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Kristine Ridge
CITY ATTORNEY
Sonia R. Carvalho
CLERK OF THE COUNCIL
Daisy Gomez

CITY OF SANTA ANA
SANTA ANA HOUSING AUTHORITY
20 Civic Center Plaza • P.O. Box 22030
Santa Ana, California 92702
www.santa-ana.org

April 10, 2020

Ms. Marcie Chavez
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 Five Year Plan for FY 2020 – 2025 and
Annual Plan for FY 2020 – 2021

Dear Ms. Chavez,

The Housing Authority of the City of Santa Ana (CA093) is pleased to provide you with our Five Year Plan for FY 2020 – 2025 and Annual Plan for FY 2020 – 2021 that was approved by our Board on April 7, 2020.

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

Sincerely,

Judson Brown
Housing Division Manager

SANTA ANA CITY COUNCIL

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5-Year PHA Plan (for All PHAs)	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires: 02/29/2016
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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, 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. Form HUD-50075-5Y is to be completed once every 5 PHA fiscal years by all PHAs.

A.	PHA Information.																																				
A.1	<p>PHA Name: Housing Authority of the City of Santa Ana PHA Code: CA093</p> <p>PHA Plan for Fiscal Year Beginning: (MM/YYYY): 07/2020 PHA Plan Submission Type: <input checked="" type="checkbox"/> 5-Year Plan Submission <input type="checkbox"/> Revised 5-Year Plan Submission</p> <p>Availability of Information. 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 on 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 each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official websites. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)</p> <table border="1" data-bbox="191 1331 1446 1940"> <thead> <tr> <th rowspan="2">Participating PHAs</th> <th rowspan="2">PHA Code</th> <th rowspan="2">Program(s) in the Consortia</th> <th rowspan="2">Program(s) not in the Consortia</th> <th colspan="2">No. of Units in Each Program</th> </tr> <tr> <th>PH</th> <th>HCV</th> </tr> </thead> <tbody> <tr> <td>Lead PHA:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td></td> <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		PH	HCV	Lead PHA:																							
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Lead PHA:																																					

B.	5-Year Plan. Required for <u>all</u> PHAs completing this form.					
B.1	<p>Mission. State the PHA’s mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA’s jurisdiction for the next five years.</p> <p>Our Mission is to provide affordable housing for the most vulnerable members of our community to use as a platform to obtain self-sufficiency and independence from our assistance.</p>					
B.2	<p>Goals and Objectives. Identify the PHA’s quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years.</p> <p>Goal # 1: Fully utilize all funding provided by HUD and apply for additional funding to serve the most vulnerable members of our community. Objective # 1: Utilize 100% of the Annual Budget Authority provided by HUD for each CY. Objective # 2: Apply for new funding opportunities for additional vouchers.</p> <p>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. Objective # 1: Expand the number of active participants in the Family Self-Sufficiency Program. Objective # 2: Assist Family Self-Sufficiency Program participants to become self-sufficient and graduate from the program.</p> <p>Goal # 3: Ensure the accuracy, integrity and compliance of all voucher program operations. Objective # 1: Retain High Performer SEMAP status.</p> <p>Goal # 4: Increase assisted housing choices by providing quality customer service to existing landlords and conducting outreach to new landlords. Objective # 1: Communicate on a regular basis with active landlords by providing information on key program updates. Objective # 2: Maintain active participation in the Orange County Apartment Association and attend local events to promote participation in the program.</p> <p>Goal # 5: Provide equal opportunity, affirmatively further fair housing and provide regular training on fair housing for staff, owners and participants. Objective # 1: Provide an annual mandatory training for all Housing Authority staff. Objective # 2: Provide information on fair housing to owners and participants.</p> <p>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.</p>					

B.3

Progress Report. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.

Goal # 1: Expand the supply of affordable housing by applying for additional Housing Choice Voucher when available. Apply for any new funding opportunities.

