questions are detailed below. All respondents were given these questions.

#### Council District

Table Y: Respondents by Council District

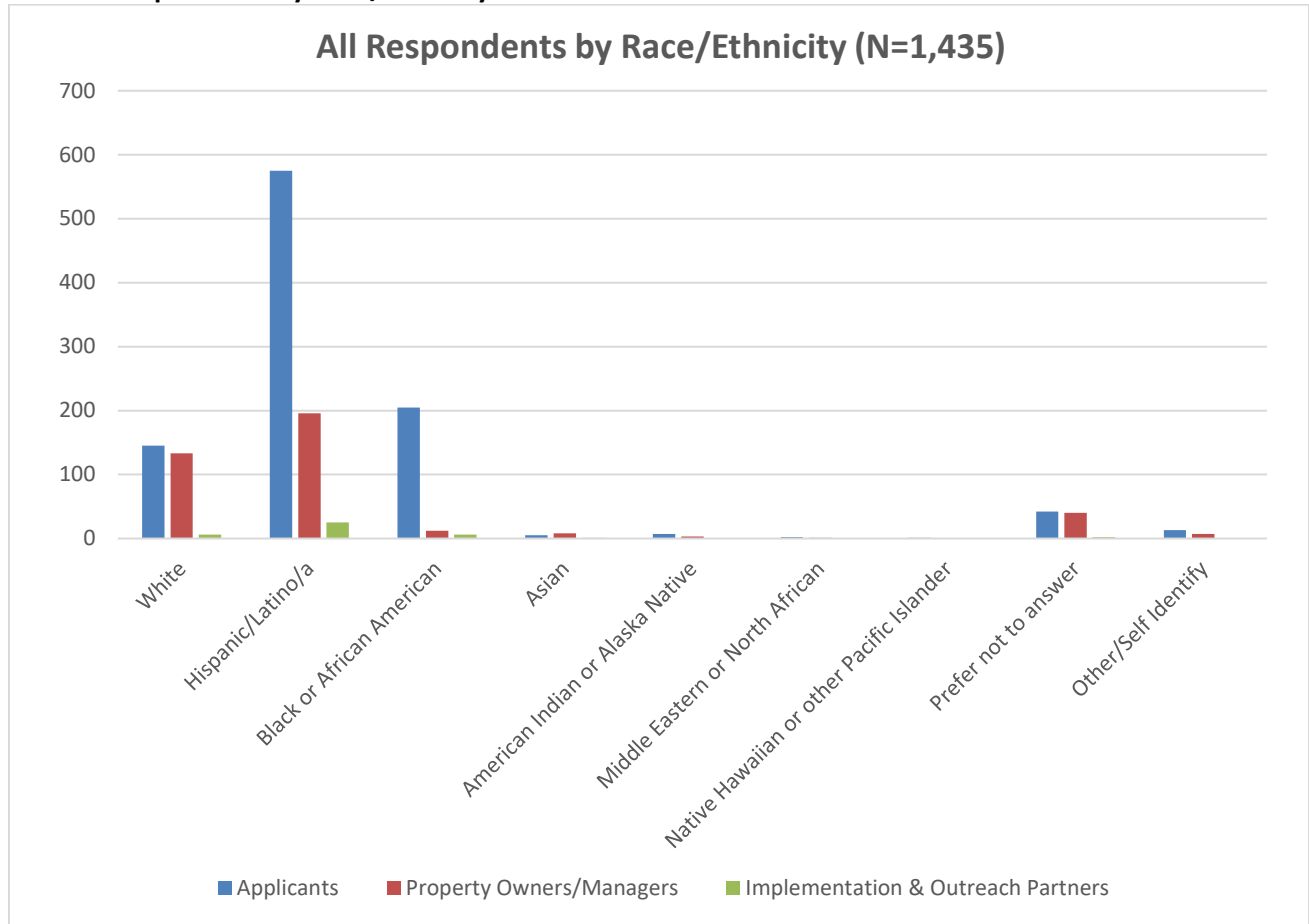


# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

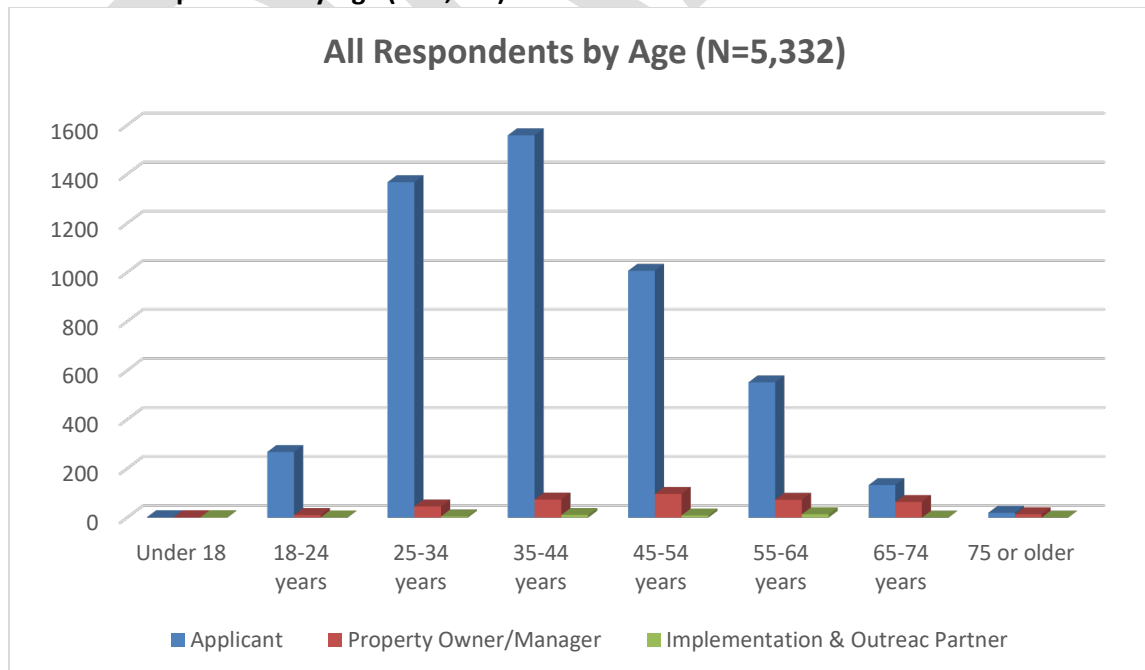
## Emergency Housing Assistance Program Survey Report



