

The City of San Antonio Recovery Plan Performance Report

**State and Local Fiscal Recovery Funds
July 31, 2021**



The City of San Antonio
As of July 31, 2021
Recovery Plan

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GENERAL OVERVIEW

Executive Summary

In this section, the City of San Antonio has included a high-level overview of intended funding. The plan includes use of funds to promote a response to the pandemic and economic recovery and key outcome goals. Future reports will incorporate actual uses and progress on the programs adopted.

As part of the City's Fiscal Year (FY) 2022 Budget Process, the City Manager recommended a two-phase strategy to the Mayor and City Council to utilize the Coronavirus State and Local Fiscal Recovery Funds (SLFRF) that would focus on budget stability and immediate needs of the community. Under this strategy, and incorporating the City's budget equity tools, funds would be utilized over several years and would help the city address the ongoing pandemic and its negative impact. As of this date, the City is still going through the FY 2022 Proposed Budget process. The Mayor and City Council are scheduled to approve the FY 2022 Budget on September 16.

The first phase in Fiscal Year 2022 focuses on revenue loss recovery and restores government services to San Antonio residents and provides stability to the Budget. The second phase would focus on community priorities following a more involved community engagement effort.

The city has begun conversations with Bexar County for potential partnerships to leverage city and county funds that would result in enhanced services to the community. The city anticipates partnering with the County and other recipients of American Rescue Plan funds on phase 2 of its strategy.

Phase 1

The key outcome goals include restoring government services to pre-pandemic levels and focusing on the immediate needs of the community emerging from the pandemic. The proposed budget is in progress with public hearings, workshops, and community outreach. The funds proposed to be used under phase 1 are earmarked for revenue loss recovery utilizing the city's budget equity tool to support the immediate needs of the community. The budget is scheduled to be adopted on September 16, 2021.

Phase 2

Key outcome goals for Phase 2 are forthcoming, following continued community input, strategizing with partners, obtaining the Final Treasury Rules, and approval by Council with a focus on building a stronger and more resilient city. The city anticipates beginning this process this fall.

Uses of Funds

The city has proposed, as part of the FY 2022 Budget, to utilize funds for Revenue Replacement expenditure category. No other expenditure categories have been proposed at this time. The Fiscal Year 2022 budget proposes to use the Revenue Replacement category for the provision of Government Services for Fiscal Years 2021 through 2023. The proposal includes funding for the General Fund and Hotel Occupancy Tax Funds.

The American Rescue Plan Act (ARPA) funds supplement the services the City is providing with funds from previous legislative actions. For example, with \$49.7 in ERA2 funds, the City can extend Emergency Rental Assistance through the end of the year. These funds include the Coronavirus Aid, Relief, and Economic Security Act (CARES), Coronavirus Response and Relief Supplemental Appropriation Act (CRRSA), and the Federal Emergency Management Agency (FEMA).

The following is a list of ARPA Grant funding allocations and award amount that the City is aware of as of July 31, 2021:

- State and Local Recovery Funds: \$326.9 Million
- Airport: \$38.3 Million
- Emergency Rental Assistance: \$49.7 Million
- Health Disparities: \$26.6 Million
- Home Investment Partnerships Program: \$20.0 Million
- Head Start: \$4.0 Million

Promoting equitable outcomes

The City of San Antonio describes below the proposed plans to date and intended outcomes to promote equity. Forthcoming annual reports will include updates, using qualitative and quantitative data, on how the City's approach has achieved or promoted equitable outcomes or progressed toward equity goals during the performance period.

Since Fiscal Year 2018, the City of San Antonio's budget development process intentionally embedded equity as a strategy using a Budget Equity Tool which represented a shift from an equality-based approach to a more strategic equity approach. Over the past five years, the City of San Antonio has integrated explicit considerations of racial and economic equity into the City's budget development process as a key strategy in its comprehensive and citywide approach towards advancing equity. From the inception, racial and economic equity have been key components in the City's approach to COVID-19 response and recovery efforts, and the proposed use of Coronavirus State and Local Fiscal Recovery Funds (SLFRF) aligns well with the approach that the City has taken in recent years to drive meaningful equity results through budget allocations.