- For FY 2016, the Housing Authority of the City of Santa Ana (SAHA):
 - Issued an RFP for 25 VASH Project-Based Vouchers made available under PIH Notice 2015-11. No proposals were received and SAHA was unable to submit an application for the set-aside.
- For FY 2017, SAHA:
 - Issued an RFP for 75 HUD-VASH Project-Based Vouchers that were awarded from HUD under PIH Notice 2016-11.
- For FY 2018, SAHA:
 - Received an award of 75 HUD-Veterans Affairs Supportive Housing Project-Based Vouchers (HUD-VASH PBVs) under PIH Notice 2016-11. Following the award, SAHA issued an RFP and awarded the 75 HUD-VASH PBVs to Jamboree Housing for the development of Santa Ana Veterans Village. The Santa Ana Veterans Village is the development of 75 permanent supportive housing units in the City of Santa Ana for homeless veterans. The project includes an investment of 75 HUD-Veterans Affairs Supportive Housing (VASH) Project-Based Vouchers from the Santa Ana Housing Authority and \$343,544 in HOME Investment Partnerships Program funds. The 62,248 square foot development will provide 70 one-bedroom units and 6 two-bedroom units (of which one will be a manager's unit) serving HUD-VASH eligible residents earning at or below 30% of the Area Median Income. All residents will receive wrap-around supportive services from the Department of Veterans Affairs and Step Up on Second as the service provider. Following the execution of the PBV HAP Contract with Jamboree for this project, the Annual Contributions Contract for SAHA will be increased from 2,699 to 2,774.
 - On October 9, 2017, SAHA submitted a Registration of Interest for one hundred (100) HUD-VASH vouchers in response to PIH Notice 2017-17.
- For FY 2019, SAHA:
 - Received an award of 100 HUD-Veterans Affairs Supportive Housing Project-Based Vouchers (HUD-VASH PBVs) under PIH Notice 2017-17 and an additional award of 105 HUD-VASH tenant-based vouchers under PIH Notice 2018-07.
 - Following the award of HUD-VASH PBVs under PIH Notice 2017-17, SAHA issued an RFP and committed the 100 HUD-VASH PBVs to three affordable housing projects including: 8 HUD-VASH PBVs committed to National CORE for the development of the Legacy Square project which will include 93 total units of which 33 will be permanent supportive housing; 3 HUD-VASH PBVs committed to HomeAid Orange County for the development of the Frances Xavier project which will include 11 units of permanent supportive housing; and 89 HUD-VASH PBVs committed to Jamboree Housing for the rehabilitation of the Budget Inn motel to create 89 permanent supportive housing units for qualified and eligible homeless veterans.
 - In September 2018, SAHA also received an award of 50 Mainstream Vouchers following a competitive application process under 2017 Mainstream Voucher Program NOFA FR-6100-N-43.
- For FY 2020, SAHA:
 - In November 2019, SAHA received an award of seventy (70) Mainstream Vouchers following a competitive application process under the Mainstream Voucher Program NOFA FR-6300-N-43.
 - In November 2019, SAHA also received an award of twenty-five (25) Foster Youth to Independence Tenant-Protection Vouchers following a competitive application process under Notice PIH 2019 -20.

Goal # 2: Improve the quality of assisted housing by improving voucher management, increasing customer satisfaction, and improving specific management functions.

- For FY 2016, SAHA:
 - Certified as a High-Performing PHA for FY 2015. Effective July 2015, for SEMAP Indicator # 3 SAHA will sample a sufficient number of files per year in order to have 95% confidence that the quality control results obtained from those file reviews is representative of the entire population of assisted-families. This representative sample will determine what percentage of SAHA files have the correct housing assistance calculated for the entire population of assisted-families. For SEMAP Indicator # 5, SAHA will sample an equitable amount of housing inspections per Housing Inspector as sampled and reviewed for SEMAP Indicator # 3. This sampling is conducted on a monthly basis. This increase in the number of sampled files will exceed HUD's minimum requirements under SEMAP and improve the quality, integrity and accuracy of SAHA's casework and inspections.
 - Opened an on-line wait list application process: In July 2015, SAHA opened an on-line Waiting List. A total of 16,375 applications were submitted before the on-line Waiting List was closed.
 - Implemented an applicant portal: In September 2015, SAHA implemented a new applicant portal for applicants to use to make changes on their Waiting List application.
 - Researched paperless file options: SAHA met with one vendor to discuss options for paperless files.
 - Utilized 99.7% of our Budget Authority from HUD for CY 2015.
- For FY 2017, SAHA:
 - Certified as a Standard Performer for FY 2016. For SEMAP Indicator # 5, SAHA sampled an equal amount of housing inspections per Housing Inspector as sampled and reviewed for SEMAP Indicator # 3. This sampling was conducted on a monthly basis. This increase in the number of sampled files exceeds HUD's minimum requirements under SEMAP and seeks to improve the quality, integrity and accuracy of SAHA's casework and inspections.
 - Utilized 103.5% of our Budget Authority from HUD for CY 2016.