**Table Z: Respondents by Race/Ethnicity**



**Table AA: Respondents by Age (N=5,332)**

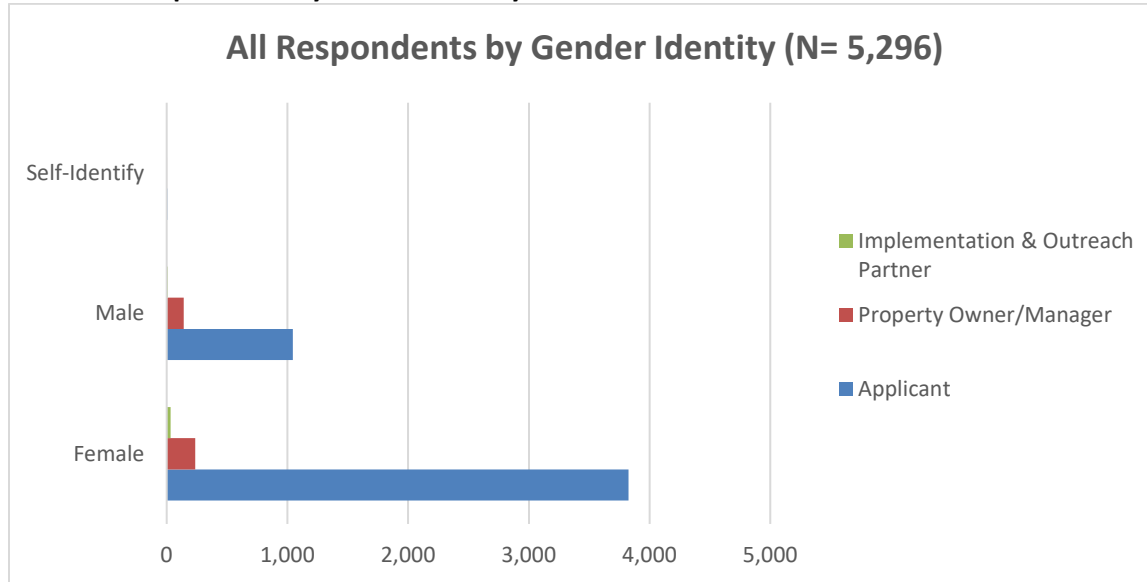


# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

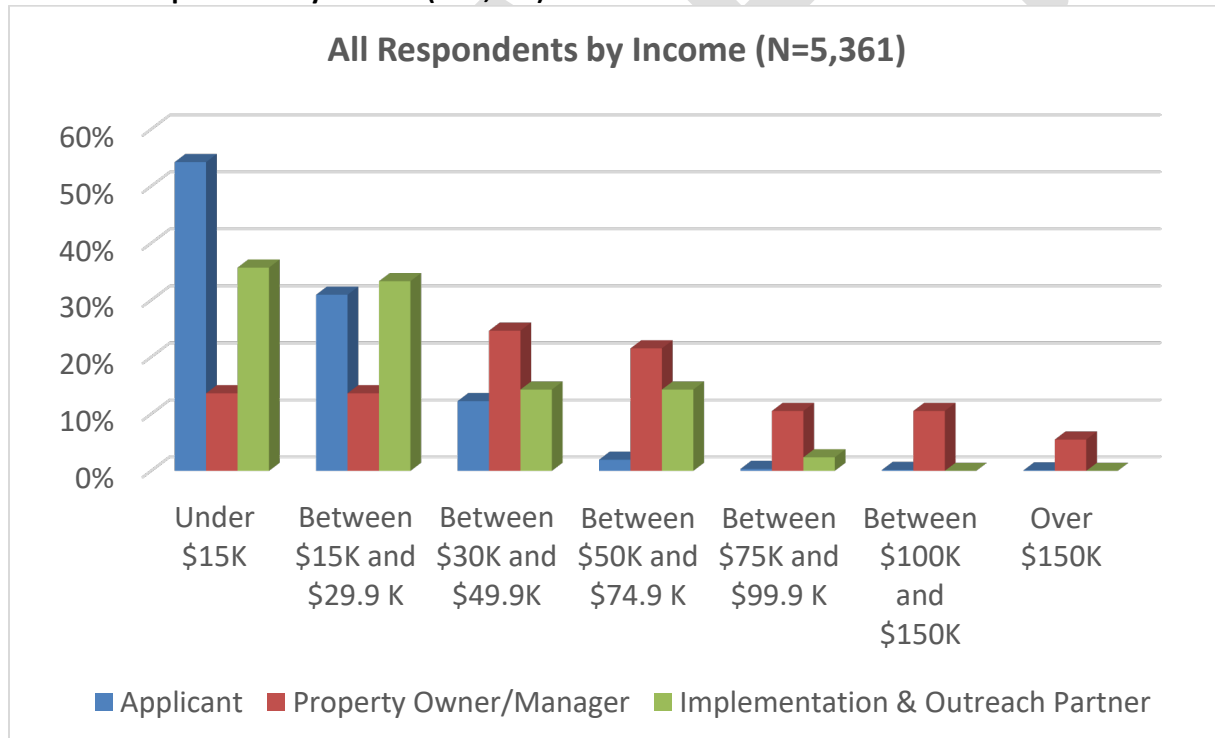
## Emergency Housing Assistance Program Survey Report



**Table BB: Respondents by Gender Identity**



**Table CC: Respondents by Income (N=5,361)**



Note: HUD's 2020 Area Median Income (AMI) for San Antonio is \$72,000 for a family of four. Most respondents reported incomes below \$30,000. 54% of applicants reported income below \$15,000, which is below 30% AMI for all household sizes.



