

Board of Directors Meeting & Lunch

*October 8, 2026 / 12:15 – 1:30 PM / Trinity Ballroom
Omni Dallas Hotel / Dallas, TX*

Wi-Fi Access:

NETWORK

Taabod

PASSCODE

TAA2026!



TEXAS APARTMENT ASSOCIATION

2026 TAA SUSTAINERS

Platinum



Gold



Silver

Butler Plus
CAMP Facility Services
Century Air Conditioning Supply
Comm-Fit
CORT
CSC Serviceworks

Dixie Interiors
Entrata
Foundation Specialists
Gemstar Construction
Guardian Construction
Impact Property Solutions

The Liberty Group
RentDebt Automated Collections
Sherwin-Williams
Vizibly
Zillow Rentals

Bronze

Blue Moon Software
Centex Construction
Massey Services, Inc.



Welcome

Mike Rust, CAMT, CAPS

TAA President

Highland Commercial Properties, San Antonio



2026 TAA Nominations Slate

Kelley Liserio

TAA & TAAEF Past President

Officers



President

Matt Jones

AMLi Residential
Dallas



President-Elect

Cayce Coon
CAM, CAPS

Busboom AI
Fort Worth



Treasurer

Christy Rodriguez
CAPS

Judwin Properties
Houston



Secretary

Mont McClendon

McDougal Companies
Lubbock

Second Year Vice Presidents at Large



Gina Erwin

GWR Management
Houston



Amber Franklin
CAPS, CAM, CPM

Greystar
Central Texas



Paige Russell

Greystar
Austin



Sarah Turner

J. Street Companies
Fort Worth

First Year Vice Presidents at Large



**Jason Cantu, CALP
CAM, CAPS, CPO
Tigris Real Estate
Lubbock**



**Gina Frazza
RPM Living
Austin**



**Allyson McKay
CPM
Embrey Management Services
San Antonio**



**Jeremy Thomason
Savoy Residential
Dallas**

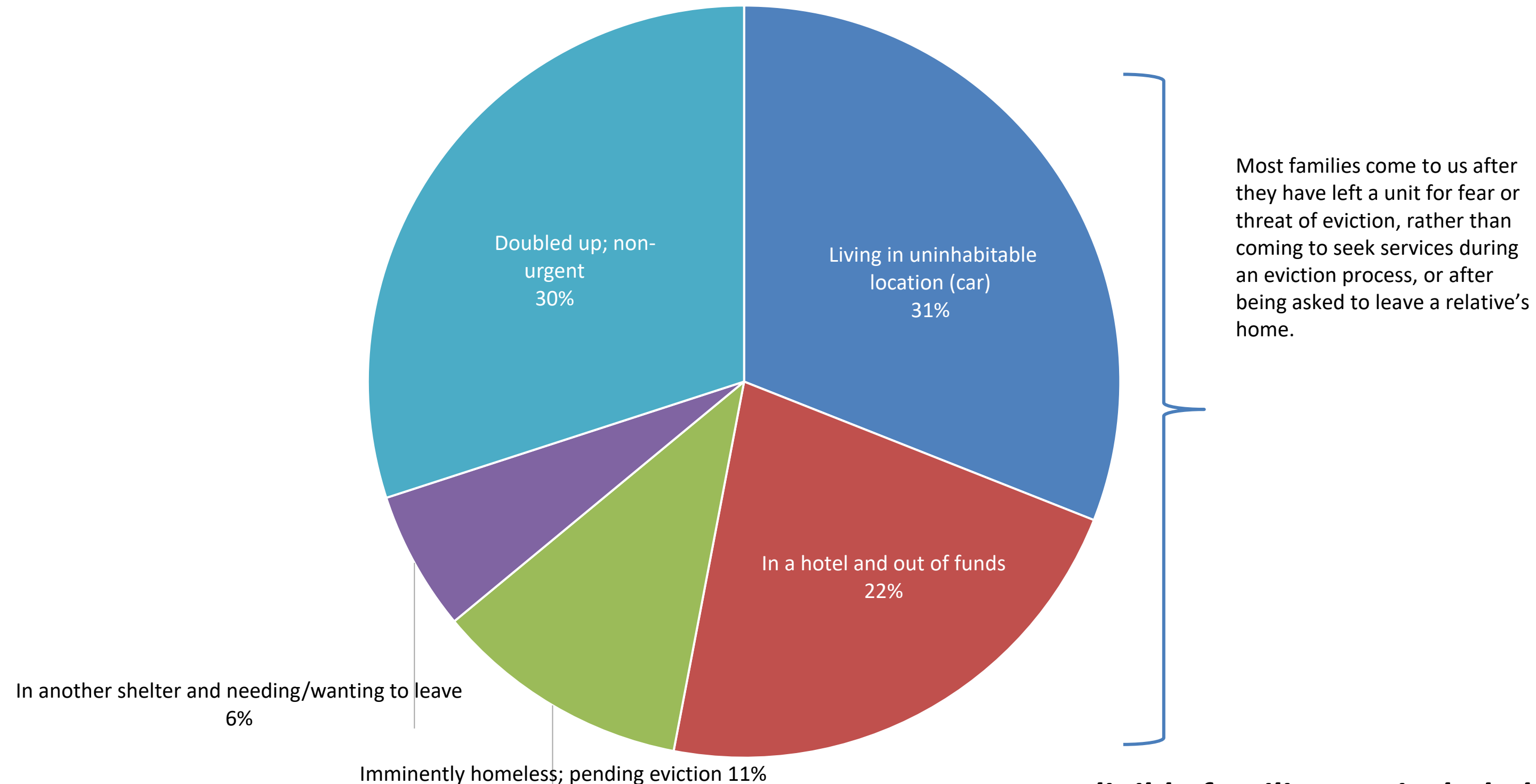
Guest Address

Ellen Magnis
Family Gateway

Family Gateway

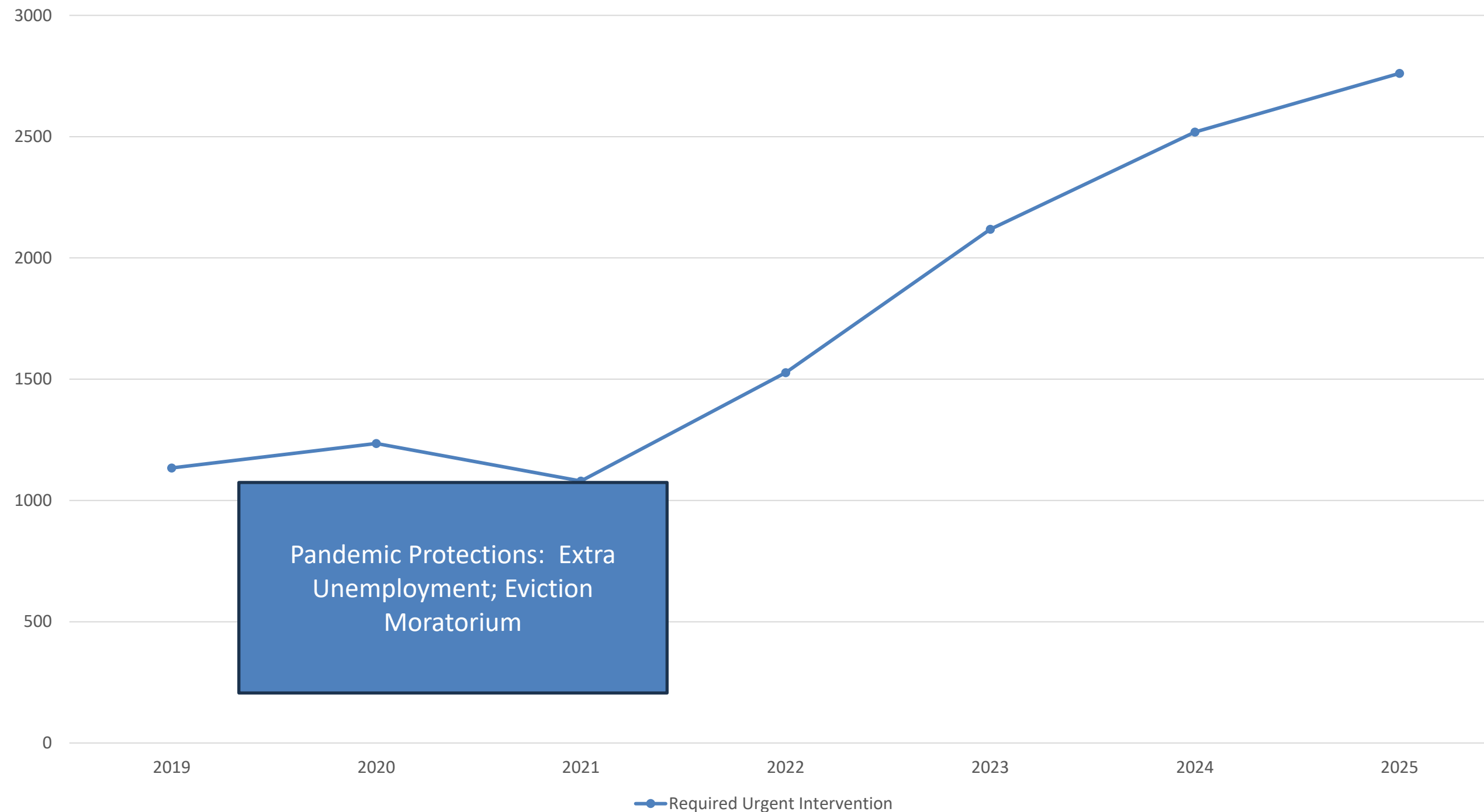
*Serving families with children experiencing
homelessness in Dallas and Collin Counties for 40
years*

