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Valerie Amezcua  
MAYOR PRO TEM  
Thai Viet Phan  
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Phil Bacerra  
Johnathan Ryan Hernandez  
Jessie Lopez  
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Benjamin Vazquez



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Michael L. Garcia  
GENERAL COUNSEL  
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RECORDING SECRETARY  
Jennifer L. Hall

**CITY OF SANTA ANA**  
**SANTA ANA HOUSING AUTHORITY**  
20 Civic Center Plaza • P.O. Box 22030  
Santa Ana, California 92702  
[www.santa-ana.org](http://www.santa-ana.org)

April 11, 2024

Meena Bavan  
Director, Office of Public Housing  
U.S. Department of Housing and Urban Development  
300 N. Los Angeles, Suite # 4054  
Los Angeles, CA 90012

**Subject:** Submission of the Annual Plan for FY 2024 - 25

Dear Ms. Bavan,

The Housing Authority of the City of Santa Ana (CA093) is pleased to provide you with our Annual Plan for FY 2024 – 25 that was approved by our Board on April 2, 2024.

If you have any questions, I can be reached by telephone at (714) 667-2241 or by e-mail at [jbrown@santa-ana.org](mailto:jbrown@santa-ana.org).

Sincerely,

**Judson Brown**  
Housing Division Manager

SANTA ANA CITY COUNCIL

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Mayor  
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<b>Streamlined Annual PHA Plan (HCV Only PHAs)</b>	<b>U.S. Department of Housing and Urban Development Office of Public and Indian Housing</b>	<b>OMB No. 2577-0226 Expires 03/31/2024</b>
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**Purpose.** The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, including changes to these policies, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

**Applicability.** The Form HUD-50075-HCV is to be completed annually by HCV-Only PHAs. PHAs that meet the definition of a Standard PHA, Troubled PHA, High Performer PHA, Small PHA, or Qualified PHA do not need to submit this form. Where applicable, separate Annual PHA Plan forms are available for each of these types of PHAs.

**Definitions.**

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, and was designated as a high performer on both the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments if administering both programs, or PHAS if only administering public housing.
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceed 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceed 550, and that was designated as a standard performer in the most recent PHAS and SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined and is not PHAS or SEMAP troubled.

A.	PHA Information.																																			
A.1	<p>PHA Name: Housing Authority of the City of Santa Ana            PHA Code: CA093            PHA Plan for Fiscal Year Beginning: (MM/YYYY): 07/2024            PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above)            Number of Housing Choice Vouchers (HCVs) 3,134            PHA Plan Submission Type: <input checked="" type="checkbox"/> Annual Submission      <input type="checkbox"/> Revised Annual Submission</p> <p><b>Availability of Information.</b> In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at the main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website.</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below)</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Participating PHAs</th> <th style="width: 10%;">PHA Code</th> <th style="width: 25%;">Program(s) in the Consortia</th> <th style="width: 20%;">Program(s) not in the Consortia</th> <th style="width: 20%;">No. of Units in Each Program</th> </tr> </thead> <tbody> <tr> <td>Lead HA:</td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program	Lead HA:																													
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<b>B.</b>	<b>Plan Elements.</b>
<b>B.1</b>	<p><b>Revision of Existing PHA Plan Elements.</b></p> <p>a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission?</p> <p>Y    N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Statement of Housing Needs and Strategy for Addressing Housing Needs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Financial Resources.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Rent Determination.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Operation and Management.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Informal Review and Hearing Procedures.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Substantial Deviation.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Significant Amendment/Modification.</p> <p>(b) If the PHA answered yes for any element, describe the revisions for each element(s):</p> <p>The Housing Choice Voucher Program Administrative Plan will be updated to comply with the Housing Opportunity Through Modernization Act of 2016 (HOTMA) when the PHA implements HOTMA.</p>
<b>B.2</b>	<b>New Activities. – Not Applicable</b>

<p><b>B.3</b></p>	<p><b>Progress Report.</b></p> <p>Provide a description of the PHA’s progress in meeting its Mission and Goals described in its 5-Year PHA Plan.</p> <p><b>Goal # 1: Fully utilize all funding provided by HUD and apply for additional funding to serve the most vulnerable members of our community.</b></p> <p><b>Objective # 1:</b> Utilize 100% of the Annual Budget Authority provided by HUD for each CY.</p> <ul style="list-style-type: none"> <li>SAHA utilized 99% of our Annual Budget Authority provided by HUD for CY 2023.</li> </ul> <p><b>Objective # 2:</b> Apply for new funding opportunities for additional vouchers.</p> <ul style="list-style-type: none"> <li>In August 2023, SAHA accepted an award of twenty-four (24) new Incremental Housing Choice Vouchers and Special Administrative Fees awarded under the Consolidated Appropriations Act 2023 (P.L. 117-328) (the 2023 Act) and PIH Notice 2023-21.</li> <li>In September 2023, SAHA received an award of twenty-five (25) new Foster Youth to Independence vouchers awarded under PIH Notice 2023-04.</li> </ul> <p><b>Goal # 2: Expand participation in the Family Self-Sufficiency Program for families to use as a platform to obtain self-sufficiency and independence from our assistance.</b></p> <p><b>Objective # 1:</b> Expand the number of active participants in the Family Self-Sufficiency Program.</p> <ul style="list-style-type: none"> <li>The number of active participants in the Family Self-Sufficiency Program increased by 36 new participants. Specifically, 93 families were enrolled in January 2023 and 129 families were enrolled by the end of December 2023. The number of mandatory slots for SAHA also decreased to 56. In addition, the percent of families enrolled over mandatory slots is equal to 230%, and 71% of families have an escrow account balance in the program.</li> <li>SAHA sent a monthly electronic Family Self-Sufficiency Program newsletter to our participants who have provided us with their e-mail addresses. Each newsletter features a Story of Success for a family who is participating in the program. In addition, SAHA also provided an annual calendar to all of our participants with a Story of Success for each month.</li> </ul> <p><b>Objective # 2:</b> Assist Family Self-Sufficiency Program participants to become self-sufficient and graduate from the program.</p> <ul style="list-style-type: none"> <li>During this Fiscal Year, there were no new participants who graduated from the Family Self-Sufficiency Program.</li> </ul> <p><b>Goal # 3: Ensure the accuracy, integrity and compliance of all voucher program operations.</b></p> <p><b>Objective # 1:</b> Retain High Performer SEMAP status.</p> <ul style="list-style-type: none"> <li>SAHA was certified as a High Performer for FY 22-23. The final SEMAP score for the fiscal year ending 6/30/2023 is 93. SAHA audited a total of 380 randomly selected files under SEMAP Indicator # 3, even though the minimum sample size required by HUD was only 36 files. This is equal to ten (10) times the number of files required to be audited by HUD. For SEMAP Indicator # 5, SAHA conducted a total of 53 randomly selected quality control inspections even though the minimum sample size required by HUD was only 35 quality control inspections. This is twice the number of quality control inspections required to be audited by HUD.</li> </ul> <p><b>Goal # 4: Increase assisted housing choices by providing quality customer service to existing landlords and conducting outreach to new landlords.</b></p> <p><b>Objective # 1:</b> Communicate on a regular basis with active landlords by providing information on key program updates.</p> <ul style="list-style-type: none"> <li>SAHA sent a monthly electronic Landlord Newsletter to our active landlords. Each newsletter provided key program updates and information for landlords.</li> </ul> <p><b>Objective # 2:</b> Maintain active participation in the Orange County Apartment Association and attend local events to promote participation in the program.</p> <ul style="list-style-type: none"> <li>SAHA renewed our membership with the Orange County Apartment Association.</li> </ul> <p><b>Goal # 5: Provide equal opportunity, affirmatively further fair housing and provide regular training on fair housing for staff, owners and participants.</b></p> <p><b>Objective # 1:</b> Provide an annual mandatory training for all Housing Authority staff.</p> <ul style="list-style-type: none"> <li>On August 31, 2023, SAHA held an annual Fair Housing Training for all Housing Division employees. This annual training is required for all employees.</li> </ul> <p><b>Objective # 2:</b> Provide information on fair housing to owners and participants.</p> <ul style="list-style-type: none"> <li>SAHA provided information on fair housing to owners and participants.</li> </ul> <p><b>Goal # 6: Provide information on the Violence Against Women Act (VAWA) of 2013 to active participants and owners to ensure protection for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking.</b></p> <ul style="list-style-type: none"> <li>SAHA provided information on VAWA to all program applicants, participants and landlords.</li> </ul>
<p><b>B.4</b></p>	<p><b>Capital Improvements. – Not Applicable</b></p>

B.5	<p><b>Most Recent Fiscal Year Audit.</b></p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N N/A  <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, please describe:</p>
<p><b>C. Other Document and/or Certification Requirements.</b></p>	
C.1	<p><b>Resident Advisory Board (RAB) Comments.</b></p> <p>(a) Did the RAB(s) have comments to the PHA Plan?</p> <p>Y N  <input checked="" type="checkbox"/> <input type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p> <p>Three Resident Advisory Board meetings were held on February 12, 2024. The meetings were conducted in three languages: English, Spanish, and Vietnamese. All active participants were mailed an invitation to participate on the Resident Advisory Board and the Board members who attended provided input for the development of the Annual Plan. Please see attachment for RAB Comments.</p> <p>SAHA also conducted a survey of all active HCV participants. The survey was mailed and e-mailed to all active HCV participants with a link to the survey.</p> <p>Staff analyzed all of the recommendations and comments from the Resident Advisory Board and survey responses by: 1) considering the feasibility of each recommendation; 2) discussing as a team the opportunity for SAHA to implement each recommendation; and 3) making a determination on which recommendation(s) could be implemented or considered for future implementation. All of the recommendations were taken into consideration by the Housing Authority.</p>
C.2	<p><b>Certification by State or Local Officials.</b></p> <p><a href="#">Form HUD 50077-SL</a>, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
C.3	<p><b>Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.</b></p> <p>Form HUD-50077-ST-HCV-HP, <i>PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan.</p>
C.4	<p><b>Challenged Elements.</b> If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public.</p> <p>(a) Did the public challenge any elements of the Plan?</p> <p>Y N  <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>If yes, include Challenged Elements.</p>
<p><b>D. Affirmatively Furthering Fair Housing (AFFH).</b></p>	
D.1	<p><b>Affirmatively Furthering Fair Housing (AFFH).</b></p> <p>Provide a statement of the PHA's strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item.</p>

**Fair Housing Goal:**

Describe fair housing strategies and actions to achieve the goal

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## **Instructions for Preparation of Form HUD-50075-HCV Annual PHA Plan for HCV-Only PHAs**

**A. PHA Information.** All PHAs must complete this section. (24 CFR §903.4)

**A.1** Include the full PHA Name, PHA Code, PHA Type, PHA Fiscal Year Beginning (MM/YYYY), Number of Housing Choice Vouchers (HCVs), PHA Plan Submission Type, and the Availability of Information, specific location(s) of all information relevant to the public hearing and proposed PHA Plan.

**PHA Consortia:** Check box if submitting a Joint PHA Plan and complete the table. ([24 CFR §943.128\(a\)](#))

**B. Plan Elements.** All PHAs must complete this section. [\(24 CFR §903.11\(c\)\(3\)\)](#)

**B.1 Revision of Existing PHA Plan Elements.** PHAs must:

Identify specifically which plan elements listed below that have been revised by the PHA. To specify which elements have been revised, mark the “yes” box. If an element has not been revised, mark “no.”

**Statement of Housing Needs and Strategy for Addressing Housing Needs.** Provide a statement addressing the housing needs of low-income, very low-income and extremely low-income families and a brief description of the PHA’s strategy for addressing the housing needs of families who reside in the jurisdiction served by the PHA and other families who are on the Section 8 tenant-based assistance waiting lists. The statement must identify the housing needs of (i) families with incomes below 30 percent of area median income (extremely low-income); (ii) elderly families (iii) households with individuals with disabilities, and households of various races and ethnic groups residing in the jurisdiction or on the public housing and Section 8 tenant-based assistance waiting lists. The statement of housing needs shall be based on information provided by the applicable Consolidated Plan, information provided by HUD, and generally available data. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. Once the PHA has submitted an Assessment of Fair Housing (AFH), which includes an assessment of disproportionate housing needs in accordance with 24 CFR 5.154(d)(2)(iv), information on households with individuals with disabilities and households of various races and ethnic groups residing in the jurisdiction or on the waiting lists no longer needs to be included in the Statement of Housing Needs and Strategy for Addressing Housing Needs. (24 CFR § 903.7(a)).

The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. [\(24 CFR §903.7\(a\)\(2\)\(i\)\)](#) Provide a description of the ways in which the PHA intends, to the maximum extent practicable, to address those housing needs in the upcoming year and the PHA’s reasons for choosing its strategy. [\(24 CFR §903.7\(a\)\(2\)\(ii\)\)](#)

**Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.** A statement of the PHA’s policies that govern resident or tenant eligibility, selection and admission including admission preferences for HCV. [\(24 CFR §903.7\(b\)\)](#)

**Financial Resources.** A statement of financial resources, including a listing by general categories, of the PHA’s anticipated resources, such as PHA HCV funding and other anticipated Federal resources available to the PHA, as well as tenant rents and other income available to support tenant-based assistance. The statement also should include the non-Federal sources of funds supporting each Federal program, and state the planned use for the resources. [\(24 CFR §903.7\(c\)\)](#)

**Rent Determination.** A statement of the policies of the PHA governing rental contributions of families receiving tenant-based assistance, discretionary minimum tenant rents, and payment standard policies. [\(24 CFR §903.7\(d\)\)](#)

**Operation and Management.** A statement that includes a description of PHA management organization, and a listing of the programs administered by the PHA. [\(24 CFR §903.7\(e\)\)](#).

**Informal Review and Hearing Procedures.** A description of the informal hearing and review procedures that the PHA makes available to its applicants. [\(24 CFR §903.7\(f\)\)](#)

**Homeownership Programs.** A statement describing any homeownership programs (including project number and unit count) administered by the agency under section 8y of the 1937 Act, or for which the PHA has applied or will apply for approval. [\(24 CFR §903.7\(k\)\)](#)

**Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.** A description of any PHA programs relating to services and amenities coordinated, promoted, or provided by the PHA for assisted families, including those resulting from the PHA’s partnership with other entities, for the enhancement of the economic and social self-sufficiency of assisted families, including programs provided or offered as a result of the PHA’s partnerships with other entities, and activities subject to Section 3 of the Housing and Community Development Act of 1968 (24 CFR Part 135) and under requirements for the Family Self-Sufficiency Program and others. Include the program’s size (including required and actual size of the FSS program) and means of allocating assistance to households. [\(24 CFR §903.7\(l\)\(i\)\)](#) Describe how the PHA will comply with the requirements of section 12(c) and (d) of the 1937 Act that relate to treatment of income changes resulting from welfare program requirements. [\(24 CFR §903.7\(l\)\(iii\)\)](#).

**Substantial Deviation.** PHA must provide its criteria for determining a “substantial deviation” to its 5-Year Plan. [\(24 CFR §903.7\(r\)\(2\)\(i\)\)](#)

**Significant Amendment/Modification.** PHA must provide its criteria for determining a “Significant Amendment or Modification” to its 5-Year and Annual Plan.

If any boxes are marked “yes”, describe the revision(s) to those element(s) in the space provided.

**B.2 New Activities.** This section refers to new capital activities which is not applicable for HCV-Only PHAs.

**B.3 Progress Report.** For all Annual Plans following submission of the first Annual Plan, a PHA must include a brief statement of the PHA’s progress in meeting the mission and goals described in the 5-Year PHA Plan. [\(24 CFR §903.11\(c\)\(3\), 24 CFR §903.7\(r\)\(1\)\)](#)

**B.4 Capital Improvements.** This section refers to PHAs that receive funding from the Capital Fund Program (CFP) which is not applicable for HCV-Only PHAs

**B.5 Most Recent Fiscal Year Audit.** If the results of the most recent fiscal year audit for the PHA included any findings, mark “yes” and describe those findings in the space provided. [\(24 CFR §903.7\(p\)\)](#)

**C. Other Document and/or Certification Requirements.**

**C.1 Resident Advisory Board (RAB) comments.** If the RAB had comments on the annual plan, mark “yes,” submit the comments as an attachment to the Plan and describe the analysis of the comments and the PHA’s decision made on these recommendations. (24 CFR §903.13(c), 24 CFR §903.19)

**C.2 Certification by State of Local Officials.** Form HUD-50077-SL, *Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan*, must be submitted by the PHA as an electronic attachment to the PHA Plan. (24 CFR §903.15). Note: A PHA may request to change its fiscal year to better coordinate its planning with planning done under the Consolidated Plan process by State or local officials as applicable.

**C.3 Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.** Provide a certification that the following plan elements have been revised, provided to the RAB for comment before implementation, approved by the PHA board, and made available for review and inspection by the public. This requirement is satisfied by completing and submitting form HUD-50077 ST-HCV-HP, *PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed*. Form HUD-50077-ST-HCV-HP, *PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed* must be submitted by the PHA as an electronic attachment to the PHA Plan. This includes all certifications relating to Civil Rights and related regulations. A PHA will be considered in compliance with the certification requirement to affirmatively further fair housing if the PHA fulfills the requirements of §§ 903.7(o)(1) and 903.15(d) and: (i) examines its programs or proposed programs; (ii) identifies any fair housing issues and contributing factors within those programs, in accordance with 24 CFR 5.154; or 24 CFR 5.160(a)(3) as applicable (iii) specifies actions and strategies designed to address contributing factors, related fair housing issues, and goals in the applicable Assessment of Fair Housing consistent with 24 CFR 5.154 in a reasonable manner in view of the resources available; (iv) works with jurisdictions to implement any of the jurisdiction’s initiatives to affirmatively further fair housing that require the PHA’s involvement; (v) operates programs in a manner consistent with any applicable consolidated plan under 24 CFR part 91, and with any order or agreement, to comply with the authorities specified in paragraph (o)(1) of this section; (vi) complies with any contribution or consultation requirement with respect to any applicable AFH, in accordance with 24 CFR 5.150 through 5.180; (vii) maintains records reflecting these analyses, actions, and the results of these actions; and (viii) takes steps acceptable to HUD to remedy known fair housing or civil rights violations, impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with the local jurisdiction to implement any of the jurisdiction’s initiatives to affirmatively further fair housing; and assures that the annual plan is consistent with any applicable Consolidated Plan for its jurisdiction. (24 CFR §903.7(o)).

**C.4 Challenged Elements.** If any element of the Annual PHA Plan or 5-Year PHA Plan is challenged, a PHA must include such information as an attachment to the Annual PHA Plan or 5-Year PHA Plan with a description of any challenges to Plan elements, the source of the challenge, and the PHA’s response to the public.