### Appendix A: Recommended Amendments

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# Emergency Housing Assistance Program

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## RECOMMENDED AMENDMENTS

# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

## Emergency Housing Assistance Program Recommended Amendments



### Summary

On April 23, 2020, City Council approved the creation of the Emergency Housing Assistance Program (EHAP). The program provides eligible applicants rental or mortgage assistance, utility assistance, and cash assistance. The EHAP is administered by the Neighborhood and Housing Services Department (NHSD). As of January 21, the City has approved \$69 million in assistance to residents seeking emergency rental, mortgage and utility assistance to over 27,269 households.

The total budget for the EHAP is \$86.8 million. The U.S. Treasury awarded the City an additional \$46.8 million for rental assistance and City Council will take action on the acceptance of the funds and the proposed amendments to the EHAP in mid-February. If approved, the EHAP budget could increase to \$133.6 million and remain open through September 2021.

As a result of the additional funding, staff is recommending amendments to the EHAP. The proposed amendments reflect the EHAP Survey results and staff and applicant feedback. The recommendations also reflect input from the Mayor and City Council, Cultural and Neighborhood Service Council Committee, and the Housing Commission.

The proposed amendments will be presented to the Housing Commission on January 27<sup>th</sup> for their feedback prior to proceeding to the Culture and Neighborhood Services Council Committee on February 1<sup>st</sup>. Staff will facilitate another public comment opportunity the week of February 8<sup>th</sup> and will present a recommendation to City Council on February 18<sup>th</sup>.

# NEIGHBORHOOD & HOUSING SERVICES DEPARTMENT

## Emergency Housing Assistance Program Recommended Amendments



### Recommendations

Staff is recommending the following amendments to the EHAP:

- Extend the term of eligibility from 2 months of assistance to 6 months of assistance.
- Continue to provide rental, mortgage, and utility assistance but eliminate the cash grant.

	EHAP October - Present		EHAP Proposed Amendment	
	< 50%	51 - 80%	< 50%	51 - 80%
AMI				
RENT/Mortgage	Up to 2 months	Up to 2 months	Up to 6 months <sup>1</sup>	Up to 6 months <sup>1</sup>
CPS, SAWS, Internet	Bill Amount	\$0	Bill Amount	\$0
Cash Grant	Up to \$300	\$0	\$0	\$0
Third Month of Rent Cash Grant	\$500	\$250	\$0	\$0

1 - Prior assistance will be counted towards the 6 month cap on assistance

The survey spoke to the need for more in person contact and application assistance.

- Applicants may now call 311 to get an update on the status of their application.
- The referral system will be improved. NHSD and Department of Human Services (DHS) currently staff the Financial and Housing Counseling Center at the Central Library. The Center employs several Benefits Navigators that work with individuals and families and provide them the necessary referrals to meet their specific needs. Referral services include food, childcare, job training, federal benefits enrollment, transportation, etc. The EHAP application will be amended to include a section on referral services. If an applicant shares that they need other services in addition to rental, mortgage, or utility assistance, they will receive a phone call from a Benefits Navigator who will then perform the assessment and connect them to the necessary services. Additionally, any applicant that calls 210-207-5910 will be asked at the conclusion of their call if they need other services that are not rental, mortgage, or utility assistance. DHS and NHSD will add additional Benefits Navigators to address the increase in demand.
- NHSD staff will develop an application assistance program for those that do not have regular access to a computer or need assistance in gathering the necessary documentation for the program. Those that call 210-207-5910 for application assistance will be assigned an application assistant through one of our partner organizations. The application assistant will assist the applicant in completing their application and will be their point of contact throughout the process.