The City of San Antonio has dedicated efforts during the reporting period to ensure that State and Local Fiscal Recovery Funds (SLFRF) will be used to promote strong equitable growth, with an emphasis on racial equity. The funds are focused on revenue replacement, fiscal recovery and supporting the tourism and hospitality industry. The City is committed to developing a plan that will ensure equitable outcomes. Currently, the City is considering key and enhanced investments such as affordable housing and rehabilitation programs, evidence-based violence prevention, enhance first responder response to mental health calls, use of telemedicine technology for emergency medical services (EMS), enhanced customer service operations, transportation improvements, and funding for community benefit navigators.

The success of the Tourism and Hospitality industry is essential to the economic infrastructure of the City of San Antonio. This industry has been negatively impacted by COVID-19. In addition to the investments mentioned above, the City of San Antonio plans to utilize funds to support the operations of its convention and sports facilities as well as to restore funding to arts agencies to pre-pandemic levels. This funding allows to bring employees back to the Convention Center and Alamodome who were redeployed to other city departments last year and prepare these facilities to operate at pre-pandemic levels. Pending completion of the budget process and approval from City Council the following illustrates some equity-based approaches to use the revenue replacement funds.

PROPOSED PROGRAMS

1. Affordable Housing

Potential Goals

The proposed use of funds will primarily benefit families at or below 80% Average Median Income (AMI), households in historically redlined areas and those facing eviction. The program focuses on ensuring San Antonio residents remain at their current homes and addressing the housing security needs for lower-income households that have been exacerbated by the COVID-19 pandemic.

Potential means of promoting Awareness

The Neighborhood & Housing Services Department (NHSD) will use the City of San Antonio's Equity Atlas to target outreach efforts in areas of the city with the highest concentration of low-income households and people of color. In addition, the Neighborhood & Housing Services Department will leverage existing community-based organizations and partnerships to ensure that marginalized communities are aware of the housing rehabilitation and relocation assistance programs.

Potential means of ensuring Access and Distribution

The Neighborhood & Housing Services Department (NHSD) will use targeted approaches to reach marginalized residents and mitigate any potential disparities

in access to services. For instance, relocation assistance will be provided via the Court Intervention Team that meets people at risk of eviction where they live. In addition, the Neighborhood & Housing Services Department (NHSD) will be dedicating additional resources to conduct outreach in Qualified Census Tracts and census tracts with higher equity scores in the San Antonio Equity Atlas.

Potential Outcomes

The housing rehabilitation and affordability programs will primarily benefit low-income households and communities of color. The Neighborhood & Housing Services Department will disaggregate program outcomes by race and household income.

2. Family-Centered Violence Prevention

Potential Goals

The funds are proposed to address the following programs:

Provide Cognitive Behavioral Therapy (CBT) for Survivors of Violence. The proposed use of funds will utilize an evidence-based intervention program for lessening the impact of trauma on children exposed to violence. This proposed initiative combines school-based therapy with the identification of children exposed to violence to mitigate the negative outcomes of exposure to violence and will serve various public-school districts through a collaboration with community-based organizations.

Enhance Domestic Violence (DV) Case Management Violence is rarely random but occurs in predictable patterns in communities and within relationships. The City proposes to use federal funds to implement evidence-based screening tools to identify individuals at the highest risk of lethal or near-lethal events. The city also proposes to implement a case management process for survivors of domestic violence identified as highest risk for lethality, and provide supportive services including temporary housing, mental health services, and ongoing trauma informed case management to support victim self-efficacy.

The areas of the city where this program proposes to be offered include those where there is the greatest number of calls for service for family violence. Specifically, most of the calls have historically corresponded to zip codes that reflect the greatest concentration of low-income households and people of color.

Potential means of promoting Awareness

Metro Health is allocating funds to serve limited English proficient (LEP) populations by hiring bilingual staff, including case managers and community health workers, distribution of information via non-English media, translation of documents, and utilization of trusted messengers in outreach efforts.

