Senior Living Facilities CCR
Public Meeting Presentation Outline – July & August 2019

Presentation Outline:

1. Agenda
   • Overview
   • Council Consideration Request
   • Task Force Outcomes
   • Policy Options
   • Next Steps

2. Overview
   • Council Consideration Request
     o Develop program to ensure safety of all senior (and including disabled people) living facilities
     o Periodic, regular and adequate inspections
     o Preventing or minimizing public health dangers and risks for residents
   • Considering program with proactive inspections and registration requirements

3. Common Violations
   • Electrical Hazards
   • Infestations
   • Issues not always reported by residents

4. Ordinances
   • Boarding Homes
     o Created in Dec. 2012
     o Proactive inspections by multi-department team
       4...1. Development Services – Code Enforcement & Building Inspections
       4...2. Neighborhood & Housing Services (NHSD)
       4...3. Metro Health
4...4. San Antonio Fire Department

- Mobile Living Parks
  - Revised in Dec. 2017
  - Proactive inspections of Development Services – Code Enforcement

4...1. Supplemental report from Neighborhood & Housing Services, Metro Health & Fire

- Multi-tenant Inspection Team
  - Reactive inspections by Code Enforcement teams

4...1. Multi-family properties with chronic violations

5. Senior Living Facilities Task Force Expectations

- Currently no ordinance that allows for proactive inspections or registration of senior living facilities
  - San Antonio Property Maintenance Code & other City codes allows for inspections based on complaints or suspected violations

- Task Force tasked with recommending:
  - If registration and/or inspection program is needed
  - Program requirements (if needed)

6. Task Force Process

- Kickoff on May 3, 2018
- Task Force has had 14 meetings
- Task Force participation from following groups:
  - San Antonio Apartment Association
  - Alamo Area Council of Governments (AACOG) Area Agency on Aging
  - San Antonio Housing Authority (SAHA)
  - City/County Joint Commission for Elderly Affairs
  - City Council staff
  - City Departments including Development Services, NHSD, Metro Health, City Attorney & Fire
  - Owners/property managers of 150 suspected senior living facilities invited to participate
7. Task Force Accomplishments
   - General principles
     o Protect vulnerable populations, namely seniors or elderly
     o Properties should be safe, healthy & maintained
     o Focus oversight on frequent offenders
     o Educate owners, property managers & residents
   - Considered numerous policy proposals to target frequent offenders but limit adverse impacts to responsive, compliant properties
   - Considered how various policy proposals would impact vulnerable populations, property participation, affordable housing

8. Senior Living Facility Policy Proposals
   - Program participation based on frequent and/or severe code violations
     o Properties that limit violations & respond quickly & adequately will not participate in program
     o Properties that fail to quickly & adequately respond to issues are assessed a qualifying violation
     o If number of qualifying violations in 1 year meets threshold, registration required & property subject to proactive inspections
   - Warning period – up to 3 days – given to properly address violations before notice of violation is issued
     o Addressing violation includes removing hazard, removing resident from hazard and/or implementing achievable action plan to resolve issue

9. What is a Senior Living Facility?
   - 5 or more housing units with at least 50% of units occupied by seniors
   - 5 or more housing units that advertise for seniors
   - Seniors defined as individuals aged 60 years or older

10. Issues & Concerns
    - Without proactive inspections, issues or violations only identified through complaints
      o Issues that may cross many units are limited to where complaints originated
- Identification or prevention of future violations is limited
- Fear of retaliation may hinder legitimate complaints being brought forward
- Identifying & enforcing who qualifies as a senior living facility
- Defining the age for “seniors”
- Issues with responsiveness & adequateness in addressing maintenance concerns not limited to only senior locations
- Most properties – 80% to 90% - already doing the right thing: why create program for so few properties?
- Existing property maintenance code & response based on complaints may be sufficient in addressing frequent offenders
- Properties may already be subject to inspections by other agencies
- Education needed to bring awareness & prevention of issues
- Registration & costs associated with maintaining compliance may cut into property profit margins
  - Rents could rise & affordability may decrease as result
- Property registration fees not likely to recover City cost to provide service

11. Options if Program Not Recommended or Adopted
- Education & training available to locations on-site & via DSD website
- Materials & resource guides on responsibilities of owners/property managers and renters/tenants
- Presentations at DSD Academy

12. Next Steps
- July-August 2019 – Public Input
- August 2019 – Task Force Recommendation
- September 2019 – Community Health & Equity Committee
- November 2019 – City Council Adoption (if necessary)