2025 Eligible Pre-Screening Assessments to Determine Level of Urgency



Ineligible families not included

Households (HH) Requiring Urgent Intervention



Unduplicated Number of Households (HH) Served



	Unduplicated # served across programs	Lighter touch services from call center	Annual Total Budget All Expenses
2016 <i>Old model</i>	399 HH	NA	\$3.3 million
2025	2,128 HH	1,173 HH given resource packet (non-urgent) and 1,740 HH redirected due to ineligibility	\$6.3 million

About Our Families in 2025



- 79% of families served were African American.
- 62% of families were headed by a single female head of household.
- 21% of households had someone in the household with a disability.
- 11% of households had a prior history of domestic violence (underreported)
- Only 2% could be classified as chronically homeless (homeless for longer than 1 year + disability present).

Our Services



- 24 x 7 triage/assessment for families in homeless crisis in Dallas/Collin.
- Diversion from shelter: less expensive interventions to resolve homelessness:
 - Reconnection to family
 - Deposit/short term rental assistance
- Emergency shelter for families with children (former Candlewood Suites Hotel)
- Housing program for families who need additional support to rebound.



*Outdoor Playgrounds
(Preschool & School-aged)*



Shelter room



*Empowering children & families
affected by homelessness*



Toddler Room



Infant Childcare Room

Our Work with Landlords



- ~200 families annually placed in our housing program
 - Usually a declining subsidy model
 - We pay deposit (double+ for high risk)
 - We start at 100% support and decline over 1 year to 0 support; lease in family's name to rebuild credit/rental history
 - At least monthly home visits to watch for
 - Lease violations
 - Living peaceably in community
 - Cleaning; repair submissions
 - Budgeting; progress on stability plan

Trust but Verify



- We have seen an increase in fraudulent activity, using non-profit agency names to dupe leasing agents into believing agencies are paying for rent.
 - Anyone can download a logo and build a nice letter with Ai support.
 - Train teams to check proper due diligence; look up online and call a main number.
 - Surprised at the number of landlords who have been taken advantage of when red flags were obvious.

What Works

- Trust built with on-site property managers.
 - When managers move to new properties, they call us to fill their empty units.
 - We get called when there is a concern and work hard to answer the call.
 - We pay for damages if something goes wrong.
 - We advocate for sometimes first-time tenants and help explain responsibilities.
- Budgeting, connection to community resources, in the unit to see what's happening.

What Could Be Improved

- Increase training to understand that:
 - We are on the same team; we want to successfully house our families.
 - Families in our care are experiencing trauma. Delays or confusion feels like the world working against them; trauma response may read like a difficult person but may not be so.
 - We are paying for them to be elsewhere until they are with you.
 - We have skin in this game. We are paying the risk fees associated with “not your ideal” tenants rather than the tenants – comes out of our private resources that we fundraise for. Good communication about delays, inspections, etc.
- Stable place to live is foundational for all.
- Not every homeless family has the story you may imagine.

Adjourn