Potential means of ensuring Access and Distribution

To mitigate barriers to accessing program services, funds will be set aside to provide direct assistance, case management, and services to residents experiencing barriers to housing, mental health services, transportation, and ability to purchase groceries. Crisis Response Team clients will receive gift cards, car seats, door lock replacement, and limited housing at hotels, if needed.

Potential Outcomes

The Family-Centered Violence Prevention Program is intended to close disparities in violence experienced by young men and women of color compared to their white counterparts. Metro Health will disaggregate data of clients served by race, gender, and disability status.

3. Enhancing the City's response to mental health calls

Potential Goals

The Meadows Mental Health Policy Institute conducted an analysis of the San Antonio Police Department (SAPD) response to mental health emergencies in the summer of 2021. The Institute was asked to identify potential programmatic and system transformation opportunities informed by existing data on integrated response best practices in the first response system to meet the goal of rapid access to appropriate clinical care. One of the recommendations from the Meadows study was the adoption of a Multi-Disciplinary Response Team Moel comprised of a clinician, a paramedic, and a police officer to be deployed in those areas and times where data shows the highest needs. A second recommendation is the addition of a licensed clinical support to the 911 call center to support identification and response to behavioral health issues.

Funds are commended to be used to deploy one team available 16 hours per day seven days per week to response to areas of the cities with the highest concentration of mental health calls. The team will be a partnership between the Metro Health Department, San Antonio Fire Department and San Antonio Police Department. This area has one of the highest equity scores in San Antonio where there is a high concentration of color and low-income residents. Additionally, the city will pilot with these funds the addition of clinical support in the 911 call center.

Potential means of promoting Awareness

During the summer of 2021, the City engage residents at 27 community meetings to inform the community that a change was to be proposed to the way the police department responds to 911 calls involving mental health. After the FY 2022 budget was proposed, 10 community meetings will conclude next week where the community has been made aware of the program. After the Budget is adopted, the

city will launch a communication strategy to continue to inform the community of the new response system.

Potential means of ensuring Access and Distribution

The city plans to add clinicians to the 911 call center during the days of the week and times of the day when mental health calls have the highest volume to ensure San Antonio residents are receiving the care they need.

Potential Outcomes

The intended outcome of adding a multi-disciplinary team is to provide individuals experiencing mental health issues the assistance they need and keep them out of the criminal justice system.

4. Leveraging Telemedicine Technology for Emergency Medical Services (EMS) calls

Potential Goals

The proposed use of funds expands on a successful Clinical Dispatcher Pilot Program that primarily increases access to emergency response services through telemedicine with a clinical dispatcher primarily in low-income communities and communities of color. The pilot program demonstrated that 75% of program participants lived in areas that reflect the greatest concentration of low-income households and people of color in the City of San Antonio Equity Atlas.

Potential means of promoting Awareness

Since the pilot program for this service began there have been news stories in the local media. With the proposal, this investment has been communicated in numerous public meetings including 10 Council District Town Hall meetings. Additional community awareness will be conducted in the fall in coordination with the City's Human Services Department, Neighborhood and Housing Services, Metro Health, and Non-Profit organizations.

Potential means of ensuring Access and Distribution

The Clinical Dispatcher Program is expected to increase access to emergency response services for people of color and low-income communities where approximately 75% of calls are generated by people living in census tracts with higher equity scores in the San Antonio Equity Atlas.

Potential Outcomes

The Clinical Dispatcher Program is intended to increase access to emergency response services for people of color and low-income communities. The program will track program utilization by combined equity scores in the San Antonio Equity Atlas which indicate concentration of low-income households and people of color.

5. Customer Service Operations (311)

Potential Goals

The proposed use of funds will expand staffing to support the City of San Antonio's 311 Call Center in responding to the growing need of language accessibility for non-English speaking residents. The 311 Customer Service line plays a critical role in connecting and dispersing vital information to San Antonio residents as we continue to respond to pandemic matters and ongoing recovery efforts. The proposal allows 311 Customer Service to increase Spanish speaking operators.