**D. Affirmatively Furthering Fair Housing (AFFH).**

**D.1 Affirmatively Furthering Fair Housing.** The PHA will use the answer blocks in item D.1 to provide a statement of its strategies and actions to implement each fair housing goal outlined in its accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5) that states, in relevant part: “To implement goals and priorities in an AFH, strategies and actions shall be included in program participants’ ... PHA Plans (including any plans incorporated therein) .... Strategies and actions must affirmatively further fair housing ....” Use the chart provided to specify each fair housing goal from the PHA’s AFH for which the PHA is the responsible program participant – whether the AFH was prepared solely by the PHA, jointly with one or more other PHAs, or in collaboration with a state or local jurisdiction – and specify the fair housing strategies and actions to be implemented by the PHA during the period covered by this PHA Plan. If there are more than three fair housing goals, add answer blocks as necessary.

Until such time as the PHA is required to submit an AFH, the PHA will not have to complete section D., nevertheless, the PHA will address its obligation to affirmatively further fair housing in part by fulfilling the requirements at 24 CFR 903.7(o)(3) enacted prior to August 17, 2015, which means that it examines its own programs or proposed programs; identifies any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with local jurisdictions to implement any of the jurisdiction’s initiatives to affirmatively further fair housing that require the PHA’s involvement; and maintain records reflecting these analyses and actions. Furthermore, under Section 5A(d)(15) of the U.S. Housing Act of 1937, as amended, a PHA must submit a civil rights certification with its Annual PHA Plan, which is described at 24 CFR 903.7(o)(1) except for qualified PHAs who submit the Form HUD-50077-CR as a standalone document.

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This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the Annual PHA Plan. The Annual PHA Plan provides a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA’s operations, programs, and services, and informs HUD, families served by the PHA, and members of the public for serving the needs of low- income, very low- income, and extremely low- income families.

Public reporting burden for this information collection is estimated to average 6.02 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

**Privacy Act Notice.** The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality



RESOLUTION NO. 2024-001

A RESOLUTION OF THE HOUSING AUTHORITY OF THE  
CITY OF SANTA ANA APPROVING THE SUBMISSION OF  
THE ANNUAL PLAN FOR FISCAL YEAR 2024-2025

BE IT RESOLVED BY THE MEMBERS OF THE HOUSING AUTHORITY OF  
THE CITY OF SANTA ANA, AS FOLLOWS:

Section 1. The Housing Authority of the City of Santa Ana conclusively finds, determines and declares as follows:

A. The Housing Authority of the City of Santa Ana (the "Authority") is required by the U.S. Department of Housing and Urban Development ("HUD") to have an Annual Plan due to the fact that the Authority administers a Housing Choice Voucher ("HCV") Rental Assistance Program.

B. The purpose of the Authority's Annual Plan is to advise HUD, program participants and members of the public of its mission and strategy to serve the needs of very low-income families. It provides information about the current operations of the Authority, including programs, participants, services for the upcoming year, and any operational or tenant concerns.

C. The Authority is required to review its operations and needs for the Annual Plan with input from HCV participants. Three (3) Resident Advisory Board Meetings were held on February 12, 2024, with responses incorporated into the Annual Plan, as required by HUD regulations.

D. HUD regulations require a forty-five (45) day public comment period. On February 16, 2024, a legal notice was published in the Orange County Register, Nguoi Viet and La Opinión advising the public that a draft of the Annual Plan was available for public review and comment and a public hearing would be held on April 2, 2024. The public comment period ended on April 2, 2024. Further, a public hearing was held by the Authority on April 2, 2024, and all comments received at the hearing are included in the final documents to be submitted to HUD.

Section 2. The Annual Plan for Fiscal Year 2024-2025 of the Housing Authority of the City of Santa Ana is hereby approved and adopted. Said Annual Plan shall be submitted by the Authority to HUD.

Section 3. This Resolution shall take effect immediately upon its adoption by the Authority Board, and the Recording Secretary for the Authority shall attest to and certify the vote adopting this Resolution.

ADOPTED this 2<sup>nd</sup> day of April, 2024.

  
Valerie Amezcua  
Chair

APPROVED AS TO FORM:  
Sonia R. Carvalho, General Counsel

By:   
Andrea Garcia-Miller  
Assistant Counsel

AYES:	Boardmembers:	<u>Amezcua, Bacerra, Hernandez, Lopez, Penaloza, Phan, Vazquez (7)</u>
NOES:	Boardmembers:	<u>None (0)</u>
ABSTAIN:	Boardmembers:	<u>None (0)</u>
NOT PRESENT:	Boardmembers:	<u>None(0)</u>

CERTIFICATION OF ATTESTATION AND ORIGINALITY

I, JENNIFER L. HALL, Recording Secretary to the Housing Authority of the City of Santa Ana, do hereby attest to and certify the attached Resolution No. 2024-001 to be the original resolution adopted by the Housing Authority of the City of Santa Ana on April 2, 2024.

Date: 4/4/2024

  
Jennifer L. Hall,  
Recording Secretary  
City of Santa Ana

**Certifications of Compliance with  
PHA Plan and Related Regulations  
(Standard, Troubled, HCV-Only, and  
High Performer PHAs)**

U.S. Department of Housing and Urban Development  
Office of Public and Indian Housing  
OMB No. 2577-0226  
Expires 3/31/2024

**PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations  
including PHA Plan Elements that Have Changed**

*Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairperson or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the FY 2024-25 Annual PHA Plan, hereinafter referred to as "the Plan", of which this document is a part, and make the following certification and agreements with the Department of Housing and Urban Development (HUD) for the PHA fiscal year beginning July 1, 2024, in connection with the submission of the Plan and implementation thereof:*

1. The Plan is consistent with the applicable comprehensive housing affordability strategy (or any plan incorporating such strategy) for the jurisdiction in which the PHA is located (24 CFR § 91.2).
2. The Plan contains a certification by the appropriate State or local officials that the Plan is consistent with the applicable Consolidated Plan, which includes a certification that requires the preparation of an Analysis of Impediments (AI) to Fair Housing Choice, or Assessment of Fair Housing (AFH) when applicable, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable Consolidated Plan (24 CFR §§ 91.2, 91.225, 91.325, and 91.425).
3. The PHA has established a Resident Advisory Board or Boards, the membership of which represents the residents assisted by the PHA, consulted with this Resident Advisory Board or Boards in developing the Plan, including any changes or revisions to the policies and programs identified in the Plan before they were implemented, and considered the recommendations of the RAB (24 CFR 903.13). The PHA has included in the Plan submission a copy of the recommendations made by the Resident Advisory Board or Boards and a description of the manner in which the Plan addresses these recommendations.
4. The PHA provides assurance as part of this certification that:
  - (i) The Resident Advisory Board had an opportunity to review and comment on the changes to the policies and programs before implementation by the PHA;
  - (ii) The changes were duly approved by the PHA Board of Directors (or similar governing body); and
  - (iii) The revised policies and programs are available for review and inspection, at the principal office of the PHA during normal business hours.
5. The PHA made the proposed Plan and all information relevant to the public hearing available for public inspection at least 45 days before the hearing, published a notice that a hearing would be held and conducted a hearing to discuss the Plan and invited public comment.
6. The PHA certifies that it will carry out the public housing program of the agency in conformity with title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d-2000d-4), the Fair Housing Act (42 U.S.C. 3601-19), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), title II of the Americans with Disabilities Act (42 U.S.C. 12101 et seq.), and other applicable civil rights requirements and that it will affirmatively further fair housing in the administration of the program. In addition, if it administers a Housing Choice Voucher Program, the PHA certifies that it will administer the program in conformity with the Fair Housing Act, title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, title II of the Americans with Disabilities Act, and other applicable civil rights requirements, and that it will affirmatively further fair housing in the administration of the program.
7. The PHA will affirmatively further fair housing, which means that it will take meaningful actions to further the goals identified in the Assessment of Fair Housing (AFH) conducted in accordance with the requirements of 24 CFR § 5.150 through 5.180, that it will take no action that is materially inconsistent with its obligation to affirmatively further fair housing, and that it will address fair housing issues and contributing factors in its programs, in accordance with 24 CFR § 903.7(o)(3). The PHA will fulfill the requirements at 24 CFR § 903.7(o) and 24 CFR § 903.15(d). Until such time as the PHA is required to submit an AFH, the PHA will fulfill the requirements at 24 CFR § 903.7(o) promulgated prior to August 17, 2015, which means that it examines its programs or proposed programs; identifies any impediments to fair housing choice within those programs; addresses those impediments in a reasonable fashion in view of the resources available; works with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement; and maintains records reflecting these analyses and actions.
8. For PHA Plans that include a policy for site-based waiting lists:
  - The PHA regularly submits required data to HUD's 50058 PIC/IMS Module in an accurate, complete and timely manner (as specified in PIH Notice 2011-65);


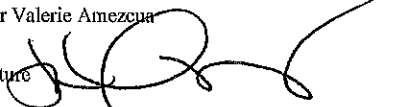
- The system of site-based waiting lists provides for full disclosure to each applicant in the selection of the development in which to reside, including basic information about available sites; and an estimate of the period of time the applicant would likely have to wait to be admitted to units of different sizes and types at each site;
  - Adoption of a site-based waiting list would not violate any court order or settlement agreement or be inconsistent with a pending complaint brought by HUD;
  - The PHA shall take reasonable measures to assure that such a waiting list is consistent with affirmatively furthering fair housing; and
  - The PHA provides for review of its site-based waiting list policy to determine if it is consistent with civil rights laws and certifications, as specified in 24 CFR 903.7(o)(1).
9. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.
  10. In accordance with 24 CFR § 5.105(a)(2), HUD's Equal Access Rule, the PHA will not make a determination of eligibility for housing based on sexual orientation, gender identify, or marital status and will make no inquiries concerning the gender identification or sexual orientation of an applicant for or occupant of HUD-assisted housing.
  11. The PHA will comply with the Architectural Barriers Act of 1968 and 24 CFR Part 41, Policies and Procedures for the Enforcement of Standards and Requirements for Accessibility by the Physically Handicapped.
  12. The PHA will comply with the requirements of Section 3 of the Housing and Urban Development Act of 1968, Employment Opportunities for Low-or Very-Low Income Persons, and with its implementing regulation at 24 CFR Part 135.
  13. The PHA will comply with acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 and implementing regulations at 49 CFR Part 24 as applicable.
  14. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).
  15. The PHA will provide the responsible entity or HUD any documentation that the responsible entity or HUD needs to carry out its review under the National Environmental Policy Act and other related authorities in accordance with 24 CFR Part 58 or Part 50, respectively.
  16. With respect to public housing the PHA will comply with Davis-Bacon or HUD determined wage rate requirements under Section 12 of the United States Housing Act of 1937 and the Contract Work Hours and Safety Standards Act.
  17. The PHA will keep records in accordance with 2 CFR 200.333 and facilitate an effective audit to determine compliance with program requirements.
  18. The PHA will comply with the Lead-Based Paint Poisoning Prevention Act, the Residential Lead-Based Paint Hazard Reduction Act of 1992, and 24 CFR Part 35.
  19. The PHA will comply with the policies, guidelines, and requirements of 2 CFR Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Financial Assistance, including but not limited to submitting the assurances required under 24 CFR §§ 1.5, 3.115, 8.50, and 107.25 by submitting an SF-424, including the required assurances in SF-424B or D, as applicable.
  20. The PHA will undertake only activities and programs covered by the Plan in a manner consistent with its Plan and will utilize covered grant funds only for activities that are approvable under the regulations and included in its Plan.
  21. All attachments to the Plan have been and will continue to be available at all times and all locations that the PHA Plan is available for public inspection. All required supporting documents have been made available for public inspection along with the Plan and additional requirements at the primary business office of the PHA and at all other times and locations identified by the PHA in its PHA Plan and will continue to be made available at least at the primary business office of the PHA.
  22. The PHA certifies that it is in compliance with applicable Federal statutory and regulatory requirements, including the Declaration of Trust(s).

Housing Authority of the City of Santa Ana  
**PHA Name**

CA093  
**PHA Number/HA Code**

**Annual PHA Plan for Fiscal Year 2024 – 25**

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802).

Name of Executive Director		Name Board Chairman	
Michael L. Garcia		Mayor Valerie Amezcua	
Signature 	Date 4/4/24	Signature 	Date 4/4/24

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The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality. This information is collected to ensure compliance with PHA Plan, Civil Rights, and related laws and regulations including PHA plan elements that have changed.

Public reporting burden for this information collection is estimated to average 0.16 hours per year per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

**Certification by State or Local  
Official of PHA Plans Consistency  
with the Consolidated Plan or  
State Consolidated Plan  
(All PHAs)**

U. S Department of Housing and Urban Development  
Office of Public and Indian Housing  
OMB No. 2577-0226  
Expires 3/31/2024

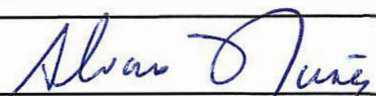
**Certification by State or Local Official of PHA Plans  
Consistency with the Consolidated Plan or State Consolidated Plan**

I, Alvaro Nuñez, the Acting City Manager certify that the Annual PHA Plan for Fiscal Year 2024-25 of the Housing Authority of the City of Santa Ana (CA093) is consistent with the Consolidated Plan including the Analysis of Impediments (AI) to Fair Housing Choice as applicable to the City of Santa Ana pursuant to 24 CFR Part 91 and 24 CFR §§ 903.7(o)(3) and 903.15.

Provide a description of how the PHA Plan's contents are consistent with the Consolidated Plan.

*The Annual PHA Plan is consistent with the community development needs and market conditions stated in the Consolidated Plan and the Analysis of Impediments to Fair Housing Choice because the Plan supports the objectives, outcomes, and needs identified in the Plan Needs Assessment and citizen participation process. It also seeks to address the needs identified in the Analysis of Impediments to Fair Housing Choice for the City of Santa Ana.*

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official: Alvaro Nuñez	Title: Acting City Manager, City of Santa Ana
Signature: 	Date: 4/4/23

The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality. This information is collected to ensure consistency with the consolidated plan or state consolidated plan.

Public reporting burden for this information collection is estimated to average 0.16 hours per year per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

# Santa Ana Housing Authority Annual Plan



The Housing Authority of the City of Santa Ana is preparing our Annual Plan for FY 2024—2025 to submit to the U.S. Department of Housing and Urban Development. Housing Choice Voucher Program participants are invited to attend a Resident Advisory Board Meeting and/or complete a brief survey (see QR Code or link below) to assist and make recommendations regarding the development of the Annual Plan.

## Resident Advisory Board Meetings

**Date:** Monday, February 12th, 2024  
**Time:** 2:00PM — 3:00PM  
**Location:** Santa Ana Housing Authority  
20 Civic Center Plaza  
Santa Ana, CA 92701

**IF YOU WOULD LIKE TO PARTICIPATE IN THIS MEETING,  
PLEASE RSVP BY CALLING (714) 667-2269. THIS MEETING WILL  
BE IN-PERSON.**

## Take A Survey!

Scan the QR Code to the right

or go to:

[www.surveymonkey.com/r/  
VC9NPDD](http://www.surveymonkey.com/r/VC9NPDD)



# Autoridad de Vivienda de Santa Ana Plan Anual



La Autoridad de Vivienda de la Ciudad de Santa Ana está preparando nuestro Plan Anual para el año fiscal 2024-2025 para presentarlo al Departamento de Vivienda y Desarrollo Urbano de EE.UU. Se invita a los participantes del Programa de Vales de Elección de Vivienda a asistir a una Reunión del Consejo Asesor de Residentes y/o completar una breve encuesta (ver Código QR o enlace más abajo) para ayudar y hacer recomendaciones con respecto al desarrollo del Plan Anual.

## Reuniones del Consejo Asesor de Residentes

**Fecha:** Lunes, 12 de febrero del 2024

**Hora:** 2:00PM a 3:00PM

**Lugar:** Autoridad de Vivienda de Santa Ana  
20 Civic Center Plaza  
Santa Ana, CA 92701

**SI QUISIERA PARTICIPAR EN ESTA REUNIÓN, FAVOR DE  
RESERVAR AL TELÉFONO (714) 667-2269.  
ESTA REUNIÓN SERÁ EN PERSONA.**

**¡Tome una encuesta!**

Escanee el Código QR a  
la derecha o visite:

[www.surveymonkey.com/r/  
VC9NPDD](http://www.surveymonkey.com/r/VC9NPDD)





# Cơ Quan Quản Lý Nhà Ở Santa Ana Kế Hoạch Hàng Năm



Cơ Quan Quản Lý Nhà Ở Thành Phố Santa Ana đang chuẩn bị Kế Hoạch Hàng Năm cho năm tài chính 2024—2025 để trình lên Bộ Phát Triển Nhà và Đô Thị Hoa Kỳ. Những người tham gia Chương trình Phiếu Chọn Nhà được mời tham dự Cuộc Họp của Ban Cố Vấn Cư Dân và/hoặc hoàn thành một cuộc khảo sát ngắn (xem Mã QR hoặc liên kết bên dưới) để hỗ trợ và đưa ra các đề nghị liên quan đến việc phát triển Kế Hoạch Hàng Năm.

## Cuộc Họp Ban Cố Vấn Cư Dân

**Ngày:** Thứ Hai, ngày 12 tháng 2, 2024  
**Giờ:** 2:00 chiều — 3:00 chiều  
**Địa điểm:** Cơ Quan Quản Lý Nhà Ở Santa Ana  
20 Civic Center Plaza  
Santa Ana, CA 92701

NẾU QUÝ VỊ MUỐN THAM GIA CUỘC HỌP NÀY, XIN VUI LÒNG  
TRẢ LỜI BẰNG CÁCH GỌI SỐ (714) 667-2229. ĐÂY SẼ LÀ MỘT CUỘC HỌP  
TRỰC TIẾP

## **Tham Gia Khảo Sát !**

**Xin hãy quét mã QR bên phải  
hoặc truy cập:**

**[www.surveymonkey.com/r/VC9NPDD](http://www.surveymonkey.com/r/VC9NPDD)**





The Housing Authority of the City of Santa Ana is preparing our Annual Plan for FY 2024-2025 to submit to the U.S. Department of Housing and Urban Development. We want your input and feedback to help us develop our Annual Plan. Discussion topics will include: housing needs; tenant eligibility, selection and admissions; housing authority financial resources; rent determination policies and Payment Standards; PHA grievance procedures; family self-sufficiency; and other important issues pertaining to the management and administration of our community's program.