## Emergency Housing Assistance Program

### Budget

Current Budget: \$86.8 million      Approved on January 21, 2021  
 Potential Budget: \$133.6 million      Pending Approval in Mid-February

### Current EHAP

Eligibility: Must make less than 80% of the AMI and must show proof of hardship due to COVID  
 Available Assistance: <50% AMI - Mortgage and Rental Assistance for 2 months, Utility Assistance for 2 months, Cash Assistance for 2 months, and Cash Assistance for a 3rd month  
 51-80% AMI - Mortgage and Rental Assistance for 2 months, No Utility Assistance, No Cash Assistance except for 3rd month if needed

### Ammended EHAP (Proposed)

Eligibility: Must make less than 80% of the AMI and must show proof of hardship due to COVID (NO CHANGE)  
 Available Assistance: <50% AMI - Mortgage and Rental Assistance for 6 months, Utility Assistance for 6 months, No Cash Assistance  
 51-80% AMI - Mortgage and Rental Assistance for 6 months, No Utility Assistance, No Cash Assistance

	Risk Mitigation		EHAP April - June		EHAP July - Sept	EHAP October - Present		EHAP Proposed Amendment	
AMI	<80% AMI	81 - 100% AMI	<80% AMI	81 - 100% AMI	< 100 % of AMI	< 50%	51 - 80%	< 50%	51 - 80%
RENT/Mortgage	Up to 3 months not to exceed \$3,500	Up to 3 months not to exceed \$2,625	Up to 3 months not to exceed \$3,500	Up to 3 months not to exceed \$2,625	Up to \$5,000 combined and no more than 3 mos.	Up to 2 months	Up to 2 months	Up to 6 months <sup>3</sup>	Up to 6 months <sup>3</sup>
CPS, SAWS, Internet	Up to \$1,500 <sup>1</sup>	Up to \$1,125 <sup>1</sup>	Up to \$1,500	Up to \$1,125		Bill Amount	\$0	Bill Amount	\$0
Cash Grant	\$0	\$0	Up to \$300	Up to \$300	Up to \$300	Up to \$300	\$0	\$0	\$0
Third Month of Rent Cash Grant	\$0	\$0	\$0	\$0	\$0	\$500 <sup>2</sup>	250 <sup>2</sup>	\$0	\$0

1 - Internet assistance was not part of the Risk Mitigation Program

2 - Residents who received assistance prior to October 1, 2020 and reapplied received 1 month of FII cash assistance

3 - Prior assistance will be counted towards the 6 month cap on assistance



### Appendix B: Survey Questions

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**The Neighborhood & Housing Services Department of the City of San Antonio requests your input on the City's Emergency Housing Assistance Program (EHAP). Please complete the survey to help us make our program even better.**

1. How did you hear about the survey?

- ☐ Email from the City
- ☐ SA Speak Up (City Website)
- ☐ City Council Office of Staff

Other (please specify)

\* 2. How have you engaged with the Emergency Housing Assistance Program (EHAP)?

- ☐ I applied for assistance, or tried to
- ☐ I am a landlord and I have tenants who applied for assistance or tried to
- ☐ I represent an organization contracted to help with implementation or an organization that undertook outreach for the program
- ☐ I have not engaged with the Emergency Housing Assistance Program

## "I applied for Assistance"

1. How easy was the application process?

- ☐ Somewhat Easy
- ☐ Neither Easy nor Hard
- ☐ Somewhat Hard
- ☐ Very Hard

If you'd like, use this space to provide additional information about your answer:

2. Did you receive assistance?

- |   |   |
|---|---|
| <input type="radio"/> Yes, more than I needed | <input type="radio"/> No, and someone explained why I was unable to be assisted |
| <input type="radio"/> Yes, what I needed      |   |
| <input type="radio"/> Yes, less than I needed | <input type="radio"/> No, and no one explained why I was unable to be assisted  |