Potential means of promoting Awareness

The 311 Department will leverage community partners for marketing and promotional outreach and develop a digital resource that will be translated into Spanish.

Potential means of ensuring Access and Distribution

The proposed use is expected to reduce wait times and abandonment rates among Spanish-speaking residents who utilize the 311 Call Center.

Potential Outcomes

The proposed use is intended to improve response times and reduce abandonment rates by 4% for Spanish-speaking residents who utilize the 311 Call Center. 311 will track response times and abandonment rates for this population.

6. Transportation

Potential Goals

The City has proposed funds to construct mid-block crossings on corridors where there have been serious injuries and fatalities. Studies have shown that low-income and communities of color are disproportionately impacted by vehicle crashes. Funds will be used to implement mid-block crossings along 8 corridors identified by the City's Vision Zero 2020 Severe Pedestrian Injury Report. The locations where the safety projects are proposed are areas of persistent poverty, which are disproportionately impacted by severe pedestrian injuries and fatalities

Potential means of promoting Awareness

The proposed new mid-block crossings are in communities where English is the second language for many of the residents, and the City will employ multiple engagement techniques to ensure that residents have information about the location of the projects in Spanish and English. The Department will also partner with our Government and Public Affairs Department to disseminate information on the construction projects which are city-wide in various Council Districts. We will utilize non-traditional outreach methods to include providing information about the mid-block crossings at cultural and community events in the area when design and construction meetings are scheduled.

Potential means of ensuring Access and Distribution

The mid-block crossings will result in improved benefits for residents in the areas where they will be completed, and this will include improving transportation safety for our more marginalized community members.

Potential Outcomes

The mid-block crossings will introduce more opportunities for safe crossings along major arterial corridors throughout San Antonio and reduce the distance that pedestrians must walk in order to cross the street at signalized intersections on many state and City roadways. The goal is to study the impact of the increased crossings on these roadways to determine if the introduction of the crossings supports fewer severe pedestrian/cyclist injuries and fatalities. The program of crossings can only disaggregate data related to the crashes based on the data once an incident occurs.

7. Community Navigators & Homeless Services

Potential Goals

One of the lessons the City learned from the response to COVID-19 is the need to have community navigators that assist residents navigate the different services provided by the City.

The Proposed FY 2022 Budget includes the extension of the City's Human Services Financial Empowerment Benefits Navigation program which connects residents to financial counseling, safety net, mental health, domestic violence, and job training resources. This navigation program connects residents to City initiatives and other available programs to bridge gaps for individuals, families, and older adults experiencing severe financial stress and homelessness. The community navigators will also be utilized for homeless shelter diversion, street outreach resources, and benefits navigation that serve low-income households including older adults experiencing housing instability due to the direct and indirect effects of COVID-19. Additionally, funds are proposed to be used toward improving the homeless street outreach team and expanding homeless shelter diversion resources facilitated by the Human Services Department Homeless Connections Hotline.

Potential means of promoting Awareness

Human Services is allocating a portion for marketing of services, including a temporary marketing professional to support ways to increase public awareness and access to homeless services. Marketing materials to the public will also be translated into Spanish. Mass media purchases may include radio, social media, and transit bus advertising, which have typically been effective in raising awareness among low-income communities. Benefits navigators will also visit senior centers and community resource fairs to promote services in-person.

Potential means of ensuring Access and Distribution

Homeless shelter diversion and benefits navigation services are primarily accessed via telephone. The services do not require internet connection for application of services or access to transportation to an office site. For clients with limited phone access, walk-in services are available to speak with benefits navigators. Navigators will provide one-on-one consultations at locations where older adults already access programs. Homeless street outreach work will go directly to clients experiencing unsheltered homelessness. By meeting clients where they are on the streets, the goal is to improve access to shelter and housing programs.

Potential Outcomes

Homeless prevention programs will support low-income households to maintain or access stable housing situations when facing economic instability caused by the pandemic. Program design and eligibility focuses resources on the most vulnerable populations, and targeted outreach will aim to further close racial and income gaps. All programs will collect and disaggregate outcomes by race, income, disability status, and gender.