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**MEETING DATE, TIME, AND LOCATION:**

**DATE:** MONDAY, FEBRUARY 12TH, 2024  
**TIME:** 2:00PM - 3:00PM  
**LOCATION:** SANTA ANA HOUSING AUTHORITY  
20 CIVIC CENTER PLAZA  
SANTA ANA, CA 92701

**IF YOU WOULD LIKE TO PARTICIPATE IN THIS MEETING, PLEASE RSVP BY CALLING (714) 667-2269. THIS MEETING WILL BE IN-PERSON. ENGLISH, SPANISH AND VIETNAMESE MEETINGS WILL BE AVAILABLE.**



La Autoridad de Vivienda de la Ciudad de Santa Ana está preparando el Plan Anual para el año fiscal AF 2024-2025 para presentarlo al Departamento de Vivienda y Desarrollo Urbano de EE.UU. Queremos su opinión y comentarios para ayudarnos a desarrollar nuestro Plan Anual. Los temas de conversación incluirán: necesidades de vivienda; elegibilidad, selección y admisión de inquilinos; recursos financieros de la Autoridad de Vivienda; normas de determinación de la renta y estándares de pago; procedimientos de reclamación de la PHA; autosuficiencia familiar y otros asuntos importantes relacionados con la gestión y administración del programa de nuestra comunidad.

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**FECHA, HORA Y LUGAR DE LA REUNIÓN:**

**FECHA:** LUNES, 12 DE FEBRERO DEL 2024  
**HORA:** 2:00PM A 3:00PM  
**LUGAR:** SANTA ANA HOUSING AUTHORITY  
20 CIVIC CENTER PLAZA  
SANTA ANA, CA 92701

**SI DESEA PARTICIPAR EN ESTA REUNIÓN, FAVOR DE CONFIRMAR SU ASISTENCIA LLAMANDO AL (714) 667-2269. ESTA REUNIÓN SERÁ EN PERSONA. HABRÁ REUNIONES DISPONIBLES EN INGLÉS, ESPAÑOL Y VIETNAMITA.**



The Housing Authority of the City of Santa Ana is preparing our Annual Plan for FY 2024—2025 to submit to the U.S. Department of Housing and Urban Development. We want your input and feedback to help us develop our Annual Plan. Discussion topics will include: housing needs; tenant eligibility, selection and admissions; housing authority financial resources; rent determination policies and Payment Standards; PHA grievance procedures; family self-sufficiency; and other important issues pertaining to the management and administration of our community's program.

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**MEETING DATE, TIME, AND LOCATION:**

**DATE:** MONDAY, FEBRUARY 12TH, 2024  
**TIME:** 2:00PM — 3:00PM  
**LOCATION:** SANTA ANA HOUSING AUTHORITY  
20 CIVIC CENTER PLAZA  
SANTA ANA, CA 92701

**IF YOU WOULD LIKE TO PARTICIPATE IN THIS MEETING, PLEASE RSVP BY CALLING (714) 667-2269. THIS MEETING WILL BE IN-PERSON. ENGLISH, SPANISH AND VIETNAMESE MEETINGS WILL BE AVAILABLE.**



Cơ Quan Quản Lý Nhà Ở Thành Phố Santa Ana đang chuẩn bị Kế Hoạch Hàng Năm cho năm tài chính 2024—2025 để trình lên Bộ Phát Triển Nhà và Đô Thị Hoa Kỳ. Chúng tôi muốn ghi nhận phản hồi của quý vị để giúp chúng tôi phát triển Kế Hoạch Hàng Năm của chúng tôi. Các chủ đề thảo luận sẽ bao gồm: nhu cầu nhà ở; tính đủ điều kiện của người thuê, lựa chọn và chấp nhận; nguồn hỗ trợ tài chính của cơ quan quản lý nhà ở; chính sách xác định tiền thuê nhà và Tiêu Chuẩn Thanh Toán; thủ tục khiếu nại PHA; gia đình tự túc; và các vấn đề quan trọng khác liên quan đến việc quản lý và điều hành chương trình của cộng đồng chúng ta.

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**NGÀY, GIỜ VÀ ĐỊA ĐIỂM HỌP:**

**NGÀY:** THỨ HAI, NGÀY 12 THÁNG 2, 2024  
**GIỜ:** 2:00 CHIỀU — 3:00 CHIỀU  
**ĐỊA ĐIỂM:** CƠ QUAN QUẢN LÝ NHÀ Ở SANTA ANA  
20 CIVIC CENTER PLAZA  
SANTA ANA, CA 92701

**NẾU QUÝ VỊ MUỐN THAM GIA CUỘC HỌP NÀY, XIN VUI LÒNG TRẢ LỜI BẰNG CÁCH GỌI SỐ (714) 667-2229. ĐÂY LÀ MỘT CUỘC HỌP TRỰC TIẾP. SẼ CÓ CÁC CUỘC HỌP BẰNG TIẾNG ANH, TIẾNG TÂY BAN NHA VÀ TIẾNG VIỆT.**



**CITY OF SANTA ANA**  
**SANTA ANA HOUSING AUTHORITY**  
20 Civic Center Plaza • P.O. Box 22030  
Santa Ana, California 92702  
(714) 667-2200  
[www.santa-ana.org](http://www.santa-ana.org)

**Resident Advisory Board Meeting Agenda**  
**February 12, 2024**

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- I. Welcome and Introductions**
- II. Explanation of the Purpose and Function of the Resident Advisory Board (24 CFR 903.13)**
- III. Explanation of the Housing Authority Annual Plan (24 CFR 903.3)**
- IV. Explanation of the Housing Choice Voucher Program Administrative Plan Update and How it Relates to the Annual Plan**

**Recommendations by the Resident Advisory Board on Items in the Santa Ana Housing Authority Annual Plan: (24 CFR 903.7)**

**Housing Needs and Strategy for Addressing Housing Needs**

1. What are your housing needs and what would you rank as your top three housing needs?

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2. What recommendations do you have to more effectively address your housing needs?

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3. As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community?

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**Eligibility, Selection, and Admissions**

4. What recommendations do you have to change or improve our eligibility, selection, and admissions policies, including deconcentration and waiting list procedures?

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**Rent Determination**

5. What recommendations do you have to change or improve our rent determination policies?

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**Operation and Management**

6. What recommendations do you have to change or improve our Operation and Management?

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**Family Self-Sufficiency**

7. What recommendations do you have to change or improve our Family Self-Sufficiency Program?

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8. What recommendations do you have to encourage and motivate more assisted-families to join our Family Self-Sufficiency Program?

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**Progress to Fulfill Our Mission**

9. How can we improve our progress to fulfill our mission and better support your housing needs?

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10. Do you have any other recommendations to improve our program and services for you, our landlords, and our community?

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**CITY OF SANTA ANA**  
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[www.santa-ana.org](http://www.santa-ana.org)

**Orden del día de la Reunión del Consejo Asesor de Residentes**  
**12 de febrero del 2024**

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- I. **Bienvenida y presentaciones**
- II. **Explicación del propósito y la función del Consejo Asesor de Residentes (24 CFR 903.13)**
- III. **Explicación del plan anual de la Autoridad de Vivienda (24 CFR 903.3)**
- IV. **Explicación de la actualización del plan administrativo del Programa de Vales de Elección de Vivienda y su relación con el plan anual**

**Recomendaciones del Consejo Asesor de Residentes sobre los artículos del Plan Anual de la Autoridad de Vivienda de Santa Ana: (24 CFR 903.7)**

**Necesidades de vivienda y estrategia para abordar las necesidades de vivienda**

1. ¿Cuáles son sus necesidades de vivienda y cuáles calificaría como sus tres necesidades de vivienda principales?

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2. ¿Qué recomendaciones tiene para abordar con mayor eficacia sus necesidades de vivienda?

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3. Como el mayor proveedor de ayuda a la vivienda de nuestra comunidad, ¿qué cree que debería hacer SAHA para abordar las necesidades de vivienda de nuestra comunidad?

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**Elegibilidad, selección y admisiones**

4. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de elegibilidad, selección y admisiones, incluidos los procedimientos de desconcentración y de listas de espera?

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**Determinación de renta**

5. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de determinación de la renta?

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**Operación y gestión**

6. ¿Qué recomendaciones tiene para cambiar o mejorar nuestra operación y gestión?

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**Autosuficiencia familiar**

7. ¿Qué recomendaciones tiene para cambiar o mejorar nuestro programa de autosuficiencia familiar?

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8. ¿Qué recomendaciones tiene para animar y motivar a más familias asistidas a unirse a nuestro programa de autosuficiencia familiar?

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**Progreso para cumplir nuestra misión**

9. ¿Cómo podemos mejorar nuestro progreso para cumplir nuestra misión y apoyar mejor sus necesidades de vivienda?

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10. ¿Tiene alguna otra recomendación para mejorar nuestro programa y nuestros servicios para usted, nuestros arrendadores y nuestra comunidad?

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## THÀNH PHỐ SANTA ANA THẨM QUYỀN NHÀ Ở SANTA ANA

20 Civic Center Plaza • P.O. Box 22030  
Santa Ana, California 92702  
(714) 667-2200  
[www.santa-ana.org](http://www.santa-ana.org)

### Chương Trình Hợp Ban Cố Vấn Cư Trú Ngày 12 tháng 2, 2024

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- I. Chào Đón và Giới Thiệu
- II. Giải thích về Mục Đích và Chức Năng của Ban Cố Vấn Cư Trú (24 CFR 903.13)
- III. Giải thích về Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà ở (24 CFR 903.3)
- IV. Giải Thích về Cập Nhật Kế Hoạch Hành Chánh Chương Trình Phiếu Lựa Chọn Nhà Ở và nó Liên Quan đến Kế Hoạch Hàng Năm Như thế Nào

### Đề Nghị của Ban Cố Vấn Cư Trú về các Vấn Đề trong Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà Ở Santa Ana: (24 CFR 903.7)

#### Nhu Cầu Nhà Ở và Sách Lược Giải Quyết Nhu Cầu Nhà Ở

1. Nhu cầu nhà ở của quý vị là gì và hãy cho biết ba nhu cầu nhà ở hàng đầu của quý vị?

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2. Quý vị có những đề nghị gì để giải quyết hiệu quả hơn nhu cầu nhà ở của mình?

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3. Là nhà cung cấp dịch vụ hỗ trợ nhà ở lớn nhất trong cộng đồng của chúng ta, theo quý vị, SAHA nên làm gì để giải quyết nhu cầu nhà ở trong cộng đồng của chúng ta?

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**Tính đủ điều kiện, lựa chọn và chấp nhận**

4. Quý vị có những đề nghị nào để thay đổi hay cải thiện các chính sách về tính đủ điều kiện, lựa chọn và chấp nhận của chúng tôi, bao gồm các thủ tục phân quyền và danh sách chờ?

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**Xác Định Tiền Thuê Nhà**

5. Quý vị có đề nghị gì để thay đổi hay cải thiện chính sách xác định tiền thuê nhà của chúng tôi?

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**Điều Hành và Quản Lý**

6. Quý vị có đề nghị gì để thay đổi hay cải thiện việc Điều Hành và Quản Lý của chúng tôi?

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**Gia Đình Tự Lực (Family Self-Sufficiency)**

7. Quý vị có những đề nghị gì để thay đổi hay cải thiện Chương Trình Gia Đình Tự Lực của chúng tôi?

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8. Quý vị có những đề nghị gì để khuyến khích và thúc đẩy thêm nhiều gia đình được hỗ trợ tham gia Chương Trình Gia Đình Tự Lực của chúng tôi?

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**Tiến Trình Hoàn Thành Sứ Mệnh của Chúng Tôi**

9. Làm thế nào chúng tôi có thể cải thiện tiến trình của mình để hoàn thành sứ mệnh của mình và hỗ trợ tốt hơn nhu cầu nhà ở của quý vị?

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10. Quý vị có đề nghị nào khác để cải thiện chương trình và dịch vụ của chúng tôi cho quý vị, chủ nhà và cộng đồng của chúng ta không?

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## 2024 Resident Advisory Board Meeting February 12, 2024 at 2:00PM

No.	NAME	# of Attendees	Language	Signature
1	JEFFREY REESE			
2	THANH NGUYEN	2	V	<i>Thanh</i>
3	MANUEL J HOLGUIN			
4	SARANYA SUCHONPORNPIKIT	2	E	<i>[Signature]</i>
5	PHILLIP TRAN			
6	MARIA YOLANDA ROBINS			
7	LESBIA MORALES			
8	ALICIA ANNA CHESTANG	1	E	
9	ISABELLA LOPEZ			
10	DIANA VU	1	V	<i>Diana Vu</i>
11	YEN MAI	2	V	
12	MARIBEL RODRIGUEZ	1		
13	JESSE MAPULA	1	English	<i>Jesse Mapula</i>
14	BHO HOANG	1	English	<i>BH</i>
15	LUZ MARIA NOYOLA		S	
16	TOEBEY C			
17	HIEU PHAM	1		<i>Hieu</i>
18	MINH TRAN	1	E	<i>Minh Tran</i>
19	THAO TRUONG	1	V	<i>Thao</i>
20	ANA GARCIA		S	
21	HILARIO VENEZUELA	1	S	
22	JUAN GIRARTE	1	S	
23	JULIA RECINOS	1	S	
24	Bryan Thien Nguyen	2	V	<i>Bryan</i>
25	Phuong Phan	1	V	<i>Phuong</i>
26	KHANH NGUYEN	2	V	<i>Khanh</i>

No.	NAME	# of Attendees	Language	Signature
27	Minh Bui	1	V	minh bui
28	Michelle Sabado	1	E	Michelle Sabado
29	Geraldine Baker	1	E	Geraldine Baker
30	ROLAND FLORES	1	E	Roland Flores
31	ALAN RIVERA	1	E	Alan Rivera
32	APRIL OCA	1	E	April Oca
33	Marla Alvarez	1	E	Marla Alvarez
34	Cynthia Soltero	1	E	Cynthia Soltero
35	Felicia Anna Chestang	1	E	Felicia Anna Chestang
36	Kenny Corado	1		Kenny Corado
37	Julia Recinos	2	S	<del>Julia Recinos</del>
38	Lilian Recinos			
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February 12, 2024

# 2024 ANNUAL PLAN RSVP LIST



	NAME	PHONE	Language	SIGNATURE
1	JEFFREY REESE	██████████		
2	THANH NGUYEN	██████████		
3	MANUEL J HOLGUIN	██████████		
4	SARANYA SUCHONPORNPISIT	██████████		
5	PHILLIP TRAN	██████████		
6	MARIA YOLANDA ROBINS	██████████		
7	LESBIA MORALES	██████████		
8	ALICIA ANNA CHESTANG	██████████		
9	ISABELLA LOPEZ	██████████		
10	DIANA VU	██████████	✓	<i>Diana Vu</i>
11	YEN MAI	██████████ 2 people V		<i>YEN</i>
12	MARIBEL RODRIGUEZ	██████████		<i>Maribel Rodriguez</i>
13	JESSE MAPULA	██████████		
14	<i>BAD</i> BEO HOANG	██████████		<i>Jo Y</i>

15	*LUZ MARIA NOYOLA		S	
16	*TOEBEY C		E	
17	HIEU PHAM	██████████	V	
18	MINH TRAN	██████████	E	<i>Minh Tran</i>
19	THAO TRUONG	██████████	V	<i>THAO</i>
20	*ANA GARCIA	██████████	S	
21	HILARIO VENEZUELA	██████████	S	<i>Hilario V</i>
22	JUAN GIRARTE	██████████	S	<i>Juan</i>
23	JULIA RECINOS	██████████	S	<i>JULIA</i>
24	<i>Felicia Anna Chestang</i>	████████████████████	E	<i>Felicia Anna Chestang</i>
25	<i>Santiago F. Martinez</i>	████████████████████	SPANISH	<i>Santiago</i>
26	<i>José R. Mora</i>	████████████████████	English	<i>José Mora</i>
27	<i>Cynthia Soltero</i>	████████████████████	E	<i>Cynthia</i>
28	<i>Phuong Phan</i>	████████████████████	S	<i>Phuong</i>
29			S	




30	Geraldine Baker	[REDACTED]	E	Geraldine Baker
31	ALEJANDRO APODOCA	[REDACTED]	S	Alejandro Apodoca
32	KHANH NGUYEN	[REDACTED]	V	Khanh
33	MARANA JAMES	[REDACTED]	E	M. James
34	Gloria Velazquez	[REDACTED]	S	Gloria Velazquez
35	CELSA SAMAMIEGO	[REDACTED]	S	Celsa Samamiego
36	Bach Le	[REDACTED]	V	Bach
37	Thanh Nguyen	[REDACTED]	V	Thanh
38	Michelle Subido	[REDACTED]	E	Michelle Subido
39	Nguyen Thien Brian	[REDACTED]	V	Brian
40	HUEN PHAM	[REDACTED]	V	Huen

Name

Phone #

Signature

Name	Phone #		Signature
Karla Juarez	[REDACTED]		
Mindy Tney Bui,	[REDACTED]	V	Mindy Tney
ROLAND FLORES	[REDACTED]		Roland Flores



**CITY OF SANTA ANA**  
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**Resident Advisory Board Meeting Agenda**  
**February 12, 2024**

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- I. Welcome and Introductions
- II. Explanation of the Purpose and Function of the Resident Advisory Board (24 CFR 903.13)
- III. Explanation of the Housing Authority Annual Plan (24 CFR 903.3)
- IV. Explanation of the Housing Choice Voucher Program Administrative Plan Update and How it Relates to the Annual Plan

**Recommendations by the Resident Advisory Board on Items in the Santa Ana Housing Authority Annual Plan: (24 CFR 903.7)**

**Housing Needs and Strategy for Addressing Housing Needs**

1. What are your housing needs and what would you rank as your top three housing needs?

*safety, location, for public transit,*

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2. What recommendations do you have to more effectively address your housing needs?

*larger place*

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3. As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community?

*increasing more low income rents*

**Eligibility, Selection, and Admissions**

4. What recommendations do you have to change or improve our eligibility, selection, and admissions policies, including deconcentration and waiting list procedures?

**Rent Determination**

5. What recommendations do you have to change or improve our rent determination policies?

**Operation and Management**

6. What recommendations do you have to change or improve our Operation and Management?

*Can we do it every other year to send verification papers, when your income doesn't change.*

**Family Self-Sufficiency**

7. What recommendations do you have to change or improve our Family Self-Sufficiency Program?

8. What recommendations do you have to encourage and motivate more assisted-families to join our Family Self-Sufficiency Program?