- For FY 2018, SAHA:
 - Certified as a Standard Performer for FFY 2017. For SEMAP Indicator # 5, SAHA sampled an equitable amount of housing inspections per Housing Inspector as sampled and reviewed for SEMAP Indicator # 3. This sampling was conducted on a monthly basis. This increase in the number of sampled files exceeds HUD's minimum requirements under SEMAP and seeks to improve the quality, integrity and accuracy of SAHA's casework and inspections.
 - Utilized 99.6% of our Budget Authority from HUD for CY 2017.
- For FY 2019, SAHA:
 - Certified as a High Performer for FFY 2018. SAHA audited a total of 420 files under SEMAP Indicator # 3, even though the minimum sample size required by HUD was only 34 files. For SEMAP Indicator # 5, SAHA audited a total of 84 inspections even though the minimum sample size required by HUD was only 32 quality control inspections.
 - Utilized 102.0% of our Annual Budget Authority from HUD for CY 2018.
- For FY 2020, SAHA:
 - Certified as a High Performer for FY 18-19. SAHA audited a total of 413 files under SEMAP Indicator # 3, even though the minimum sample size required by HUD was only 35 files. For SEMAP Indicator # 5, SAHA audited a total of 84 inspections even though the minimum sample size required by HUD was only 33 quality control inspections.
 - Utilized 95.5% of our Annual Budget Authority from HUD for CY 2019. This was due to the large increase in HAP funding from the HUD-VASH vouchers that SAHA received, but was unable to utilize due to a low number of referrals from the VAMC of Long Beach.

Goal # 3: Increase assisted housing choices, portability counseling to 100% of participants, conducting outreach to potential property owner.

- For FY 2016, SAHA:
 - In December 2015, SAHA implemented a new monthly electronic Landlord Newsletter. In January, SAHA mailed a request to all of our participants for their e-mail addresses with plans to send a monthly electronic Family Self-Sufficiency Newsletter to our participants in the future.
- For FY 2017, FY 2018, FY 2019, and FY 2020, SAHA:
 - Since December 2015, SAHA has been e-mailing a monthly electronic Landlord Newsletter to all owners. In October 2016, SAHA began sending a monthly electronic Housing Plus Program Newsletter (aka Family Self-Sufficiency Program) to our participants who have provided us with their e-mail addresses.

Goal # 4: Promote self-sufficiency by increasing employment among participants, linking to supportive services to increase independence for the elderly and/or disabled, and increase participation in the Family Self Sufficiency (FSS) program.

- For FY 2016, SAHA:
 - Continued to provide referrals to the Santa Ana W/O/R/K Center for job training and placement services, providing information and linkages to the County's Council on Aging (elderly services) and the Dayle McIntosh Center (disabled services), and conducted recruitment for the FSS program at initial voucher issuance, at annual re-examinations, and through tenant newsletters: SAHA increased the number of participants in the Family Self-Sufficiency Program and qualified for a second full-time FSS Coordinator position effective January 2016.
- For FY 2017, SAHA:
 - Hired a full-time Workforce Specialist I / FSS Coordinator effective January 4, 2017. SAHA also began requiring in an RFP for project-based vouchers that a developer enter into an agreement with the Santa Ana Work Center.