Equity related program data in accordance with the US Treasury reporting guidance will be included in future performance reports. This data will include geographic and socio-economic distribution of services and project specifically for funding targeted Disproportionately Impacted Communities.

Community Engagement

The City of San Antonio was deliberate with a widespread effort to gather input from residents regarding budget priorities. The budget process included both in person and survey data collection. Resident participation in the data collection was promoted through numerous channels, including paid digital, radio, television, social media and print advertising. The City shared paid and organic posts throughout June and July to promote budget input and town hall events, and social media post performance resulted in 1,884,310 reach; 6,291 engagements and 1,844 link clicks or video views. Resident input was also gathered during a citywide tele townhall meeting that attracted 465 residents. In addition, grassroots promotions included 225 yard signs at parks and libraries, 35,000 mailers in targeted areas, email marketing to 9,400 past survey respondents and neighborhood leaders, promotion through stakeholder groups, earned media and other City-owned channels. The data collection surveys, and all promotional efforts were made available in English and Spanish.

Following the City Council Goal Setting session on June 25, 2021, the city extended the data collection survey deadline and collaborated with Council Districts 1-6 to boost participation in underrepresented areas. In addition to the existing digital data collection method, this work included printed surveys. In partnership with Metro Health's Healthy

Neighborhoods Team and the Department of Human Services residents were assisted in filling out surveys at church events, senior centers, parks and during block walking events. More paid social media advertising was coupled with marketing efforts such as direct mail pieces in targeted districts, printed materials supplied to Council offices, giveaways, and targeted social media posts. These efforts resulted in input from over 12,000 budget surveys completed.

With this input, City staff developed a proposal that includes community priorities and funding from the American Rescue Plan. The plan is being presented at each of the 10 Council Districts through a series of in person, virtual and citywide telephone town hall meetings. Townhall meetings are being promoted using similar marketing, advertising and grassroots outreach used in the data collection process. Town Hall meetings are scheduled from mid-August through the first week in September of 2021. All the residents of San Antonio are encouraged to participate in the Town Hall meetings in person or live on the web at www.sanantonio.gov/tvsa, on the [City's Facebook page](#), on local and cable television channels and by dialing 210-207-5555.

These efforts encourage the citizens of San Antonio to participate in local government by providing their input and ideas. This feedback and information has and will continue to be used to develop the American Rescue Plan Act spend plans and budget. A continued effort will be made with robust citizen engagement for Phase 2 to identify long-term community priorities to build a transformational future.

Labor Practices

As of July 31, 2021, no funds have been allocated or expended on infrastructure projects.

Use of Evidence

This section is not applicable. As of July 31, 2021, the City of San Antonio has not allocated or expended from State and Local Fiscal Recovery Funds for Public Health, Negative Economic Impact, nor Disproportionately Impacted Communities as outlined in the reporting guidelines.

Table of Expenses by Expenditure Category

Category		Cumulative expenditures to date (\$)	Amount spent since last Recovery Plan
1	Expenditure Category: Public Health		
1.1	COVID-19 Vaccination	0	0
1.2	COVID-19 Testing	0	0
1.3	COVID-19 Contact Tracing	0	0
1.4	Prevention in Congregate Settings (Nursing Homes, Prisons/Jails, Dense Work Sites, Schools, etc.)	0	0
1.5	Personal Protective Equipment	0	0
1.6	Medical Expenses (including Alternative Care Facilities)	0	0
1.7	Capital Investments or Physical Plant Changes to Public Facilities that respond to the COVID-19 public health emergency	0	0
1.8	Other COVID-19 Public Health Expenses (including Communications, Enforcement, Isolation/Quarantine)	0	0
1.9	Payroll Costs for Public Health, Safety, and Other Public Sector Staff Responding to COVID-19	0	0
1.10	Mental Health Services	0	0
1.11	Substance Use Services	0	0
1.12	Other Public Health Services	0	0
2	Expenditure Category: Negative Economic Impacts		
2.1	Household Assistance: Food Programs	0	0
2.2	Household Assistance: Rent, Mortgage, and Utility Aid	0	0
2.3	Household Assistance: Cash Transfers	0	0
2.4	Household Assistance: Internet Access Programs	0	0
2.5	Household Assistance: Eviction Prevention	0	0
2.6	Unemployment Benefits or Cash Assistance to Unemployed Workers	0	0
2.7	Job Training Assistance (e.g., Sectoral job-training, Subsidized Employment, Employment Supports or Incentives)	0	0
2.8	Contributions to UI Trust Funds*	0	0