*very good program for families to have a home*

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**Progress to Fulfill Our Mission**

9. How can we improve our progress to fulfill our mission and better support your housing needs?

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10. Do you have any other recommendations to improve our program and services for you, our landlords, and our community?

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[REDACTED]

# CITY OF SANTA ANA

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#### Housing Needs and Strategy for Addressing Housing Needs

1. What are your housing needs and what would you rank as your top three housing needs?

my parking situation no visitors parking.  
profiling just because prior I was homeless

2. What recommendations do you have to more effectively address your housing needs?

Be able to communicate more w/ property manager to try to come to agreement

3. As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community?

I would like the rent stabilization in tustin or charge either ~~for~~ water or electricity but just one.

#### Eligibility, Selection, and Admissions

4. What recommendations do you have to change or improve our eligibility, selection, and admissions policies, including deconcentration and waiting list procedures?

people that are constantly checking on status that's showing interest in it.

#### Rent Determination

5. What recommendations do you have to change or improve our rent determination policies?

reviewing on utility assumptions

#### Operation and Management

6. What recommendations do you have to change or improve our Operation and Management?

helpful but sometimes doing some thing,

#### Family Self-Sufficiency

7. What recommendations do you have to change or improve our Family Self-Sufficiency Program?

I would like that

8. What recommendations do you have to encourage and motivate more assisted-families to join our Family Self-Sufficiency Program?

Food saving program

**Progress to Fulfill Our Mission**

9. How can we improve our progress to fulfill our mission and better support your housing needs?

10. Do you have any other recommendations to improve our program and services for you, our landlords, and our community?

You guys are helpful but landlords profile to much because prior homelessness.





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#### Housing Needs and Strategy for Addressing Housing Needs

1. What are your housing needs and what would you rank as your top three housing needs?

*utility assistance*

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2. What recommendations do you have to more effectively address your housing needs?

*talk to the landlords*

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3. As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community?

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**Eligibility, Selection, and Admissions**

4. What recommendations do you have to change or improve our eligibility, selection, and admissions policies, including deconcentration and waiting list procedures?

*try to reduce the wait list*

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**Rent Determination**

5. What recommendations do you have to change or improve our rent determination policies?

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**Operation and Management**

6. What recommendations do you have to change or improve our Operation and Management?

*certification every 2 years instead of 1 year*

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**Family Self-Sufficiency**

7. What recommendations do you have to change or improve our Family Self-Sufficiency Program?

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8. What recommendations do you have to encourage and motivate more assisted-families to join our Family Self-Sufficiency Program?

*a great program is building a future*

**Progress to Fulfill Our Mission**

9. How can we improve our progress to fulfill our mission and better support your housing needs?

*meet w/ clients*

10. Do you have any other recommendations to improve our program and services for you, our landlords, and our community?

*counsel landlords to not discriminate against "housing residents"*



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1. What are your housing needs and what would you rank as your top three housing needs?

ACCESS TO SCHOOLS FOR STUDENTS, GYMS FOR ATHLETES, SHOPS FOR SHOPPERS, TRAINING PROGRAMS FOR ADULTS, AND REHAB CENTERS.

2. What recommendations do you have to more effectively address your housing needs?

OUTREACH AND NETWORKING TO ACCESS THE FITNESS CENTER, MARKETS, THERAPY, COUNSELING, REHAB CENTERS, TRAINING PROGRAMS, AND SCHOOLS.

3. As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community?

ON THE SANTA CITY WEBSITE THE HOUSING FACILITIES LISTED ON THE HOUSING TENANTS RESOURCES ARE LISTED AS HOMELESS SHELTERS AND NOT PARTNERSHIPS WITH THE HOUSING AUTHORITY

#### Eligibility, Selection, and Admissions

4. What recommendations do you have to change or improve our eligibility, selection, and admissions policies, including deconcentration and waiting list procedures?

A RECENT QUESTION I HAD WAS THAT OTHER MEMBERS OF THE HOUSEHOLD THAT ARE NOT THE HEAD OF HOUSEHOLD APPLYING FOR A HOUSING CHOICE VOUCHER TO MOVE OUT.

#### Rent Determination

5. What recommendations do you have to change or improve our rent determination policies?

SO IF A RESIDENT IS AWARDED A ONE BEDROOM UNIT THE COUNTY TAKES THE CURRENT MARKET VALUE OF A ONE BEDROOM AND AWARDS THAT AMOUNT TO THEIR ASSISTANCE SHOULD NOT BE AWARDED A ONE BEDROOM DISREGARD THE VALUE OF THE UNIT?

#### Operation and Management

6. What recommendations do you have to change or improve our Operation and Management?

RIGHT TO KNOW, IF THE HOUSING AUTHORITY NEEDS PAPERWORK SIGNED OR DOCUMENTS REQUESTED THEY SHOULD NOT FEEL THAT REACTING OUT TO THE TENANT IS NOT AN INCONVENIENCE

#### Family Self-Sufficiency

7. What recommendations do you have to change or improve our Family Self-Sufficiency Program?

I DO NOT HAVE INCOME THAT COMES FROM EMPLOYMENT OR WORK SO THIS DOES NOT CONCERN ME.

8. What recommendations do you have to encourage and motivate more assisted-families to join our Family Self-Sufficiency Program?

FOR FAMILIES THAT ARE NOT FAMILIAR WITH BANKING AND FINANCING AT PUBLIC BANKS OR FINANCIAL CENTERS THE FSSP IS A GOOD PROGRAM BECAUSE THE SAHA ASSISTS IN MANAGING THE MONEY

### Progress to Fulfill Our Mission

9. How can we improve our progress to fulfill our mission and better support your housing needs?

FOR RESIDENTS AND TENANTS THAT DO HAVE INTERNET AND WIFI ~~THEY~~ ARE WELL OFF BECAUSE ALL THE INFORMATION IS ON THE CITY WEBSITE BUT WHAT ABOUT PEOPLE THAT DO NOT HAVE A COMPUTER?

10. Do you have any other recommendations to improve our program and services for you, our landlords, and our community?

GRIEVANCES AND PETITIONS BECAUSE THE PROGRAM IS A THREE LEGGED PARTY AND SOMETIMES THE TENANTS ARE THE LAST TO KNOW ABOUT RENT INCREASES AND EVICTIONS



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**Housing Needs and Strategy for Addressing Housing Needs**

1. What are your housing needs and what would you rank as your top three housing needs?

Location  
Safety

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2. What recommendations do you have to more effectively address your housing needs?

Transportation

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3. As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community?

First time buyer

**Eligibility, Selection, and Admissions**

4. What recommendations do you have to change or improve our eligibility, selection, and admissions policies, including deconcentration and waiting list procedures?

**Rent Determination**

5. What recommendations do you have to change or improve our rent determination policies?

A lot of place that I went did not want to accept vouchers, need to have 3 times of income to qualify

**Operation and Management**

6. What recommendations do you have to change or improve our Operation and Management?

**Family Self-Sufficiency**

7. What recommendations do you have to change or improve our Family Self-Sufficiency Program?



8. What recommendations do you have to encourage and motivate more assisted-families to join our Family Self-Sufficiency Program?

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**Progress to Fulfill Our Mission**

9. How can we improve our progress to fulfill our mission and better support your housing needs?

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10. Do you have any other recommendations to improve our program and services for you, our landlords, and our community?

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#### Housing Needs and Strategy for Addressing Housing Needs

1. What are your housing needs and what would you rank as your top three housing needs?

Safety, <sup>access to</sup> transportation ~~and~~

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2. What recommendations do you have to more effectively address your housing needs?

Exploring different housing options (e.g. renting)

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3. As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community?

Increase the availability of low income housing by coordinating with contractors in order to provide more low-income housing.

**Eligibility, Selection, and Admissions**

4. What recommendations do you have to change or improve our eligibility, selection, and admissions policies, including deconcentration and waiting list procedures?

Take age into consideration for the selection process of (seniors and or younger children in the family) when income is based on Social Security

**Rent Determination**

5. What recommendations do you have to change or improve our rent determination policies?

Reviewing on utility responsibilities.

**Operation and Management**

6. What recommendations do you have to change or improve our Operation and Management?

Assistance provided to recertify for application process, Renewal process for Social Security be two years.

**Family Self-Sufficiency**

7. What recommendations do you have to change or improve our Family Self-Sufficiency Program?

8. What recommendations do you have to encourage and motivate more assisted-families to join our Family Self-Sufficiency Program?

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**Progress to Fulfill Our Mission**

9. How can we improve our progress to fulfill our mission and better support your housing needs?

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10. Do you have any other recommendations to improve our program and services for you, our landlords, and our community?

*Increase in awareness within the community*

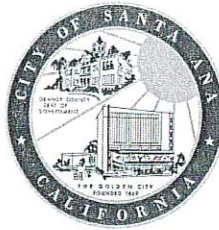
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[www.santa-ana.org](http://www.santa-ana.org)

### Resident Advisory Board Meeting Agenda February 12, 2024

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- I. Welcome and Introductions
- II. Explanation of the Purpose and Function of the Resident Advisory Board (24 CFR 903.13)
- III. Explanation of the Housing Authority Annual Plan (24 CFR 903.3)
- IV. Explanation of the Housing Choice Voucher Program Administrative Plan Update and How it Relates to the Annual Plan

### Recommendations by the Resident Advisory Board on Items in the Santa Ana Housing Authority Annual Plan: (24 CFR 903.7)

#### Housing Needs and Strategy for Addressing Housing Needs

1. What are your housing needs and what would you rank as your top three housing needs?

- accessibility to housing & system
- able to make payments once a child turns 18
- able to get a bigger place once a child turns 18

2. What recommendations do you have to more effectively address your housing needs?

have support to fill out application & renewal

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3. As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community?

getting other cities to pass rent control

### Eligibility, Selection, and Admissions

4. What recommendations do you have to change or improve our eligibility, selection, and admissions policies, including deconcentration and waiting list procedures?

Accept ITIN work ~~on~~<sup>w/</sup> undocumented folks

### Rent Determination

5. What recommendations do you have to change or improve our rent determination policies?

cost to run credit - help cover the cost  
help folks who vouchers are being expired  
Be able to move to a bigger place within  
the agreed amount

### Operation and Management

6. What recommendations do you have to change or improve our Operation and Management?

Asking for too much in too little time.  
Make copies @ SAHA.

Help folks with ~~insurance~~ insurance being required  
by the apartment

### Family Self-Sufficiency

7. What recommendations do you have to change or improve our Family Self-Sufficiency Program?

8. What recommendations do you have to encourage and motivate more assisted-families to join our Family Self-Sufficiency Program?

outreach  
education  
answer questions & doubts  
make it easier

**Progress to Fulfill Our Mission**

9. How can we improve our progress to fulfill our mission and better support your housing needs?

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10. Do you have any other recommendations to improve our program and services for you, our landlords, and our community?

improvements on buildings  
homes (houses/apartment/land) need to be  
rented out and not stayed unhoused.

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# CITY OF SANTA ANA

## SANTA ANA HOUSING AUTHORITY

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##### Housing Needs and Strategy for Addressing Housing Needs

1. What are your housing needs and what would you rank as your top three housing needs?

Rental affordability. Most rentals are already at or above voucher allowance plus impending lease renewal increase.

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2. What recommendations do you have to more effectively address your housing needs?

Better utilize <sup>(Assistance Connect)</sup> SAHA web portal to communicate updates, changes, requested info, etc.

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3. As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community?

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**Eligibility, Selection, and Admissions**

4. What recommendations do you have to change or improve our eligibility, selection, and admissions policies, including deconcentration and waiting list procedures?

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**Rent Determination**

5. What recommendations do you have to change or improve our rent determination policies?

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**Operation and Management**

6. What recommendations do you have to change or improve our Operation and Management?

*For first time tenant who is unfamiliar with process and procedures it would be nice to have voice communication with SAHA contact. Address utility assistance for landlords that utilize utility management where tenant doesn't pay the utility company directly to quality.*

**Family Self-Sufficiency**

7. What recommendations do you have to change or improve our Family Self-Sufficiency Program?

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8. What recommendations do you have to encourage and motivate more assisted-families to join our Family Self-Sufficiency Program?

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**Progress to Fulfill Our Mission**

9. How can we improve our progress to fulfill our mission and better support your housing needs?

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10. Do you have any other recommendations to improve our program and services for you, our landlords, and our community?

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#### Housing Needs and Strategy for Addressing Housing Needs

1. What are your housing needs and what would you rank as your top three housing needs?

Including water, Light, gas in the Rent  
Lower deposits

2. What recommendations do you have to more effectively address your housing needs?

Larger unit size  
Faster RTA Returns

3. As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community?

Financial assistance For Homebuyers

### Eligibility, Selection, and Admissions

4. What recommendations do you have to change or improve our eligibility, selection, and admissions policies, including deconcentration and waiting list procedures?

### Rent Determination

5. What recommendations do you have to change or improve our rent determination policies?

give a little more Lead way on the Rent.  
include water, Light, gas, Trash & sewer.

### Operation and Management

6. What recommendations do you have to change or improve our Operation and Management?

you all Have been wonderful you provide  
alot of information very Helpful, Thank you.

### Family Self-Sufficiency

7. What recommendations do you have to change or improve our Family Self-Sufficiency Program?

8. What recommendations do you have to encourage and motivate more assisted-families to join our Family Self-Sufficiency Program?

if your on section 8 you can apply for FSA  
They open a savings on your account

**Progress to Fulfill Our Mission**

9. How can we improve our progress to fulfill our mission and better support your housing needs?

10. Do you have any other recommendations to improve our program and services for you, our landlords, and our community?

You guys are doing great I appreciate  
all of you. The landlords act like you can't  
have visitors.



[Redacted]

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**Recommendations by the Resident Advisory Board on Items in the Santa Ana Housing Authority Annual Plan: (24 CFR 903.7)**

**Housing Needs and Strategy for Addressing Housing Needs**

1. What are your housing needs and what would you rank as your top three housing needs?

Safety in a good area  
Nearby Stores, Pharmacies  
Amenities for a person w/ disabilities

2. What recommendations do you have to more effectively address your housing needs?

Downstairs unit to accommodate from upstairs to stairs <sup>down</sup>  
Larger Unit <sub>o</sub> without rent being raised  
Heater/Cond in all rooms

3. As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community?

n/a applicable

### Eligibility, Selection, and Admissions

4. What recommendations do you have to change or improve our eligibility, selection, and admissions policies, including deconcentration and waiting list procedures?

-I think what may help is an inspection be done w/ SA Housing person w/ Tenants as well

### Rent Determination

5. What recommendations do you have to change or improve our rent determination policies?

n/a

### Operation and Management

6. What recommendations do you have to change or improve our Operation and Management?

My experiences with have had my housing in Anaheim has been great & City of Santa has been great experience

### Family Self-Sufficiency

7. What recommendations do you have to change or improve our Family Self-Sufficiency Program?

n/a

8. What recommendations do you have to encourage and motivate more assisted-families to join our Family Self-Sufficiency Program?

I would totally encourage to my loved ones & would help them w/ websites

**Progress to Fulfill Our Mission**

9. How can we improve our progress to fulfill our mission and better support your housing needs?

n/a

10. Do you have any other recommendations to improve our program and services for you, our landlords, and our community?

n/a





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**Housing Needs and Strategy for Addressing Housing Needs**

1. What are your housing needs and what would you rank as your top three housing needs?

LIVE IN SAME PLACE  
 VERY GOOD

2. What recommendations do you have to more effectively address your housing needs?

\_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

3. As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community?

NO

**Eligibility, Selection, and Admissions**

4. What recommendations do you have to change or improve our eligibility, selection, and admissions policies, including deconcentration and waiting list procedures?

BLUE ATHEM  
MEDICAL  
CALFRESH

**Rent Determination**

5. What recommendations do you have to change or improve our rent determination policies?

NO

**Operation and Management**

6. What recommendations do you have to change or improve our Operation and Management?

NO

**Family Self-Sufficiency**

7. What recommendations do you have to change or improve our Family Self-Sufficiency Program?

NO AT TIME

8. What recommendations do you have to encourage and motivate more assisted-families to join our Family Self-Sufficiency Program?

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**Progress to Fulfill Our Mission**

9. How can we improve our progress to fulfill our mission and better support your housing needs?

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10. Do you have any other recommendations to improve our program and services for you, our landlords, and our community?

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Tenant communicates he's very pleased with unit and the program. The manager makes repairs to unit when asked. He is very appreciative of the program. He is highly grateful.



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**Orden del día de la Reunión del Consejo Asesor de Residentes**  
**12 de febrero del 2024**

- I. **Bienvenida y presentaciones**
- II. **Explicación del propósito y la función del Consejo Asesor de Residentes (24 CFR 903.13)**
- III. **Explicación del plan anual de la Autoridad de Vivienda (24 CFR 903.3)**
- IV. **Explicación de la actualización del plan administrativo del Programa de Vales de Elección de Vivienda y su relación con el plan anual**

**Recomendaciones del Consejo Asesor de Residentes sobre los artículos del Plan Anual de la Autoridad de Vivienda de Santa Ana: (24 CFR 903.7)**

**Necesidades de vivienda y estrategia para abordar las necesidades de vivienda**

1. ¿Cuáles son sus necesidades de vivienda y cuáles calificaría como sus tres necesidades de vivienda principales?

MAS BIEN EN CASA QUERENCIA \* PROGRAMAS PARA  
317E. 17TH ST. SANTA ANA CA. 92706. PROBLEMAS D'ADICCION  
More hygiene at Casa Querencia. DE DROGAS.  
Problems with drug addicts.

2. ¿Qué recomendaciones tiene para abordar con mayor eficacia sus necesidades de vivienda?

N/A

3. Como el mayor proveedor de ayuda a la vivienda de nuestra comunidad, ¿qué cree que debería hacer SAHA para abordar las necesidades de vivienda de nuestra comunidad?

N/A

**Elegibilidad, selección y admisiones**

4. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de elegibilidad, selección y admisiones, incluidos los procedimientos de desconcentración y de listas de espera?

N/A

**Determinación de renta**

5. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de determinación de la renta?

N/A

**Operación y gestión**

6. ¿Qué recomendaciones tiene para cambiar o mejorar nuestra operación y gestión?

N/A

**Autosuficiencia familiar**

7. ¿Qué recomendaciones tiene para cambiar o mejorar nuestro programa de autosuficiencia familiar?

N/A

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8. ¿Qué recomendaciones tiene para animar y motivar a más familias asistidas a unirse a nuestro programa de autosuficiencia familiar?

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N / A

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**Progreso para cumplir nuestra misión**

9. ¿Cómo podemos mejorar nuestro progreso para cumplir nuestra misión y apoyar mejor sus necesidades de vivienda?