## "Yes, I received assistance"

1. Was the assistance you received enough to keep you housed?

☐ Yes

☐ No

If you'd like, use this space to provide additional information about your answer:

2. Before the COVID-19 pandemic, were you able to regularly pay your bills?

☐ Yes, regularly

☐ Less than half the time

☐ More times than not

☐ No, almost never

☐ About half the time

If you'd like, use this space to provide additional information about your answer:

3. How could we have better assisted you?

☐ Additional money to cover additional months of rent or mortgage

☐ Additional money to cover utilities for additional months

☐ More cash assistance

If you'd like, use this space to provide additional information about your answer:

4. Were you assisted in a timely manner?

☐ Timely

☐ Not Timely

If you'd like, use this space to provide additional information about your answer:

5. Was the application and program support offered in a language you needed?

☐ Yes

☐ No

If no or other, which language was needed?

6. Was the information you received about your application easy to understand?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy nor hard
- ☐ Somewhat hard
- ☐ Very hard

If you'd like, use this space to provide additional information about your answer:

7. Were the staff who reviewed your application easy to work with?

- ☐ Somewhat easy
- ☐ Neither easy nor hard
- ☐ Somewhat hard
- ☐ Very hard

If you'd like, use this space to provide additional information about your answer:

8. Was staff respectful and knowledgeable?

- ☐ Yes
- ☐ No

If you'd like, use this space to provide additional information about your answer:

9. Are you currently living at the same residence as you were at the time you received assistance (or were relocated to?)

- ☐ Yes
- ☐ No

If No, why did you move?

10. Did you receive a referral to another agency? (such as Right to Counsel, the Food Bank, Battered Women's Shelter, etc)

- ☐ Yes
- ☐ No
- ☐ If Yes, list the referral agency

11. Are you able to afford your household payments today?

☐ Yes

☐ No

☐ If you'd like, use this space to provide additional information about your answer:

12. Would you recommend the Emergency Housing Assistance Program to others?

☐ Yes

☐ No

If you'd like, use this space to provide additional information about your answer:

13. What would make the EHAP more accessible and helpful?

14. Are there any other comments you wish to share with us?

15. Age

☐ Under 18

☐ 18-24

☐ 25-34

☐ 35-44

☐ 45-54

☐ 55-64

☐ 65-74

☐ 75 or older

☐ Prefer not to answer

### 16. Gender

- ☐ Female
- ☐ Male
- ☐ Prefer not to answer
- ☐ Self-Identify

### 17. What is your Income Level?

- ☐ Under \$15,000
- ☐ Between \$15,000 and \$29,999
- ☐ Between \$30,000 and \$49,999
- ☐ Between \$50,000 and \$74,999
- ☐ Between \$75,000 and \$99,999
- ☐ Between \$100,000 and \$150,000
- ☐ Over \$150,000

### 18. Ethnicity

- ☐ White
- ☐ Hispanic/Latino/a
- ☐ Black or African American
- ☐ Asian
- ☐ American Indian or Alaska Native
- ☐ Middle Eastern or North African
- ☐ Native Hawaiian or other Pacific Islander
- ☐ Prefer not to answer
- ☐ Other/ Self-Identify



19. Council District (If you do not know your Council District, you can look it up here:  
<https://www.sanantonio.gov/council/find-my-council-member>)

- ☐ District 1
- ☐ District 2
- ☐ District 3
- ☐ District 4
- ☐ District 5
- ☐ District 6
- ☐ District 7
- ☐ District 8
- ☐ District 9
- ☐ District 10

20. Please provide the following (optional)

Name

Address

Telephone

Email

## "I applied for assistance"

1. Were you assisted in a timely manner?

- ☐ Timely
- ☐ Not Timely

If you'd like, use this space to provide additional information about your answer:

2. Was the application and program support offered in a language you needed?

- ☐ Yes
- ☐ No

If no, or other, please explain which language you needed.