Category		Cumulative expenditures to date (\$)	Amount spent since last Recovery Plan
2.9	Small Business Economic Assistance (General)	0	0
2.10	Aid to nonprofit organizations	0	0
2.11	Aid to Tourism, Travel, or Hospitality	0	0
2.12	Aid to Other Impacted Industries	0	0
2.13	Other Economic Support	0	0
2.14	Rehiring Public Sector Staff	0	0
3	Expenditure Category: Services to Disproportionately Impacted Communities		
3.1	Education Assistance: Early Learning	0	0
3.2	Education Assistance: Aid to High-Poverty Districts	0	0
3.3	Education Assistance: Academic Services	0	0
3.4	Education Assistance: Social, Emotional, and Mental Health Services	0	0
3.5	Education Assistance: Other	0	0
3.6	Healthy Childhood Environments: Child Care	0	0
3.7	Healthy Childhood Environments: Home Visiting	0	0
3.8	Healthy Childhood Environments: Services to Foster Youth or Families Involved in Child Welfare System	0	0
3.9.	Healthy Childhood Environments: Other	0	0
3.10	Housing Support: Affordable Housing	0	0
3.11	Housing Support: Services for Unhoused persons	0	0
3.12	Housing Support: Other Housing Assistance	0	0
3.13	Social Determinants of Health: Other	0	0
3.14	Social Determinants of Health: Community Health Workers or Benefits Navigators	0	0
3.15	Social Determinants of Health: Lead Remediation	0	0
3.16	Social Determinants of Health: Community Violence Interventions	0	0
4	Expenditure Category: Premium Pay		
4.1	Public Sector Employees	0	0
4.2	Private Sector: Grants to other employers	0	0
5	Expenditure Category: Infrastructure		

Category		Cumulative expenditures to date (\$)	Amount spent since last Recovery Plan
5.1	Clean Water: Centralized wastewater treatment	0	0
5.2	Clean Water: Centralized wastewater collection and conveyance	0	0
5.3	Clean Water: Decentralized wastewater	0	0
5.4	Clean Water: Combined sewer overflows	0	0
5.5	Clean Water: Other sewer infrastructure	0	0
5.6	Clean Water: Stormwater	0	0
5.7	Clean Water: Energy conservation	0	0
5.8	Clean Water: Water conservation	0	0
5.9	Clean Water: Nonpoint source	0	0
5.10	Drinking water: Treatment	0	0
5.11	Drinking water: Transmission & distribution	0	0
5.12	Drinking water: Transmission & distribution: lead remediation	0	0
5.13	Drinking water: Source	0	0
5.14	Drinking water: Storage	0	0
5.15	Drinking water: Other water infrastructure	0	0
5.16	Broadband: "Last Mile" projects	0	0
5.17	Broadband: Other projects	0	0
6	Expenditure Category: Revenue Replacement		
6.1	Provision of Government Services	Pending Council Action	Pending Council Action
7	Administrative and Other		
7.1	Administrative Expenses	0	0
7.2	Evaluation and data analysis	0	0
7.3	Transfers to Other Units of Government	0	0
7.4	Transfers to Nonentitlement Units (States and Territories only)	0	0

Project Inventory

As of July 31, 2021, the City is in planning stages and is awaiting Council approval for the allocation of funds. However, once formally approved the projects will be outlined in future reports.

Performance Report

As of July 31, 2021, the City is in planning stages and is awaiting Council approval for the allocation of funds. However, once approved the City will provide metrics and key performance indicators to measure the success of the services/programs.

Ineligible Activities

The City of San Antonio certifies that there will **not** be funds allocated towards ineligible activities.