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N / A

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10. ¿Tiene alguna otra recomendación para mejorar nuestro programa y nuestros servicios para usted, nuestros arrendadores y nuestra comunidad?

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N / A

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### Recomendaciones del Consejo Asesor de Residentes sobre los artículos del Plan Anual de la Autoridad de Vivienda de Santa Ana: (24 CFR 903.7)

#### Necesidades de vivienda y estrategia para abordar las necesidades de vivienda

1. ¿Cuáles son sus necesidades de vivienda y cuáles calificaría como sus tres necesidades de vivienda principales? Security. Adequate housing for individuals with disabilities. Better maintenance on unit / building, not Seguridad.  
Edificio adecuado para personas con discapacidades.  
Mantenimiento a edificios no solo cuando hay inspección.  
just when inspections are scheduled.
2. ¿Qué recomendaciones tiene para abordar con mayor eficacia sus necesidades de vivienda?  
Las listas de espera sean más cortas.  
Reubicación para lugares más seguros.  
The waiting lists should be shorter. Relocation to  
places more secure.

3. Como el mayor proveedor de ayuda a la vivienda de nuestra comunidad, ¿qué cree que debería hacer SAHA para abordar las necesidades de vivienda de nuestra comunidad?

Los edificios sean mixtos para que las personas adultas estén en un ambiente más familiar y no estén tan aislados. The buildings should be mixed so that adult individuals can be in a more familiar environment and not be so isolated.

### Elegibilidad, selección y admisiones

4. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de elegibilidad, selección y admisiones, incluidos los procedimientos de desconcentración y de listas de espera?

Las personas sean guiadas con sus casos más de cerca, ya que muchas personas no saben leer ni escribir o es difícil poder moverse de un lugar a otro como personas discapacitadas o adultas mayores.

Individuals need guidance with their case. Many individuals do not know

Determinación de renta how to read or write and have difficulties moving from one place to another like disabled or older adults.

5. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de determinación de la renta? Also taking into account expenses each tenant has.

Las personas adultas, bajos recursos, discapacitadas sean tomadas con prioridad. Puedan verificar ingresos y sean ajustadas según cada necesidad tomando en cuenta que tienen otros gastos que cada inquilino debe cubrir con sus ingresos. The low income older individuals with

Operación y gestión disabilities should be given priority. Income can be verified and assistance can be adjusted per case by case basis.

6. ¿Qué recomendaciones tiene para cambiar o mejorar nuestra operación y gestión?

Las reuniones informativas sean más a menudo.

To have informative meetings more often.

### Autosuficiencia familiar

7. ¿Qué recomendaciones tiene para cambiar o mejorar nuestro programa de autosuficiencia familiar? Give the opportunity to be self-sufficient and not completely

Den la oportunidad de poder ~~mas~~ ser auto-suficientes y no depender totalmente del programa para que otras personas tengan más también la oportunidad de formar parte del programa de vivienda.

depend on the program so that other individuals may also have an opportunity to be part of the housing program.



8. ¿Qué recomendaciones tiene para animar y motivar a más familias asistidas a unirse a nuestro programa de autosuficiencia familiar?

Animar a cada familia es importante ya que ponerse metas y trabajar en equipo para abrir espacio para que otros califiquen al programa.

Motivating each family is important, setting goals and working as a team to open room for others to benefit from program assistance.

#### Progreso para cumplir nuestra misión

9. ¿Cómo podemos mejorar nuestro progreso para cumplir nuestra misión y apoyar mejor sus necesidades de vivienda? Have communication more often to be better informed of how the program continues to

Tener una comunicación más seguido para meet their goals. estar más informados de como el programa sigue cumpliendo sus metas. Filling out forms and questionnaires at home 3x a year to help compile information.

Llenando formularios de encuestas en casa unas 3 veces al año para recopilar información.

10. ¿Tiene alguna otra recomendación para mejorar nuestro programa y nuestros servicios para usted, nuestros arrendadores y nuestra comunidad?

Tengan un mayor control que se este cumpliendo el contrato entre inquilino y arrendador. To have greater control (housing authority) over the contract between landlord and tenant.



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**Recomendaciones del Consejo Asesor de Residentes sobre los artículos del Plan Anual de la Autoridad de Vivienda de Santa Ana: (24 CFR 903.7)**

**Necesidades de vivienda y estrategia para abordar las necesidades de vivienda**

1. **¿Cuáles son sus necesidades de vivienda y cuáles calificaría como sus tres necesidades de vivienda principales?**

TODO BIEN . Everything good.

2. **¿Qué recomendaciones tiene para abordar con mayor eficacia sus necesidades de vivienda?**

NECESITAMOS QUE LA COMUNIDAD  
TENGA MAS VIGILANCIA DE VIGILANCIA  
We need the community to be more vigilant.

3. Como el mayor proveedor de ayuda a la vivienda de nuestra comunidad, ¿qué cree que debería hacer SAHA para abordar las necesidades de vivienda de nuestra comunidad?

N/A

#### Elegibilidad, selección y admisiones

4. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de elegibilidad, selección y admisiones, incluidos los procedimientos de desconcentración y de listas de espera?

EL PROCESO ES MUY

GUSTO Y COMODO.

The process is very good and comfortable.

#### Determinación de renta

5. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de determinación de la renta?

TODO MUY BIEN

GRACIAS POR SU AYUDA

Everything is good, thank you for your help.

#### Operación y gestión

6. ¿Qué recomendaciones tiene para cambiar o mejorar nuestra operación y gestión?

TRATAR DE QUE LAS TRABAJADORAS

SEAN UN POCO MAS ACTIVAS

POR QUE DEJA UNO MENSAJES

Y NO CONTESTAN. Try to have the workers be more active because why leave messages if there is no

#### Autosuficiencia familiar

response.

7. ¿Qué recomendaciones tiene para cambiar o mejorar nuestro programa de autosuficiencia familiar?

N/A

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8. ¿Qué recomendaciones tiene para animar y motivar a más familias asistidas a unirse a nuestro programa de autosuficiencia familiar?

N/A

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**Progreso para cumplir nuestra misión**

9. ¿Cómo podemos mejorar nuestro progreso para cumplir nuestra misión y apoyar mejor sus necesidades de vivienda?

N/A

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10. ¿Tiene alguna otra recomendación para mejorar nuestro programa y nuestros servicios para usted, nuestros arrendadores y nuestra comunidad?

N/A

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**Necesidades de vivienda y estrategia para abordar las necesidades de vivienda**

1. ¿Cuáles son sus necesidades de vivienda y cuáles calificaría como sus tres necesidades de vivienda principales?

*Esta bien . Everything good.*

2. ¿Qué recomendaciones tiene para abordar con mayor eficacia sus necesidades de vivienda?

*todo esta bien . Everything good.*

3. Como el mayor proveedor de ayuda a la vivienda de nuestra comunidad, ¿qué cree que debería hacer SAHA para abordar las necesidades de vivienda de nuestra comunidad?

todo Esta bien,  
Everything good.

#### Elegibilidad, selección y admisiones

4. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de elegibilidad, selección y admisiones, incluidos los procedimientos de desconcentración y de listas de espera?

El Plan es muy BUENO  
The plan is very good.

#### Determinación de renta

5. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de determinación de la renta?

PARA mí ESTÁ bien ?  
For me it's okay.

#### Operación y gestión

6. ¿Qué recomendaciones tiene para cambiar o mejorar nuestra operación y gestión?

Esta bien para mí ?  
For me it's okay.

#### Autosuficiencia familiar

7. ¿Qué recomendaciones tiene para cambiar o mejorar nuestro programa de autosuficiencia familiar?

N/A

8. ¿Qué recomendaciones tiene para animar y motivar a más familias asistidas a unirse a nuestro programa de autosuficiencia familiar?

NO

**Progreso para cumplir nuestra misión**

9. ¿Cómo podemos mejorar nuestro progreso para cumplir nuestra misión y apoyar mejor sus necesidades de vivienda?

Ayudar mas personas  
Help more people.

10. ¿Tiene alguna otra recomendación para mejorar nuestro programa y nuestros servicios para usted, nuestros arrendadores y nuestra comunidad?

Todo Esta bien ?  
Everything good.



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#### Necesidades de vivienda y estrategia para abordar las necesidades de vivienda

1. ¿Cuáles son sus necesidades de vivienda y cuáles calificaría como sus tres necesidades de vivienda principales?

*yo estoy bien. I am okay.*

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2. ¿Qué recomendaciones tiene para abordar con mayor eficacia sus necesidades de vivienda?

*estoy de acuerdo en todo*

*I agree with everything.*

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3. Como el mayor proveedor de ayuda a la vivienda de nuestra comunidad, ¿qué cree que debería hacer SAHA para abordar las necesidades de vivienda de nuestra comunidad?

N/A

**Elegibilidad, selección y admisiones**

4. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de elegibilidad, selección y admisiones, incluidos los procedimientos de desconcentración y de listas de espera?

N/A

**Determinación de renta**

5. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de determinación de la renta?

N/A

**Operación y gestión**

6. ¿Qué recomendaciones tiene para cambiar o mejorar nuestra operación y gestión?

Mejorar la comunicación de las Trabajadoras  
Better the communication between workers.

**Autosuficiencia familiar**

7. ¿Qué recomendaciones tiene para cambiar o mejorar nuestro programa de autosuficiencia familiar?

N/A

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8. ¿Qué recomendaciones tiene para animar y motivar a más familias asistidas a unirse a nuestro programa de autosuficiencia familiar?

No

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**Progreso para cumplir nuestra misión**

9. ¿Cómo podemos mejorar nuestro progreso para cumplir nuestra misión y apoyar mejor sus necesidades de vivienda?

N/A

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10. ¿Tiene alguna otra recomendación para mejorar nuestro programa y nuestros servicios para usted, nuestros arrendadores y nuestra comunidad?

N/A

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**CITY OF SANTA ANA**  
**SANTA ANA HOUSING AUTHORITY**  
20 Civic Center Plaza • P.O. Box 22030  
Santa Ana, California 92702  
(714) 667-2200  
[www.santa-ana.org](http://www.santa-ana.org)

**Orden del día de la Reunión del Consejo Asesor de Residentes**  
**12 de febrero del 2024**

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- I. Bienvenida y presentaciones
- II. Explicación del propósito y la función del Consejo Asesor de Residentes (24 CFR 903.13)
- III. Explicación del plan anual de la Autoridad de Vivienda (24 CFR 903.3)
- IV. Explicación de la actualización del plan administrativo del Programa de Vales de Elección de Vivienda y su relación con el plan anual

**Recomendaciones del Consejo Asesor de Residentes sobre los artículos del Plan Anual de la Autoridad de Vivienda de Santa Ana: (24 CFR 903.7)**

**Necesidades de vivienda y estrategia para abordar las necesidades de vivienda**

1. ¿Cuáles son sus necesidades de vivienda y cuáles calificaría como sus tres necesidades de vivienda principales?

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2. ¿Qué recomendaciones tiene para abordar con mayor eficacia sus necesidades de vivienda?

*Ayuda financiera*      *Financial assistance.*

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3. Como el mayor proveedor de ayuda a la vivienda de nuestra comunidad, ¿qué cree que debería hacer SAHA para abordar las necesidades de vivienda de nuestra comunidad?

*Ayuda financiera para comprar casa por primera vez*  
*Financial assistance for first time home buying.*

#### Elegibilidad, selección y admisiones

4. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de elegibilidad, selección y admisiones, incluidos los procedimientos de desconcentración y de listas de espera?

*N/A*

#### Determinación de renta

5. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de determinación de la renta?

*N/A*

#### Operación y gestión

6. ¿Qué recomendaciones tiene para cambiar o mejorar nuestra operación y gestión?

*Agilizar los tramites para calificación*  
*Que las trabajadoras esten en contacto con*  
*Streamline the process to qualify. To have workers maintain communication.*

#### Autosuficiencia familiar

7. ¿Qué recomendaciones tiene para cambiar o mejorar nuestro programa de autosuficiencia familiar?

*N/A*

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8. ¿Qué recomendaciones tiene para animar y motivar a más familias asistidas a unirse a nuestro programa de autosuficiencia familiar?

N/A

**Progreso para cumplir nuestra misión**

9. ¿Cómo podemos mejorar nuestro progreso para cumplir nuestra misión y apoyar mejor sus necesidades de vivienda?

N/A

10. ¿Tiene alguna otra recomendación para mejorar nuestro programa y nuestros servicios para usted, nuestros arrendadores y nuestra comunidad?

Que haya mas comunicación entre las trabajadoras y los dueños de casas o apartamentos para agilizar los tramites. Have there be more communication between the workers and owners of unit to streamline process.



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### Orden del día de la Reunión del Consejo Asesor de Residentes 12 de febrero del 2024

- I. Bienvenida y presentaciones
- II. Explicación del propósito y la función del Consejo Asesor de Residentes (24 CFR 903.13)
- III. Explicación del plan anual de la Autoridad de Vivienda (24 CFR 903.3)
- IV. Explicación de la actualización del plan administrativo del Programa de Vales de Elección de Vivienda y su relación con el plan anual

### Recomendaciones del Consejo Asesor de Residentes sobre los artículos del Plan Anual de la Autoridad de Vivienda de Santa Ana: (24 CFR 903.7)

#### Necesidades de vivienda y estrategia para abordar las necesidades de vivienda

1. ¿Cuáles son sus necesidades de vivienda y cuáles calificaría como sus tres necesidades de vivienda principales?

Mas vivienda con acceso a buenas areas con mas seguridad.  
More housing with access to nice areas with more security.

2. ¿Qué recomendaciones tiene para abordar con mayor eficacia sus necesidades de vivienda?

Sugiero que la edad para aplicar para Apartments de la tercera edad debe ser tambien evaluada dependiendo la demanda de personas discapacitadas.  
I suggest that the age for senior housing to qualify be reevaluated. Also, to depend on whether there is a demand for housing people with disabilities.

3. Como el mayor proveedor de ayuda a la vivienda de nuestra comunidad, ¿qué cree que debería hacer SAHA para abordar las necesidades de vivienda de nuestra comunidad?

Es actualmente muy bueno el sistema de requisitos para calificar. Currently very good the requirements in place to qualify.

#### Elegibilidad, selección y admisiones

4. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de elegibilidad, selección y admisiones, incluidos los procedimientos de desconcentración y de listas de espera?

Muy buen proceso Accessible para personas sin hogar  
The process is very good and accesible for individuals without a home.

#### Determinación de renta

5. ¿Qué recomendaciones tiene para cambiar o mejorar nuestras normas de determinación de la renta? I believe the program is well evaluated with the

Creo que el programa esta <sup>economy</sup> muy evaluado <sup>and individual</sup> con la economía <sup>situation.</sup> y la situacion individual. Esta adecuado para poder vivir sin preocupacion.  
It is adequate to live without concerns.

#### Operación y gestión

6. ¿Qué recomendaciones tiene para cambiar o mejorar nuestra operación y gestión?

Invertir mas en vivienda accesible con amenidades para personas con discapacidades que aun son jovenes. Invest more in accesible housing with amenities for individuals with disabilities that are still young of age.

#### Autosuficiencia familiar

7. ¿Qué recomendaciones tiene para cambiar o mejorar nuestro programa de autosuficiencia familiar?

Evaluar individualmente la situacion y seguir evaluando el mercado de vivienda que sea accesible.  
Asses individually the situation and continue to evaluate the housing market and create accessibility.

8. ¿Qué recomendaciones tiene para animar y motivar a más familias asistidas a unirse a nuestro programa de autosuficiencia familiar?

renovar los programas de oportunidad de empleo y mas organizacion con evaluacion de la economia  
Renew programs that offer employment opportunities and more organization with economic evaluations.

### Progreso para cumplir nuestra misión

9. ¿Cómo podemos mejorar nuestro progreso para cumplir nuestra misión y apoyar mejor sus necesidades de vivienda?  
Reduce the caseload for social workers to allow them more organization with

reducir los costos que tienen los trabajadores sociales para que puedan tener mas organizada la comunicacion y el proceso de renovacion sea mas eficaz.  
communication and the process of renewing be more effective.

10. ¿Tiene alguna otra recomendación para mejorar nuestro programa y nuestros servicios para usted, nuestros arrendadores y nuestra comunidad?

Que los arrendadores den oportunidad a personas con record de eviccion de poder aplicar a mejores apartamentos con mas comodidades

Have landlords give opportunity to those who have eviction records to apply at better apartments with more accommodations.





# THÀNH PHỐ SANTA ANA

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### Chương Trình Hợp Ban Cố Vấn Cư Trú Ngày 12 tháng 2, 2024

- I. Chào Đón và Giới Thiệu
- II. Giải thích về Mục Đích và Chức Năng của Ban Cố Vấn Cư Trú (24 CFR 903.13)
- III. Giải thích về Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà ở (24 CFR 903.3)
- IV. Giải Thích về Cập Nhật Kế Hoạch Hành Chánh Chương Trình Phiếu Lựa Chọn Nhà Ở và nó Liên Quan đến Kế Hoạch Hàng Năm Như thế Nào

### Đề Nghị của Ban Cố Vấn Cư Trú về các Vấn Đề trong Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà Ở Santa Ana: (24 CFR 903.7)

#### Nhu Cầu Nhà Ở và Sách Lược Giải Quyết Nhu Cầu Nhà Ở

1. Nhu cầu nhà ở của quý vị là gì và hãy cho biết ba nhu cầu nhà ở hàng đầu của quý vị?

Không ý kiến

No suggestion

2. Quý vị có những đề nghị gì để giải quyết hiệu quả hơn nhu cầu nhà ở của mình?

Không ý kiến

No suggestion

3. Là nhà cung cấp dịch vụ hỗ trợ nhà ở lớn nhất trong cộng đồng của chúng ta, theo quý vị, SAHA nên làm gì để giải quyết nhu cầu nhà ở trong cộng đồng của chúng ta?

Thêm chi phí

Provide more assist

### Tính đủ điều kiện, lựa chọn và chấp nhận

4. Quý vị có những đề nghị nào để thay đổi hay cải thiện các chính sách về tính đủ điều kiện, lựa chọn và chấp nhận của chúng tôi, bao gồm các thủ tục phân quyền và danh sách chờ?

Chờ chờ đợi quá lâu

Waiting list for housing take too long.

### Xác Định Tiền Thuê Nhà

5. Quý vị có đề nghị gì để thay đổi hay cải thiện chính sách xác định tiền thuê nhà của chúng tôi?

Xin giữ <sup>tiếp tục</sup> mức giá thuê của chương trình Section 8 và xin Worker người Việt - do tiền phân lên Lạc

Please maintain the <sup>continue</sup> support for Section 8 housing. & provide the vietnamese worker for better contact.