3. Was the information you received about your application easy to understand?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy nor hard
- ☐ Somewhat hard
- ☐ Very hard

If you'd like, use this space to provide additional information about your answer:

4. Were the staff who reviewed your application easy to work with

- ☐ Somewhat easy
- ☐ Neither easy nor hard
- ☐ Somewhat hard
- ☐ Very hard

If you'd like, use this space to provide additional information about your answer:

5. Was staff respectful and knowledgeable?

- ☐ Yes
- ☐ No

If you'd like, use this space to provide additional information about your answer:

6. Are you currently living at the same residence as you were at the time you received assistance (or were relocated to?)

- ☐ Yes
- ☐ No

If No, why did you move?

7. Did you receive a referral to another agency?

- ☐ Yes
- ☐ No
- ☐ If Yes, list the referral agency

8. Are you able to afford your household payments today?

- ☐ Yes
- ☐ No
- ☐ If no, what additional support would help your situation?

9. Would you recommend the Emergency Housing Assistance Program to others?

- ☐ Yes
- ☐ No

If you'd like, use this space to provide additional information about your answer:

10. What would make the EHAP more accessible and helpful?

11. Are there any other comments you wish to share with us?

12. Age

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75 or older
- ☐ Prefer not to answer

13. Gender

- ☐ Female
- ☐ Male
- ☐ Prefer not to answer
- ☐ Self-Identify

14. What is your Income Level?

- |   |   |
|---|---|
| <input type="radio"/> Under \$15,000                | <input type="radio"/> Between \$75,000 and \$99,999   |
| <input type="radio"/> Between \$15,000 and \$29,999 | <input type="radio"/> Between \$100,000 and \$150,000 |
| <input type="radio"/> Between \$30,000 and \$49,999 | <input type="radio"/> Over \$150,000                  |
| <input type="radio"/> Between \$50,000 and \$74,999 |   |

15. Ethnicity

- ☐ White
- ☐ Hispanic/Latino/a
- ☐ Black or African American
- ☐ Asian
- ☐ American Indian or Alaska Native
- ☐ Middle Eastern or North African
- ☐ Native Hawaiian or other Pacific Islander
- ☐ Prefer not to answer
- ☐ Other/ Self-Identify

16. Council District (If you do not know your Council District, you can look it up here:  
<https://www.sanantonio.gov/council/find-my-council-member>)

- ☐ District 1
- ☐ District 2
- ☐ District 3
- ☐ District 4
- ☐ District 5
- ☐ District 6
- ☐ District 7
- ☐ District 8
- ☐ District 9
- ☐ District 10
- ☐ Prefer not to answer

17. Please provide the following (optional)

Name

Email

Telephone

Address

## Landlords

1. How many units to you manage or rent?

- ☐ 1-5
- ☐ 6-10
- ☐ 10-25
- ☐ 26-50
- ☐ 50-100
- ☐ 100+

2. How many of your tenants who applied to EHAP were able to stay in their units?

- ☐ 1-5
- ☐ 6-10
- ☐ 11-25
- ☐ 26-50
- ☐ 51-100
- ☐ 101+

3. On average, how far behind on rent were your tenants who applied for assistance?

- ☐ 1 month
- ☐ 2 months
- ☐ 3 months
- ☐ 4 months
- ☐ 5+ months

4. Did you receive payment in a timely manner?

- ☐ Timely
- ☐ Not timely
- ☐ Neutral/no opinion

5. Would you recommend EHAP to another landlord whose tenant is struggling to make rent?

- ☐ Yes
- ☐ No
- ☐ Neutral/no opinion

If you'd like, use this space to provide additional information about your answer:

6. How helpful were communications from the city?

- ☐ Unhelpful
- ☐ Somewhat unhelpful
- ☐ Somewhat helpful
- ☐ Helpful
- ☐ Very helpful

7. What would make the EHAP more accessible and effective?

8. Age

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75 or older
- ☐ Prefer not to answer