### Điều Hành và Quản Lý

6. Quý vị có đề nghị gì để thay đổi hay cải thiện việc Điều Hành và Quản Lý của chúng tôi?

Tôi cần người Worker Việt Nam để tiện

I need a vietnamese worker for convenience.

### Gia Đình Tự Lực (Family Self-Sufficiency)

7. Quý vị có những đề nghị gì để thay đổi hay cải thiện Chương Trình Gia Đình Tự Lực của chúng tôi?

Tôi về hưu rồi nên xin vẫn giữ chương trình Housing 8 - không ý kiến

I already retired, would like to keep section 8 housing.

No suggestion.

8. Quý vị có những đề nghị gì để khuyến khích và thúc đẩy thêm nhiều gia đình được hỗ trợ tham gia Chương Trình Gia Đình Tự Lực của chúng tôi?

không có ý kiến

No suggestion

Tiến Trình Hoàn Thành Sứ Mệnh của Chúng Tôi

9. Làm thế nào chúng tôi có thể cải thiện tiến trình của mình để hoàn thành sứ mệnh của mình và hỗ trợ tốt hơn nhu cầu nhà ở của quý vị?

Landlown không  
nhà mùa màng quá cũ - thiếu phần thép hàn  
(thiếu tuyết bị - insulation quá cũ) rất lạnh  
và rất bị nóng - rất bị mất sức khỏe.

Rental unit is too old & lack of equipment, insulation old & hot  
not good for health.

10. Quý vị có đề nghị nào khác để cải thiện chương trình và dịch vụ của chúng tôi cho quý vị, chủ nhà và cộng đồng của chúng ta không?

Không ý kiến.

No suggestion



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### Chương Trình Họp Ban Cố Vấn Cư Trú Ngày 12 tháng 2, 2024

- I. Chào Đón và Giới Thiệu
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- III. Giải thích về Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà ở (24 CFR 903.3)
- IV. Giải Thích về Cập Nhật Kế Hoạch Hành Chánh Chương Trình Phiếu Lựa Chọn Nhà Ở và nó Liên Quan đến Kế Hoạch Hàng Năm Như thế Nào

### Đề Nghị của Ban Cố Vấn Cư Trú về các Vấn Đề trong Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà Ở Santa Ana: (24 CFR 903.7)

#### Nhu Cầu Nhà Ở và Sách Lược Giải Quyết Nhu Cầu Nhà Ở

1. Nhu cầu nhà ở của quý vị là gì và hãy cho biết ba nhu cầu nhà ở hàng đầu của quý vị?

Không muốn chủ nhà tăng tiền thuê thường xuyên vì mỗi lần đổi nhà rất khó khăn.  
Do not want owner to raise rent regularly because changing unit is very difficult.

2. Quý vị có những đề nghị gì để giải quyết hiệu quả hơn nhu cầu nhà ở của mình?

Không có ý kiến  
No suggestion

3. Là nhà cung cấp dịch vụ hỗ trợ nhà ở lớn nhất trong cộng đồng của chúng ta, theo quý vị, SAHA nên làm gì để giải quyết nhu cầu nhà ở trong cộng đồng của chúng ta?

Chúng tôi cần người giới thiệu, nơi cung cấp danh sách chỗ ở để tìm nhà dễ hơn.  
We need referral, listing to better locate a unit.

### Tính đủ điều kiện, lựa chọn và chấp nhận

4. Quý vị có những đề nghị nào để thay đổi hay cải thiện các chính sách về tính đủ điều kiện, lựa chọn và chấp nhận của chúng tôi, bao gồm các thủ tục phân quyền và danh sách chờ?

Danh sách ưu tiên cho người già, tàn tật trước  
provide selection for elderly & the disabled..

### Xác Định Tiền Thuê Nhà

5. Quý vị có đề nghị gì để thay đổi hay cải thiện chính sách xác định tiền thuê nhà của chúng tôi?

Cần giảm tiền nhà cho người tàn tật hơn  
Đề nghị tăng tiền nhà theo giá thị trường.  
Need to reduce rent for the disabled. suggest not to  
raise rent according to market price.

### Điều Hành và Quản Lý

6. Quý vị có đề nghị gì để thay đổi hay cải thiện việc Điều Hành và Quản Lý của chúng tôi?

Chúng tôi liên lạc với worker quá khó.  
yêu cầu có người nói riêng Việt.  
It's difficult to contact the case worker. Request for  
Vietnamese worker.

### Gia Đình Tự Lực (Family Self-Sufficiency)

7. Quý vị có những đề nghị gì để thay đổi hay cải thiện Chương Trình Gia Đình Tự Lực của chúng tôi?

không có ý kiến

No suggestion

8. Quý vị có những đề nghị gì để khuyến khích và thúc đẩy thêm nhiều gia đình được hỗ trợ tham gia Chương Trình Gia Đình Tự Lực của chúng tôi?

không có ý kiến.

No suggestion

### Tiến Trình Hoàn Thành Sứ Mệnh của Chúng Tôi

9. Làm thế nào chúng tôi có thể cải thiện tiến trình của mình để hoàn thành sứ mệnh của mình và hỗ trợ tốt hơn nhu cầu nhà ở của quý vị?

Đề nghị chủ nhà sửa chữa các cửa cũ, hồ nên chúng tôi đóng tiền điện, gas qua nhiều. bởi vì chúng tôi ở khu mobile home quá cũ, dột.  
suggest owner to fix the wall opening. Living in a mobile home that is old & leak. we paid more for electric & gas.

10. Quý vị có đề nghị nào khác để cải thiện chương trình và dịch vụ của chúng tôi cho quý vị, chủ nhà và cộng đồng của chúng ta không?

Xin cho người talk live-in aid thêm 1 phòng riêng.

Request for LIA to have separate room.



# THÀNH PHỐ SANTA ANA

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### Chương Trình Họp Ban Cố Vấn Cư Trú Ngày 12 tháng 2, 2024

- I. Chào Đón và Giới Thiệu
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- III. Giải thích về Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà ở (24 CFR 903.3)
- IV. Giải Thích về Cập Nhật Kế Hoạch Hành Chánh Chương Trình Phiếu Lựa Chọn Nhà Ở và nó Liên Quan đến Kế Hoạch Hàng Năm Như thế Nào

### Đề Nghị của Ban Cố Vấn Cư Trú về các Vấn Đề trong Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà Ở Santa Ana: (24 CFR 903.7)

#### Nhu Cầu Nhà Ở và Sách Lược Giải Quyết Nhu Cầu Nhà Ở

1. Nhu cầu nhà ở của quý vị là gì và hãy cho biết ba nhu cầu nhà ở hàng đầu của quý vị?

Không muốn chủ nhà tăng tiền nhà cao hàng năm

Do not want owner to raise high rent yearly.

2. Quý vị có những đề nghị gì để giải quyết hiệu quả hơn nhu cầu nhà ở của mình?

không có ý kiến

No suggestion

3. Là nhà cung cấp dịch vụ hỗ trợ nhà ở lớn nhất trong cộng đồng của chúng ta, theo quý vị, SAHA nên làm gì để giải quyết nhu cầu nhà ở trong cộng đồng của chúng ta?

cần cung cấp nhà ở muốn nhiều hơn để dễ muốn nhiều hơn

Need <sup>more</sup> listing for <sup>easy</sup> housing rental.

### Tính đủ điều kiện, lựa chọn và chấp nhận

4. Quý vị có những đề nghị nào để thay đổi hay cải thiện các chính sách về tính đủ điều kiện, lựa chọn và chấp nhận của chúng tôi, bao gồm các thủ tục phân quyền và danh sách chờ?

cung cấp chọn phương pháp cho những người cao  
miền chọn như tiền bản để có housing

Provide selection ~~for~~ of housing for elderly move.

### Xác Định Tiền Thuê Nhà

5. Quý vị có đề nghị gì để thay đổi hay cải thiện chính sách xác định tiền thuê nhà của chúng tôi?

đề nghị chủ nhà không tăng tiền nhà nhiều

Suggest owner to not raise too much rent

### Điều Hành và Quản Lý

6. Quý vị có đề nghị gì để thay đổi hay cải thiện việc Điều Hành và Quản Lý của chúng tôi?

Tôi muốn gọi worker người VIỆT NAM để hiểu

I want Vietnamese worker to better understand

### Gia Đình Tự Lực (Family Self-Sufficiency)

7. Quý vị có những đề nghị gì để thay đổi hay cải thiện Chương Trình Gia Đình Tự Lực của chúng tôi?

không có ý kiến.

No suggestion

8. Quý vị có những đề nghị gì để khuyến khích và thúc đẩy thêm nhiều gia đình được hỗ trợ tham gia Chương Trình Gia Đình Tự Lực của chúng tôi?



không ý kiến

No suggestion

### Tiến Trình Hoàn Thành Sứ Mệnh của Chúng Tôi

9. Làm thế nào chúng tôi có thể cải thiện tiến trình của mình để hoàn thành sứ mệnh của mình và hỗ trợ tốt hơn nhu cầu nhà ở của quý vị?

đề nghị chủ nhà sửa chữa cửa sổ những gì hư hỏng cũ hĩa chĩa, thay thế những đồ cũ hư hỏng.

Suggest owner to fix whatever not working. Replace the old & not working.

10. Quý vị có đề nghị nào khác để cải thiện chương trình và dịch vụ của chúng tôi cho quý vị, chủ nhà và cộng đồng của chúng ta không?

không ý kiến

No suggestion



# THÀNH PHỐ SANTA ANA

## THẨM QUYỀN NHÀ Ở SANTA ANA

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### Chương Trình Hội Ban Cố Vấn Cư Trú Ngày 12 tháng 2, 2024

- I. Chào Đón và Giới Thiệu
- II. Giải thích về Mục Đích và Chức Năng của Ban Cố Vấn Cư Trú (24 CFR 903.13)
- III. Giải thích về Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà ở (24 CFR 903.3)
- IV. Giải Thích về Cập Nhật Kế Hoạch Hành Chánh Chương Trình Phiếu Lựa Chọn Nhà Ở và nó Liên Quan đến Kế Hoạch Hàng Năm Như thế Nào

### Đề Nghị của Ban Cố Vấn Cư Trú về các Vấn Đề trong Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà Ở Santa Ana: (24 CFR 903.7)

#### Nhu Cầu Nhà Ở và Sách Lược Giải Quyết Nhu Cầu Nhà Ở

1. Nhu cầu nhà ở của quý vị là gì và hãy cho biết ba nhu cầu nhà ở hàng đầu của quý vị?

Không muốn chủ nhà tăng tiền thuê hàng năm

I don't want the landlord to raise my rent.

2. Quý vị có những đề nghị gì để giải quyết hiệu quả hơn nhu cầu nhà ở của mình?

1. Được phép cho con cháu vào ở -

2. Cần một danh sách cung cấp nhà ở khi tenant đã tìm

I am requesting to add my children to my household.

I am requesting for a listing of the vacant units.

3. Là nhà cung cấp dịch vụ hỗ trợ nhà ở lớn nhất trong cộng đồng của chúng ta, theo quý vị, SAHA nên làm gì để giải quyết nhu cầu nhà ở trong cộng đồng của chúng ta?

Hãy giúp người cao tuổi và cơ thể -

Assisting the elderly.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Tính đủ điều kiện, lựa chọn và chấp nhận**

4. Quý vị có những đề nghị nào để thay đổi hay cải thiện các chính sách về tính đủ điều kiện, lựa chọn và chấp nhận của chúng tôi, bao gồm các thủ tục phân quyền và danh sách chờ?

giúp người cao niên có tiền thuê thêm hơn.

\_\_\_\_\_

Assisting the elderly faster. \_\_\_\_\_

**Xác Định Tiền Thuê Nhà**

5. Quý vị có đề nghị gì để thay đổi hay cải thiện chính sách xác định tiền thuê nhà của chúng tôi?

Yêu cầu chủ nhà đừng tăng tiền thuê.

\_\_\_\_\_

Requesting the landlord not to increase the rent. \_\_\_\_\_

**Điều Hành và Quản Lý**

6. Quý vị có đề nghị gì để thay đổi hay cải thiện việc Điều Hành và Quản Lý của chúng tôi?

Xin không có ý kiến.

\_\_\_\_\_

I don't have any comments. \_\_\_\_\_

**Gia Đình Tự Lực (Family Self-Sufficiency)**

7. Quý vị có những đề nghị gì để thay đổi hay cải thiện Chương Trình Gia Đình Tự Lực của chúng tôi?

Xin không có ý kiến.

\_\_\_\_\_

I don't have any comments. \_\_\_\_\_

8. Quý vị có những đề nghị gì để khuyến khích và thúc đẩy thêm nhiều gia đình được hỗ trợ tham gia Chương Trình Gia Đình Tự Lực của chúng tôi?

Vấn chúng có gì khác,

I don't have any comments.

### Tiến Trình Hoàn Thành Sứ Mệnh của Chúng Tôi

9. Làm thế nào chúng tôi có thể cải thiện tiến trình của mình để hoàn thành sứ mệnh của mình và hỗ trợ tốt hơn nhu cầu nhà ở của quý vị?

Nên cư xử tốt với quý đồ làm nhau.

Helping out each other.

10. Quý vị có đề nghị nào khác để cải thiện chương trình và dịch vụ của chúng tôi cho quý vị, chủ nhà và cộng đồng của chúng ta không?

Vấn cư xử bình đẳng với quý đồ người thuê nhà.

Please continue to assist the tenants.



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### Đề Nghị của Ban Cố Vấn Cư Trú về các Vấn Đề trong Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà Ở Santa Ana: (24 CFR 903.7)

#### Nhu Cầu Nhà Ở và Sách Lược Giải Quyết Nhu Cầu Nhà Ở

1. Nhu cầu nhà ở của quý vị là gì và hãy cho biết ba nhu cầu nhà ở hàng đầu của quý vị?

Không muốn tăng chủ nhà tăng tiền nhà

Reasonable rent increase requests from the landlord.

2. Quý vị có những đề nghị gì để giải quyết hiệu quả hơn nhu cầu nhà ở của mình?

Khi được housing kiếm nhà khó quá.

Really hard to find a unit that accepts Section 8.

3. Là nhà cung cấp dịch vụ hỗ trợ nhà ở lớn nhất trong cộng đồng của chúng ta, theo quý vị, SAHA nên làm gì để giải quyết nhu cầu nhà ở trong cộng đồng của chúng ta?

SAHA nên cung cấp thêm nhà, để dễ kiếm được nhà ở hơn.

Requesting from the housing authority to provide listing of the vacant units and assist with finding another unit.

**Tính đủ điều kiện, lựa chọn và chấp nhận**

4. Quý vị có những đề nghị nào để thay đổi hay cải thiện các chính sách về tính đủ điều kiện, lựa chọn và chấp nhận của chúng tôi, bao gồm các thủ tục phân quyền và danh sách chờ?

xin SAHA danh sách chờ đợi giải quyết nhanh  
cho nhữ người lớn tuổi - bệnh tật.

Requesting for a faster process for the elderly and disabled.

**Xác Định Tiền Thuê Nhà**

5. Quý vị có đề nghị gì để thay đổi hay cải thiện chính sách xác định tiền thuê nhà của chúng tôi?

chúng tôi già - yếu. xin chủ nhà giữ giá cũ  
hay SAHA giúp phụ thêm tiền nhà.  
theo thị trường thì giá nhà cao hơn hơn nữa (chỉ đợi nhà)

**Điều Hành** Requesting the landlord not to raise the rent or the SAHA will subdize the increased portion.

6. Quý vị có đề nghị gì để thay đổi hay cải thiện việc Điều Hành và Quản Lý của chúng tôi?

Chúng tôi khó liên lạc với SAHA  
Tôi là VN cần gặp SAHA người Việt.

I am requesting for a Vietnamese Housing Specialist.

**Gia Đình Tự Lực (Family Self-Sufficiency)**

7. Quý vị có những đề nghị gì để thay đổi hay cải thiện Chương Trình Gia Đình Tự Lực của chúng tôi?

Không ý kiến

No comments

8. Quý vị có những đề nghị gì để khuyến khích và thúc đẩy thêm nhiều gia đình được hỗ trợ tham gia Chương Trình Gia Đình Tự Lực của chúng tôi?

Khô y' Kiến.

No comments

### Tiến Trình Hoàn Thành Sứ Mệnh của Chúng Tôi

9. Làm thế nào chúng tôi có thể cải thiện tiến trình của mình để hoàn thành sứ mệnh của mình và hỗ trợ tốt hơn nhu cầu nhà ở của quý vị?

Đề nghị chủ nhà nên sửa chữa những hư hỏng  
và đừng đe dọa lấy nhà lại.  
người già - thêm lo lắng.

The landlord to repair any damages and not to threaten to take the house back from a concerned elderly.

10. Quý vị

chủ nhà và cộng đồng của chúng ta không?

Xin SAHA Tây thêm nhà ở cho cộng đồng để dễ dàng  
khiến nhà dễ vào. Khi được housing rất khó kiếm  
nhà.

Requesting for SAHA to create a vacancy listing easier to find unit.



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### Đề Nghị của Ban Cố Vấn Cư Trú về các Vấn Đề trong Kế Hoạch Hàng Năm của Cơ Quan

#### Thẩm Quyền Nhà Ở Santa Ana: (24 CFR 903.7)

#### Nhu Cầu Nhà Ở và Sách Lược Giải Quyết Nhu Cầu Nhà Ở

1. Nhu cầu nhà ở của quý vị là gì và hãy cho biết ba nhu cầu nhà ở hàng đầu của quý vị?

Điều chỉnh tiền nhà hàng năm cho phù hợp

Reasonable rent increase requests from the landlord.

2. Quý vị có những đề nghị gì để giải quyết hiệu quả hơn nhu cầu nhà ở của mình?

Rất khó khăn khi đi kiếm nhà ở cho người được thụ hưởng housing.

Really hard to find a unit that accepts Section 8.

3. Là nhà cung cấp dịch vụ hỗ trợ nhà ở lớn nhất trong cộng đồng của chúng ta, theo quý vị, SAHA nên làm gì để giải quyết nhu cầu nhà ở trong cộng đồng của chúng ta?

Đề nghị cơ quan housing cung cấp thêm nhà và tài liệu tìm kiếm nhà theo tiêu chuẩn housing.

Requesting from the housing authority to provide listing of the vacant units and assist with finding another unit.



Tính đủ điều kiện, lựa chọn và chấp nhận

4. Quý vị có những đề nghị nào để thay đổi hay cải thiện các chính sách về tính đủ điều kiện, lựa chọn và chấp nhận của chúng tôi, bao gồm các thủ tục phân quyền và danh sách chờ?

Yêu cầu duyệt xét để đáp ứng điều kiện đất đai và đủ điều kiện đang chờ

Requesting for a faster process.

Xác Định Tiền Thuê Nhà

5. Quý vị có đề nghị gì để thay đổi hay cải thiện chính sách xác định tiền thuê nhà của chúng tôi?

Thu nhập của người ở Houston thường có định việc chi phí hàng tháng qua khoản tiền nhà trả cho Houston khác ổn định

Tenant's portion changes due to fluctuation of income.

Điều Hành và Quan Ly

6. Quý vị có đề nghị gì để thay đổi hay cải thiện việc Điều Hành và Quản Lý của chúng tôi?

Thu nhập gia giảm nên khó tham gia vào chương trình

I cannot participate due to changes in income.

Gia Đình Tự Lực (Family Self-Sufficiency)

7. Quý vị có những đề nghị gì để thay đổi hay cải thiện Chương Trình Gia Đình Tự Lực của chúng tôi?

Chương trình gia đình tự lực rất hay nhưng đòi hỏi phải có 1 công việc ổn định và thu nhập tương đối

The FSS program is great; however, it requires to have a job.

8. Quý vị có những đề nghị gì để khuyến khích và thúc đẩy thêm nhiều gia đình được hỗ trợ tham gia Chương Trình Gia Đình Tự Lực của chúng tôi?

Việc này tùy thuộc vào lớp trẻ.

This program is for the younger people.

### Tiến Trình Hoàn Thành Sứ Mệnh của Chúng Tôi

9. Làm thế nào chúng tôi có thể cải thiện tiến trình của mình để hoàn thành sứ mệnh của mình và hỗ trợ tốt hơn nhu cầu nhà ở của quý vị?

Việc Quý nhân viên housing đang làm đã thật tốt cho chúng tôi.

This program is great for us.

10. Quý vị có đề nghị nào khác để cải thiện chương trình và dịch vụ của chúng tôi cho quý vị, chủ nhà và cộng đồng của chúng ta không?

Điều này tùy thuộc vào luật của city và quyền làm chủ của chủ nhà.

This is all depends on the City and the landlord.



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1. Nhu cầu nhà ở của quý vị là gì và hãy cho biết ba nhu cầu nhà ở hàng đầu của quý vị?

① Chủ nhà tăng tiền nhà mỗi năm - tôi gặp khó khăn về tiền bạc để chi trả.

② Đề nghị không tăng tiền nhà mỗi năm - Homeowner raises rent each year. I have difficulties to pay. suggest

2. Quý vị có những đề nghị gì để giải quyết hiệu quả hơn nhu cầu nhà ở của mình? owner not

không có đề nghị. - no input

to raise rent each year

3. Là nhà cung cấp dịch vụ hỗ trợ nhà ở lớn nhất trong cộng đồng của chúng ta, theo quý vị, SAHA nên làm gì để giải quyết nhu cầu nhà ở trong cộng đồng của chúng ta?

cung cấp danh sách nhà ở để dễ tìm nhà thuê nhất - provide a rental list to assist w/ finding a unit

### Tính đủ điều kiện, lựa chọn và chấp nhận

4. Quý vị có những đề nghị nào để thay đổi hay cải thiện các chính sách về tính đủ điều kiện, lựa chọn và chấp nhận của chúng tôi, bao gồm các thủ tục phân quyền và danh sách chờ?

Không ý kiến - No input

### Xác Định Tiền Thuê Nhà

5. Quý vị có đề nghị gì để thay đổi hay cải thiện chính sách xác định tiền thuê nhà của chúng tôi?

Tùy vào thu nhập để trả tiền hợp lý.

Base on income to make reasonable payment

### Điều Hành và Quản Lý

6. Quý vị có đề nghị gì để thay đổi hay cải thiện việc Điều Hành và Quản Lý của chúng tôi?

Xin chủ nhà đừng tăng tiền nhà.

Suggest owner not to increase rent

### Gia Đình Tự Lực (Family Self-Sufficiency)

7. Quý vị có những đề nghị gì để thay đổi hay cải thiện Chương Trình Gia Đình Tự Lực của chúng tôi?

Không có ý kiến. No input

8. Quý vị có những đề nghị gì để khuyến khích và thúc đẩy thêm nhiều gia đình được hỗ trợ tham gia Chương Trình Gia Đình Tự Lực của chúng tôi?

Người thuê cần giúp đỡ.

Tiến Trình Hoàn Thành Sứ Mệnh của Chúng Tôi

9. Làm thế nào chúng tôi có thể cải thiện tiến trình của mình để hoàn thành sứ mệnh của mình và hỗ trợ tốt hơn nhu cầu nhà ở của quý vị?

Tiền điện nước rác tăng cao, làm khó khăn cho đời sống.  
electricity, water, trash bills are too high. It makes life more difficult

10. Quý vị có đề nghị nào khác để cải thiện chương trình và dịch vụ của chúng tôi cho quý vị, chủ nhà và cộng đồng của chúng ta không?

Tôi cảm ơn sự giúp đỡ của Housing để cuộc sống của gia đình được ổn định.  
Thanks to housing assistance, my family life is stable.



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- IV. Giải Thích về Cập Nhật Kế Hoạch Hành Chánh Chương Trình Phiếu Lựa Chọn Nhà Ở và nó Liên Quan đến Kế Hoạch Hàng Năm Như thế Nào

### Đề Nghị của Ban Cố Vấn Cư Trú về các Vấn Đề trong Kế Hoạch Hàng Năm của Cơ Quan

#### Thẩm Quyền Nhà Ở Santa Ana: (24 CFR 903.7)

#### Nhu Cầu Nhà Ở và Sách Lược Giải Quyết Nhu Cầu Nhà Ở

1. Nhu cầu nhà ở của quý vị là gì và hãy cho biết ba nhu cầu nhà ở hàng đầu của quý vị?

Nhà 1 phòng gần chợ và Walmart. Nhà có mảnh đất. Tiền rent dưới \$1200 tất cả. Không tăng tiền nhà. Tiền rent, điện và nước khoảng \$200 tiền túi.

one bedroom unit near market, walmart, has a backyard. Rent not to exceed \$1200. Do not raise the rent. Rent include utilities approx \$1200

Tôi muốn có nhà kho rộng hơn. I want a more roomy unit

3. Là nhà cung cấp dịch vụ hỗ trợ nhà ở lớn nhất trong cộng đồng của chúng ta, theo quý vị, SAHA nên làm gì để giải quyết nhu cầu nhà ở trong cộng đồng của chúng ta?

Tôi muốn có thông tin thêm về SAHA và etc... I want more information from SAHA etc...

### Tính đủ điều kiện, lựa chọn và chấp nhận

4. Quý vị có những đề nghị nào để thay đổi hay cải thiện các chính sách về tính đủ điều kiện, lựa chọn và chấp nhận của chúng tôi, bao gồm các thủ tục phân quyền và danh sách chờ?

Những gia đình có người bình hoặc già.  
priority given to disabled family and elderly

### Xác Định Tiền Thuê Nhà

5. Quý vị có đề nghị gì để thay đổi hay cải thiện chính sách xác định tiền thuê nhà của chúng tôi?

Chủ nhà nên đầu tư điện tử ánh sáng mặt trời để tiết kiệm tiền cho người ở. Homeowner should invest in solar system to save the renters from paying high bills.

### Điều Hành và Quản Lý

6. Quý vị có đề nghị gì để thay đổi hay cải thiện việc Điều Hành và Quản Lý của chúng tôi?

Chúng tôi liên lạc với worker quá khó.

Its very hard to get a hold of my case worker

### Gia Đình Tự Lực (Family Self-Sufficiency)

7. Quý vị có những đề nghị gì để thay đổi hay cải thiện Chương Trình Gia Đình Tự Lực của chúng tôi?

Không có ý kiến - no input

8. Quý vị có những đề nghị gì để khuyến khích và thúc đẩy thêm nhiều gia đình được hỗ trợ tham gia Chương Trình Gia Đình Tự Lực của chúng tôi?

Không có ý kiến - No input

### Tiến Trình Hoàn Thành Sứ Mệnh của Chúng Tôi

9. Làm thế nào chúng tôi có thể cải thiện tiến trình của mình để hoàn thành sứ mệnh của mình và hỗ trợ tốt hơn nhu cầu nhà ở của quý vị?

Đề nghị: chủ nhà sửa chữa vách nhà quá cũ. tiền Điện quá nhiều, suggest homeowner to fix the wall insulation. electric bill is too high

10. Quý vị có đề nghị nào khác để cải thiện chương trình và dịch vụ của chúng tôi cho quý vị, chủ nhà và cộng đồng của chúng ta không?

live-in aid không có ý kiến - no input





# THÀNH PHỐ SANTA ANA

## THẨM QUYỀN NHÀ Ở SANTA ANA

20 Civic Center Plaza • P.O. Box 22030

Santa Ana, California 92702

(714) 667-2200

[www.santa-ana.org](http://www.santa-ana.org)

### Chương Trình Hội Ban Cố Vấn Cư Trú Ngày 12 tháng 2, 2024

- I. Chào Đón và Giới Thiệu
- II. Giải thích về Mục Đích và Chức Năng của Ban Cố Vấn Cư Trú (24 CFR 903.13)
- III. Giải thích về Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà ở (24 CFR 903.3)
- IV. Giải Thích về Cập Nhật Kế Hoạch Hành Chánh Chương Trình Phiếu Lựa Chọn Nhà Ở và nó Liên Quan đến Kế Hoạch Hàng Năm Như thế Nào

### Đề Nghị của Ban Cố Vấn Cư Trú về các Vấn Đề trong Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà Ở Santa Ana: (24 CFR 903.7)

#### Nhu Cầu Nhà Ở và Sách Lược Giải Quyết Nhu Cầu Nhà Ở

1. Nhu cầu nhà ở của quý vị là gì và hãy cho biết ba nhu cầu nhà ở hàng đầu của quý vị?

- Lợi tức thấp - Nhà ở gần chợ, Trường học  
- Con nhỏ còn học phổ thông  
- Chi phí sinh hoạt về nhà ở, thực phẩm quá đắt

2. Quý vị có những đề nghị gì để giải quyết hiệu quả hơn nhu cầu nhà ở của mình?

- Không muốn tăng chủ nhà tăng tiền nhà cao.  
- Con tôi là 1 trai hiện 17t và 1 con gái là 14t.  
Tôi muốn xin thêm 1 phòng nữa thay vì chỉ có 2 phòng.  
như hiện tại suggest owner not to increase rent too  
high. my son is 17 year old daughter 14. I want them to have a separate  
Room

3. Là nhà cung cấp dịch vụ hỗ trợ nhà ở lớn nhất trong cộng đồng của chúng ta, theo quý vị, SAHA nên làm gì để giải quyết nhu cầu nhà ở trong cộng đồng của chúng ta?

Nên cung cấp địa chỉ nhà ở trong cộng đồng người  
Việt để họ dễ tìm nhà hơn. Should provide a  
Rental list w/ address within the Vietnamese community to  
assist finding a place easily.

### Tính đủ điều kiện, lựa chọn và chấp nhận

4. Quý vị có những đề nghị nào để thay đổi hay cải thiện các chính sách về tính đủ điều kiện, lựa chọn và chấp nhận của chúng tôi, bao gồm các thủ tục phân quyền và danh sách chờ?

WL  
- Ưu tiên cho người già, bệnh tật trước.  
- Nếu bốc thăm thì ít quá, nên thay bằng 1 cách khác cho tăng thêm số lượng nhiều hơn - priority should be given to elderly, disabled.  
lottery yields a small number, should change a selection method  
Xác Định Tiền Thuê Nhà to increase more #

5. Quý vị có đề nghị gì để thay đổi hay cải thiện chính sách xác định tiền thuê nhà của chúng tôi?

Đề nghị chủ nhà không tăng tiền nhà theo giá thị trường. suggested owner should not increase the rent by the current market

### Điều Hành và Quản Lý

6. Quý vị có đề nghị gì để thay đổi hay cải thiện việc Điều Hành và Quản Lý của chúng tôi?

Tôi muốn được liên lạc với người  
I worker Việt Nam - I want to be able to  
communicate with a vietnamese worker

### Gia Đình Tự Lực (Family Self-Sufficiency)

7. Quý vị có những đề nghị gì để thay đổi hay cải thiện Chương Trình Gia Đình Tự Lực của chúng tôi?

Không ý kiến - no input

8. Quý vị có những đề nghị gì để khuyến khích và thúc đẩy thêm nhiều gia đình được hỗ trợ tham gia Chương Trình Gia Đình Tự Lực của chúng tôi?

không ý kiến - no input

### Tiến Trình Hoàn Thành Sứ Mệnh của Chúng Tôi

9. Làm thế nào chúng tôi có thể cải thiện tiến trình của mình để hoàn thành sứ mệnh của mình và hỗ trợ tốt hơn nhu cầu nhà ở của quý vị?

Tôi muốn chủ nhà ý thức sửa chữa những thiết bị cũ, hư hỏng vì nhà mình quá cũ. Cần 1 biện pháp gì đó để chủ nhà không còn để dơ dáy, người housing ra khỏi nhà.

I want the home owner be aware of, repair the old & damages appliances because the house is too old. Need some kind of policy to prevent

10. Quý vị có đề nghị nào khác để cải thiện chương trình và dịch vụ của chúng tôi cho quý vị, chủ nhà và cộng đồng của chúng ta không?

Landlord to threaten or evict housing tenants

\* 1 số chỗ hư hỏng, dột trên mái nhà, máy lạnh o lạnh, sàn nhà quá bẩn và cũ. Rất cần chủ nhà từ gác sửa chữa.

\* Đề nghị xin thêm phòng vì 1 đứa trai - 17t và 1 bé gái: 14t không ở chung 1 phòng được. Hiện tại gia đình tôi chỉ có 2 phòng - Rất mong Housing cho thêm 1 phòng nữa cho con tôi 2 phái 8<sup>2</sup> riêng.

Some damages, leakage on roof, air conditioning is not working and the floor is too old. Need homeowner to do the repairs voluntarily.

My family has 2 bedroom, I wish Housing grant us 1 more bedroom. My children need to separate bedroom due to different genders.



# THÀNH PHỐ SANTA ANA

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### Chương Trình Họp Ban Cố Vấn Cư Trú

Ngày 12 tháng 2, 2024

- I. Chào Đón và Giới Thiệu
- II. Giải thích về Mục Đích và Chức Năng của Ban Cố Vấn Cư Trú (24 CFR 903.13)
- III. Giải thích về Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà ở (24 CFR 903.3)
- IV. Giải Thích về Cập Nhật Kế Hoạch Hành Chánh Chương Trình Phiếu Lựa Chọn Nhà Ở và nó Liên Quan đến Kế Hoạch Hàng Năm Như thế Nào

### Đề Nghị của Ban Cố Vấn Cư Trú về các Vấn Đề trong Kế Hoạch Hàng Năm của Cơ Quan Thẩm Quyền Nhà Ở Santa Ana: (24 CFR 903.7)

#### Nhu Cầu Nhà Ở và Sách Lược Giải Quyết Nhu Cầu Nhà Ở

1. Nhu cầu nhà ở của quý vị là gì và hãy cho biết ba nhu cầu nhà ở hàng đầu của quý vị?

Tôi không muốn chủ nhà tăng tiền nhà cao.  
I do not want landlord to increase rental too high

2. Quý vị có những đề nghị gì để giải quyết hiệu quả hơn nhu cầu nhà ở của mình?

không có ý kiến - I have no input

3. Là nhà cung cấp dịch vụ hỗ trợ nhà ở lớn nhất trong cộng đồng của chúng ta, theo quý vị, SAHA nên làm gì để giải quyết nhu cầu nhà ở trong cộng đồng của chúng ta?

vấn phòng housing nên cung cấp địa chỉ chỗ thuê nhà để dễ tìm kiếm thuê nhà

Housing office should provide a rental list w/ address to easily finding a place.

### Tính đủ điều kiện, lựa chọn và chấp nhận

4. Quý vị có những đề nghị nào để thay đổi hay cải thiện các chính sách về tính đủ điều kiện, lựa chọn và chấp nhận của chúng tôi, bao gồm các thủ tục phân quyền và danh sách chờ?

danh sách chờ đi nên ưu tiên cho những người lớn tuổi, và tăng thêm số lượng của danh sách chờ. waiting list should give priority to elderly and increase the number of application to be accepted.

### Xác Định Tiền Thuê Nhà

5. Quý vị có đề nghị gì để thay đổi hay cải thiện chính sách xác định tiền thuê nhà của chúng tôi?

đề nghị chủ nhà không tăng tiền nhà hàng năm  
suggest landlord not to increase rent each year

### Điều Hành và Quản Lý

6. Quý vị có đề nghị gì để thay đổi hay cải thiện việc Điều Hành và Quản Lý của chúng tôi?

Tôi không có ý kiến.  
Tôi cần liên lạc với người worker nói tiếng Việt.  
I have no input. I need a vietnamese worker

### Gia Đình Tự Lực (Family Self-Sufficiency)

7. Quý vị có những đề nghị gì để thay đổi hay cải thiện Chương Trình Gia Đình Tự Lực của chúng tôi?

Tôi không có ý kiến - I have no suggestion

8. Quý vị có những đề nghị gì để khuyến khích và thúc đẩy thêm nhiều gia đình được hỗ trợ tham gia Chương Trình Gia Đình Tự Lực của chúng tôi?

Tôi không có ý kiến. - I have no suggestion

### Tiến Trình Hoàn Thành Sứ Mệnh của Chúng Tôi

9. Làm thế nào chúng tôi có thể cải thiện tiến trình của mình để hoàn thành sứ mệnh của mình và hỗ trợ tốt hơn nhu cầu nhà ở của quý vị?

Đề nghị chủ nhà phải thay đổi những thiết bị cũ. Suggest owner to replace/change the old appliances

10. Quý vị có đề nghị nào khác để cải thiện chương trình và dịch vụ của chúng tôi cho quý vị, chủ nhà và cộng đồng của chúng ta không?

Tôi không có ý kiến. - I have no input

## Santa Ana Housing Authority Annual Plan Survey - FY 2024-2025

**The Housing Authority of the City of Santa Ana is preparing our Annual Plan for FY 2024—2025 to submit to the U.S. Department of Housing and Urban Development. We want your input and feedback to help us develop our Annual Plan. Your response to this survey will assist us with your recommendations regarding the development of the Annual Plan on your behalf.**

- \* 1. What are your housing needs and what would you rank as your top three housing needs? Consider factors such as location, size, amenities, affordability, accessibility, proximity to transportation, safety, community, environmental considerations, and any specific features or accommodations important to your family.