9. Gender

- ☐ Female
- ☐ Male
- ☐ Prefer not to answer
- ☐ Self-Identify

10. What is Your Income Level?

- |   |   |
|---|---|
| <input type="radio"/> Under \$15,000                | <input type="radio"/> Between \$75,000 and \$99,999   |
| <input type="radio"/> Between \$15,000 and \$29,999 | <input type="radio"/> Between \$100,000 and \$150,000 |
| <input type="radio"/> Between \$30,000 and \$49,999 | <input type="radio"/> Over \$150,000                  |
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- ☐ District 4
- ☐ District 5
- ☐ District 6
- ☐ District 7
- ☐ District 8
- ☐ District 9
- ☐ District 10
- ☐ Prefer not to answer



13. Please provide the following (optional)

Name

Email

Telephone

Address

## Implementation and Outreach Support

1. What was your role in in the Emergency Housing Assistance Program (EHAP)? Check all that apply

- ☐ Outreach: helping my community members know about the program
- ☐ Intake: helping people apply to the program and help them provide additional information if requested by staff
- ☐ Review: helping the city staff review applications submitted

Other (please specify)

2. Was it easy to explain this program to your clients/community?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy nor hard
- ☐ Somewhat hard
- ☐ Very hard

If you'd like, use this space to provide additional information about your answer:

3. Was it easy to keep your clients/community applicants up-to-date on the status of their application?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy nor hard
- ☐ Somewhat hard
- ☐ Very hard

If you'd like, use this space to provide additional information about your answer:

4. Overall, was the assistance package your clients/community received adequate to keep them housed stably?

- ☐ Yes, for all my clients
- ☐ Yes, for a majority of my clients
- ☐ No, for more than half of my clients
- ☐ No, for all my clients
- ☐ Neutral/no opinion
- ☐ If no or neutral, what would be helpful?

5. Overall, was it easy to help your clients/community apply for assistance?

- ☐ Very easy
- ☐ Somewhat easy
- ☐ Neither easy nor hard
- ☐ Somewhat hard
- ☐ Very hard

If you'd like, use this space to provide additional information about your answer:

6. Was it easy to get help from city staff when you needed it?

- ☐ Yes
- ☐ No
- ☐ Neutral/no opinion
- ☐ If you'd like, use this space to provide additional information about your answer:

### 7. Age

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75 or older
- ☐ Prefer not to answer

### 8. Gender

- ☐ Female
- ☐ Male
- ☐ Prefer not to answer
- ☐ Self-Identify

### 9. What is your income level?

- |   |   |
|---|---|
| <input type="radio"/> Under \$15,000                | <input type="radio"/> Between \$75,000 and \$99,999   |
| <input type="radio"/> Between \$15,000 and \$29,999 | <input type="radio"/> Between \$100,000 and \$150,000 |
| <input type="radio"/> Between \$30,000 and \$49,999 | <input type="radio"/> Over \$150,000                  |
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### 10. Ethnicity

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- ☐ Hispanic/Latino/a
- ☐ Black or African American
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- ☐ Other/Self Identify

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- ☐ District 4
- ☐ District 5
- ☐ District 6
- ☐ District 7
- ☐ District 8
- ☐ District 9
- ☐ District 10
- ☐ Prefer not to answer

12. Please provide the following (optional)

Name

Email

Telephone

Address

**Thank you for participating. This survey is seeking input from people who have engaged with the program**

**1. Age**

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75 or older
- ☐ Prefer not to answer

**2. Gender**

- ☐ Female
- ☐ Male
- ☐ Prefer not to answer
- ☐ Self-Identify

**3. What is your income level?**

- |   |   |
|---|---|
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| <input type="radio"/> Between \$15,000 and \$29,999 | <input type="radio"/> Between \$100,000 and \$150,000 |
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#### 4. Ethnicity

- ☐ White
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- ☐ District 8
- ☐ District 9
- ☐ District 10
- ☐ Prefer not to answer

#### 6. Please provide the following (optional)

Name

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Telephone

Address