0 of 10 answered

- \* 2. What recommendations do you have to more effectively support your housing needs? Consider solutions such as exploring different housing options (e.g., renting, buying), needing additional financial assistance, considering relocation to areas with better schools or transportation, larger unit sizes, and any other ideas to more effectively support your housing needs.

- \* 3. As the largest housing assistance provider in our community, what do you think the Santa Ana Housing Authority should do to support the diverse housing needs in our community? Consider strategies such as expanding affordable housing initiatives through partnerships with developers and nonprofit organizations, increasing the availability of subsidized housing units for low-income residents, implementing rent stabilization measures to combat rising housing costs, prioritizing the development of mixed-income housing developments to promote socioeconomic diversity, investing in permanent supportive housing programs for vulnerable populations such as people experiencing homelessness or individuals with disabilities, providing financial assistance and resources for first-time homebuyers, implementing initiatives to combat housing discrimination and promote fair housing practices, investing in community development projects to revitalize neighborhoods and improve housing quality, and collaborating with local government agencies, stakeholders, and community members to develop holistic and sustainable solutions tailored to the unique needs of Santa Ana residents.

0 of 10 answered



- \* 4. What recommendations do you have to change or improve our Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures?

Eligibility, Selection, and Admissions Policies, including Deconcentration and Waiting List Procedures for a Housing Authority encompass the guidelines and procedures governing who qualifies for housing assistance, how individuals are selected for available units, and how waiting lists are managed.

**Eligibility Criteria:** These criteria outline the requirements individuals must meet to qualify for housing assistance, based on factors such as income, household size and citizenship status.

**Selection Process:** This process involves determining which eligible individuals are chosen to occupy available housing units. Factors influencing selection may include priority categories (e.g., homeless individuals, veterans, elderly) and any preferences outlined by the Housing Authority.

**Admissions Policies:** These policies detail the procedures for admitting eligible applicants into the Housing Choice Voucher Program, including the completion of necessary paperwork, verification of eligibility documents, and orientation process.

**Deconcentration Policies:** Deconcentration aims to distribute subsidized housing units more evenly throughout a community, avoiding the concentration of low-income households in specific neighborhoods. Policies may include strategies to encourage the development of affordable housing in various areas and promote integration and diversity.

**Waiting List Procedures:** The waiting list outlines the order in which eligible applicants are placed to receive housing assistance. Policies dictate how individuals are added to the list, how preferences and priorities are applied, and how the list is managed over time, including updates and purges to maintain accuracy and fairness.

Overall, these policies and procedures ensure transparency, fairness, and efficiency in the allocation of housing assistance while promoting diversity, integration, and equitable access to affordable housing options within the community.

0 of 10 answered

0 of 10 answered

\* 5. What recommendations do you have to change or improve our Rent Determination Policies?

Rent Determination Policies for the Housing Choice Voucher (HCV) program refer to the guidelines and procedures used to calculate the amount of rent that a participant in the program is responsible for paying. Key aspects of Rent Determination Policies in the HCV program include:

Fair Market Rent (FMR): The U.S. Department of Housing and Urban Development (HUD) establishes Fair Market Rents for different areas based on rental market conditions. These FMRs serve as the maximum amount of rent that can be subsidized under the program for various unit sizes in a particular area.

Payment Standard: Payment standards in the HCV program represent the maximum amount of subsidy that the Housing Authority will provide toward the rent and utilities for a participant in the program.

Rent Reasonableness: Housing Authorities must ensure that the rent charged for a unit leased with an HCV is reasonable compared to similar unassisted units in the area. This determination helps prevent excessive rents and ensures that the program's funds are used effectively.

Utility Allowance: Participants may receive an additional subsidy to cover the cost of utilities not included in the rent. The amount of this allowance is based on the average utility costs for the unit size and type in the area.

Income Verification: these policies involve verifying the participant's income to accurately calculate their portion of the rent and subsidy.

Overall, Rent Determination Policies for the HCV program aim to ensure that participants pay an affordable portion of their income towards housing costs while maintaining the program's fiscal responsibility and promoting access to safe and decent housing in the private rental market.

0 of 10 answered

\* 6. What recommendations do you have to change or improve our Operations and Management? Ideas may include but are not limited to:

Streamlined Processes: Implement streamlined application and recertification processes to reduce administrative burdens for both program participants and staff. Utilize technology solutions, such as online portals, to facilitate easier access to information and submissions.

Enhanced Communication: Improve communication channels between program administrators, landlords, and participants to ensure timely dissemination of information, address concerns, and provide support as needed. Regular updates on program changes, resources, and opportunities can help foster transparency and trust.

Landlord Engagement and Recruitment: Develop strategies to increase landlord participation in the program, such as offering incentives, providing training on program requirements and benefits, and establishing clear lines of communication for landlord inquiries and concerns. Building strong relationships with landlords can expand housing options for participants and promote program sustainability.

Quality Assurance and Inspections: Enhance quality assurance measures by conducting regular inspections of rental units to ensure compliance with housing quality standards. Implement efficient scheduling and reporting systems to monitor inspection results and address any issues promptly, maintaining the safety and habitability of housing units.

Case Management and Support Services: Offer comprehensive case management and support services to assist participants in achieving independence and self-sufficiency. Provide access to resources such as job training, education, childcare, healthcare, and financial literacy programs to address the underlying needs of program participants.

Community Partnerships and Collaboration: Foster partnerships with local organizations and community stakeholders to leverage resources, coordinate services, and address systemic barriers to affordable housing.

0 of 10 answered

0 of 10 answered

- \* 7. What recommendations do you have to change or improve our Family Self-Sufficiency Program? Ideas may include but are not limited to:

**Tailored Goal Setting:** Customize goal-setting sessions for participants based on individual needs, strengths, and aspirations. Provide personalized support and resources to help participants develop and achieve their self-sufficiency goals, such as education and job training programs, financial literacy workshops, and career counseling services.

**Expanded Service Offerings:** Expand the range of supportive services available to FSS participants by partnering with local organizations, employers, educational institutions, and service providers. Offer access to childcare assistance, transportation vouchers, healthcare services, mental health counseling, and substance abuse treatment programs to address barriers to self-sufficiency.

**Enhanced Case Management:** Implement a comprehensive case management approach that includes regular assessments, progress monitoring, and referrals to community resources. Assign dedicated case managers to provide ongoing support, guidance, and advocacy for participants as they work toward achieving their goals.

**Financial Incentives and Savings Programs:** Offer financial incentives, such as escrow accounts, to reward participants for reaching milestones and achieving self-sufficiency objectives. Establish savings programs to help participants build assets and financial stability over time, including homeownership assistance programs and matched savings accounts for education or entrepreneurship.

**Job Training and Employment Opportunities:** Develop partnerships with local employers to create job training and employment placement programs tailored to the needs of FSS participants. Provide access to vocational training, apprenticeship programs, job fairs, and job readiness workshops to enhance participants' skills and employment prospects.

**Education and Career Advancement Support:** Offer educational support services, including tutoring, GED preparation, English language classes, and post-secondary education assistance, to help participants further their education and career advancement opportunities. Facilitate access to scholarships, grants, and tuition assistance programs to support participants' educational goals.

0 of 10 answered

y and peer support among FSS participants through group activities, workshops, and peer mentoring programs. Encourage participants to share experiences, resources, and strategies for success, creating a supportive network that enhances motivation and accountability.

\* 8. What recommendations do you have to encourage and motivate more assisted-families to join our Family Self-Sufficiency Program?

\* 9. How can we improve our progress to fulfill our mission and better support your housing needs?

\* 10. Do you have any other recommendations to improve our program and services for you, our landlords, and our community?

Done

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0 of 10 answered

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0 of 10 answered



# Santa Ana Housing Authority Annual Plan Survey FY 2024 2025



SUMMARY → DESIGN SURVEY → PREVIEW & SCORE → CONNECT APPS → COLLECT RESPONSES → ANALYZE RESULTS → PRESENT RESULTS



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RESPONDENTS: 19 of 19

ADD

Page 1

Q1

What are your housing needs and what would you rank as housing needs? Consider factors such as location, size, affordability, accessibility, proximity to transportation, sa environmental considerations, and any specific features c important to your family.

Answered: 19 Skipped: 0

RESPONSES (19)

WORD CLOUD

TAGS (0)

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🔍 Search Responses

Showing 19 responses

Affordability, Safety, Ability to receive help when Domestic Violence Survivor!

2/28/2024 11:38 PM

[View res](#)

affordability,transportation,safety

2/27/2024 01:54 PM

[View res](#)

Size is a very big deal as some may be single Mother with a teenager or a caregiver with a disable bedroom. Having the Mother or caregiver/ child or disable person sleep on the couch. Very unsafe bedroom vouchers should be ok for 2 people. Just my opinion.

2/12/2024 06:04 PM

[View res](#)

Affordable, safety, location

2/12/2024 05:49 PM

[View res](#)

Q2

What recommendations do you have to more effectively s housing needs? Consider solutions such as exploring diff options (e.g., renting, buying), needing additional financi considering relocation to areas with better schools or tra unit sizes, and any other ideas to more effectively suppor needs.

Answered: 19 Skipped: 0




RESPONSES (19)

WORD CLOUD

TAGS (0)

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- Rent increases by Apt complex to non hud residents incentivises ownere to stop accepting lower Orange County  
2/28/2024 11:38 PM [View res](#)
- adding reasonability and accountability for other household member s  
2/27/2024 01:54 PM [View res](#)
- It would be very great to have more apartment complexes in Orange County allowing a certain ar Housing vouchers. But I'm not quite sure how that works with property managers.  
2/12/2024 06:04 PM [View res](#)
- Relocation to better schools  
2/12/2024 05:49 PM [View res](#)


Q3

As the largest housing assistance provider in our commu think the Santa Ana Housing Authority should do to supp housing needs in our community? Consider strategies su affordable housing initiatives through partnerships with c nonprofit organizations, increasing the availability of sub for low-income residents, implementing rent stabilizati combat rising housing costs, prioritizing the developmen housing developments to promote socioeconomic divers permanent supportive housing programs for vulnerable p people experiencing homelessness or individuals with dis financial assistance and resources for first-time homebuy initiatives to combat housing discrimination and promote practices, investing in community development projects neighborhoods and improve housing quality, and collabo government agencies, stakeholders, and community men holistic and sustainable solutions tailored to the unique r residents.

Answered: 19 Skipped: 0

RESPONSES (19)
[WORD CLOUD](#)
[TAGS \(0\)](#)

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Showing 19 responses

More sensitive to disabled and LGBT community when unfair treatment occurs by Property Mana providers

2/28/2024 11:38 PM

View res

A program similar to VAWA for victims with disabilities

2/27/2024 01:54 PM

View res

Rent goes up substantially each year especially when the landlords/ property managers/ owners I feel they take advantage of that and are different with the other tenants that don't have housin not right.

2/12/2024 06:04 PM

View res

Homelessness

2/12/2024 05:49 PM

View res

Q4

What recommendations do you have to change or improve Selection and Admissions Policies, including Deconcentration and Waiting List Procedures? Eligibility, Selection, and Admissions Policies: These policies detail the procedures for admitting eligible individuals to the Housing Choice Voucher Program, including the completion of paperwork, verification of eligibility documents, and the selection process. Deconcentration Policies: Deconcentration aims to spread subsidized housing units more evenly throughout a community to reduce the concentration of low-income households in specific neighborhoods. It may include strategies to encourage the development of affordable housing in various areas and promote integration and diversity. Waiting List Procedures: The waiting list outlines the order in which eligible individuals are placed to receive housing assistance. Policies dictate how the list is managed over time, including updates and purges to maintain accuracy and fairness. Overall, these policies and procedures ensure equitable access to housing, promoting diversity, integration, and equitable access to options within the community.

Answered: 19 Skipped: 0

RESPONSES (19) WORD CLOUD TAGS (0)

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No opinion re: waiting lists  
 2/28/2024 11:38 PM [View res](#)

continuing to support for programs to develop for dependents  
 2/27/2024 01:54 PM [View res](#)

The random lottery should be less than 4 years. By that time the child  
 2/12/2024 06:04 PM [View res](#)

Continue promoting homelessness  
 2/12/2024 05:49 PM [View res](#)

I don't have any knowledge of how this can be done.

Q5

What recommendations do you have to change or improve Determination Policies? Rent Determination Policies for Voucher (HCV) program refer to the guidelines and procedure for calculating the amount of rent that a participant in the program is responsible for paying. Key aspects of Rent Determination Policies include:

- Fair Market Rent (FMR):** The U.S. Department of Housing and Urban Development (HUD) establishes Fair Market Rents for different geographic areas based on rental market conditions. These FMRs serve as the maximum amount of rent that can be subsidized under the program for various particular areas.
- Payment Standard:** Payment standards represent the maximum amount of subsidy that the Housing Authority can provide toward the rent and utilities for a participant in the program.
- Reasonableness:** Housing Authorities must ensure that the rent for a unit leased with an HCV is reasonable compared to similar units in the area. This determination helps prevent excessive rents and ensures that the program's funds are used effectively.
- Utility Allowance:** Participants receive an additional subsidy to cover the cost of utilities over and above the rent. The amount of this allowance is based on the average utility costs for the unit size and type in the area.
- Income Verification:** Housing Authorities verify the participant's income to accurately calculate the amount of rent and subsidy.

Overall, Rent Determination Policies for the program aim to ensure that participants pay an affordable portion of their income towards housing costs while maintaining the program's financial stability and promoting access to safe and decent housing in the community.

market.

Answered: 19 Skipped: 0

RESPONSES (19)

WORD CLOUD

TAGS (0)

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Follow rent websites to establish what rental amounts owners are receiving from non HUD renter monthly allowances to property owners

2/28/2024 11:38 PM

View res

pricing should not be limited for bedroom size

2/27/2024 01:54 PM

View res

N/A

2/12/2024 06:04 PM

View res

Rent is reasonable

2/12/2024 05:49 PM

View res

Q6


What recommendations do you have to change or improve and Management? Ideas may include but are not limited to Processes: Implement streamlined application and recert to reduce administrative burdens for both program participants Utilize technology solutions, such as online portals, to facilitate information and submissions.Enhanced Communication channels between program administrators and participants to ensure timely dissemination of information and provide support as needed. Regular updates on program resources, and opportunities can help foster transparency Engagement and Recruitment: Develop strategies to increase participation in the program, such as offering incentives, program requirements and benefits, and establishing clear communication for landlord inquiries and concerns. Build relationships with landlords can expand housing options promote program sustainability.Quality Assurance and Inspection quality assurance measures by conducting regular inspections to ensure compliance with housing quality standards. Improve scheduling and reporting systems to monitor inspection and any issues promptly, maintaining the safety and habitability units.Case Management and Support Services: Offer case management and support services to assist participants

management and support services to assist participants independence and self-sufficiency. Provide access to res training, education, childcare, healthcare, and financial li address the underlying needs of program participants.Co Partnerships and Collaboration: Foster partnerships with and community stakeholders to leverage resources, coord address systemic barriers to affordable housing.

Answered: 19 Skipped: 0

RESPONSES (19) WORD CLOUD TAGS (0)

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Since Covid it been more and nore difficult to reach case managers which is not their fault. Mayb customer service people thagt could monitor phones and in person meetings with HUD staff

2/28/2024 11:38 PM

[View res](#)

rent determination process is very messy and rent is not always timely

2/27/2024 01:54 PM

[View res](#)

I wish that it wasn't such a high turnover rate, I've had over 6 workers in less than 4 years. It's ve new case worker, especially when I'm doing my part it actually gives me anxiety sometimes think the correct person. Please try to figure out how to keep a case worker on for longer than 6 month transfer all info to the next case worker so it doesn't look like we weren't in compliance.

2/12/2024 06:04 PM

[View res](#)

Better Quality service

Q7

What recommendations do you have to change or improv Sufficiency Program? Ideas may include but are not limit Setting: Customize goal-setting sessions for participants needs, strengths, and aspirations. Provide personalized s resources to help participants develop and achieve their goals, such as education and job training programs, finan workshops, and career counseling services.Expanded Ser Expand the range of supportive services available to FSS partnering with local organizations, employers, educati service providers. Offer access to childcare assistance, tr vouchers, healthcare services, mental health counseling, abuse treatment programs to address barriers to self-suf Case Management: Implement a comprehensive case ma that includes regular assessments, progress mon ing, ; community resources. Assign dedicated case ma ingers t support, guidance, and advocacy for participants as they

achieving their goals. Financial Incentives and Savings Programs: Offer financial incentives, such as escrow accounts, to reward participants for reaching milestones and achieving self-sufficiency objectives. Savings Programs: Implement savings programs to help participants build assets and financial stability, including homeownership assistance programs and 529 college savings accounts for education or entrepreneurship. Job Training Opportunities: Develop partnerships with local employers to create training and employment placement programs tailored to participants' needs. Provide access to vocational training, apprenticeships, job fairs, and job readiness workshops to enhance participants' employability and employment prospects. Education and Career Advancement: Offer educational support services, including tutoring, GED preparation, language classes, and post-secondary education assistance, to help participants further their education and career advancement. Financial Support: Facilitate access to scholarships, grants, and tuition assistance to support participants' educational goals. Community Engagement: Foster a sense of community and peer support among participants through group activities, workshops, and peer mentorship programs. Encourage participants to share experiences, resources, and strategies for success, creating a supportive network that enhances their motivation and accountability.

Answered: 19 Skipped: 0

RESPONSES (19)

WORD CLOUD

TAGS (0)

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People unable to work could use programs like finding resources or other disabled adults on program specifically for disabled or LGBT groups of recipients

2/28/2024 11:38 PM

View responses

n/a

2/27/2024 01:54 PM

View responses

Meetings and goals and resources are huge. I would like more closer to my community as well.

2/12/2024 06:04 PM

View responses

FSS is the program in the state

2/12/2024 05:49 PM

View responses

Q8



What recommendations do you have to encourage and motivate assisted-families to join our Family Self-Sufficiency Program?



answered: 19 Skipped: 0

Answered: 19 Skipped: 0

RESPONSES (19)

WORD CLOUD

TAGS (0)

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Incentivize, reward, monitor, provide monthly meetings

2/28/2024 11:38 PM

[View res](#)

n/a

2/27/2024 01:54 PM

[View res](#)

More one on one meetings, via phone call/ FaceTime or in person whichever works for the persor

2/12/2024 06:04 PM

[View res](#)

This program is a gain for you, what are you doing better?

2/12/2024 05:49 PM

[View res](#)

I don't have the proper knowledge to offer advice.



ENGLISH