	<ul style="list-style-type: none"> • For FY 2018, SAHA: <ul style="list-style-type: none"> ○ Hired a new full-time Workforce Specialist I / FSS Coordinator effective February 2, 2018. • For FY 2019, SAHA: <ul style="list-style-type: none"> ○ Worked to increase participation in the program through outreach and engagement while also providing monthly case management to participants in the program. The Workforce Specialist I is co-located in the Santa Ana W/O/R/K Center through a Memorandum of Understanding. • For FY 2020, SAHA: <ul style="list-style-type: none"> ○ During CY 2019, SAHA graduated seven families off the FSS Program. <p>Goal # 5: Ensure equal opportunity and affirmatively further fair housing through coordination with the Orange County Fair Housing Council, the preparation of the Analysis of impediments to fair housing choice, and continued training on fair housing practices for staff owner's and participants.</p> <ul style="list-style-type: none"> • For FY 2016, SAHA: <ul style="list-style-type: none"> ○ Fair Housing programs and resources are included in all issuance briefings, reasonable accommodation tracking logs updated. Communication was maintained with the County's Fair Housing Council, Public Law Center, and Legal Aid, ensuring proper referrals for anyone alleging discrimination, whether an HCV participant or member of the public ○ Held a meeting with the Orange County Legal Aid Society to discuss ways to improve communication and enhance collaboration to serve our community. • For FY 2017, SAHA: <ul style="list-style-type: none"> ○ In August 2016, SAHA held an annual Fair Housing Training for all Housing Division employees. This annual training will be required for all employees on an annual basis going forward. • For FY 2018, SAHA: <ul style="list-style-type: none"> ○ In August 2017, SAHA held an annual Fair Housing Training for all Housing Division employees. This annual training is required for all employees. • For FY 2019, SAHA: <ul style="list-style-type: none"> ○ In August 2018, SAHA held an annual Fair Housing Training for all Housing Division employees. This annual training is required for all employees. • For FY 2020, SAHA: <ul style="list-style-type: none"> ○ In August 2019, SAHA held an annual Fair Housing Training for all Housing Division employees. This annual training is required for all employees.
	<p>Goal # 6: Ensure assisted families obtain information, maintain housing and prevent domestic violence in accordance with Violence Against Women Act (VAWA) of 2005.</p> <ul style="list-style-type: none"> • For FY 2016, SAHA: <ul style="list-style-type: none"> ○ Updated the definition of VAWA to include sexual assault. ○ Coordinated with the County of Orange Domestic Violence office for referrals and to ensure applicants and participants are informed on all available services ○ Information on VAWA in regards to owner/tenant responsibilities and evictions is provided to all program applicants and participants and also mailed to all owners ○ SAHA's HCV Administrative Plan details restrictions on terminating assistance for victims of domestic violence, as well as guidelines on terminating assistance for perpetrators of domestic violence. ○ SAHA discussed VAWA with staff at least once annually. • For FY 2017, FY 2018, FY 2019, and FY 2020, SAHA: <ul style="list-style-type: none"> ○ In accordance with the Violence against Women Reauthorization Act of 2013 (VAWA 2013), SAHA implemented an Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking. ○ Implemented HUD-5380, Notice of Occupancy Rights under the Violence Against Women Act, HUD-5382, Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation, and HUD-5383, Emergency Transfer Request for Certain Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking. ○ Coordinated with the County of Orange Domestic Violence office for referrals and to ensure applicants and participants are informed on all available services. ○ Provided information on VAWA in regards to owner/tenant responsibilities and evictions to all program applicants and participants; e-mailed the information to all owners. ○ SAHA's HCV Administrative Plan details restrictions on terminating assistance for victims of domestic violence, as well as guidelines on terminating assistance for perpetrators of domestic violence. ○ Trained staff on VAWA at least once annually. Staff also proactively provides information on VAWA to any program participant or applicant who may show any evidence that information on VAWA is needed.
<p>B.4</p>	<p>Violence Against Women Act (VAWA) Goals. Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking.</p> <p>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.</p>

<p>B.5</p>	<p>Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.</p> <p>The Housing Authority of the City of Santa Ana defines “significant amendment or modification” as any that meet all of the following criteria: Would create a mission, goal or objective that would fundamentally change the existing mission, goals, or objectives already identified by the Housing Authority and would require formal approval by the Board of Commissioners.</p> <p>Any significant deviation or modification is subject to the following requirements:</p> <ul style="list-style-type: none"> • The PHA must consult with the Resident Advisory Board (RAB) (as defined in 24 CFR 903.12); • The PHA must ensure consistency with the Consolidated Plan of the City of Santa Ana (as defined in 24 CFR 903.15); and • The PHA must provide for a review of the amendments/modifications by the public during a 45-day public review period (as defined in 24 CFR 903.17). • The PHA may not adopt the amendment or modification until the PHA has duly called a meeting of its Board of Directors (or similar governing body). This meeting, at which the amendment or modification is adopted, must be open to the public. • The PHA may not implement the amendment or modification until notification of the amendment or modification is provided to HUD and approved by HUD in accordance with HUD’s plan review procedures (as defined at 24 CFR 903.23).
<p>B.6</p>	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the 5-Year 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 5-Year 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 January 23, 2020 with twenty-one (21) HCV participants who receive assistance from the Housing Authority. 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 Resident Advisory Board provided input for the development of the 5-Year Plan. Please see attachment for RAB Comments.</p> <p>SAHA also released a survey for all of HCV participants. The survey was e-mailed to 856 active HCV participants who have provided their e-mail address to our staff. A total of five (5) survey responses were received.</p> <p>Staff analyzed all of the recommendations 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>
<p>B.7</p>	<p>Certification by State or Local Officials.</p> <p>Form HUD 50077-SL, <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>

Instructions for Preparation of Form HUD-50075-5Y 5-Year PHA Plan for All PHAs

A. PHA Information [24 CFR §903.23\(4\)\(e\)](#)

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

PHA Consortia: Check box if submitting a Joint PHA Plan and complete the table.

B. 5-Year Plan.

B.1 Mission. State the PHA's mission for serving the needs of low- income, very low- income, and extremely low- income families in the PHA's jurisdiction for the next five years. ([24 CFR §903.6\(a\)\(1\)](#))

B.2 Goals and Objectives. Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low- income, very low- income, and extremely low- income families for the next five years. ([24 CFR §903.6\(b\)\(1\)](#)) For Qualified PHAs only, if at any time a PHA proposes to take units offline for modernization, then that action requires a significant amendment to the PHA's 5-Year Plan.

B.3 Progress Report. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5- Year Plan. ([24 CFR §903.6\(b\)\(2\)](#))

B.4 Violence Against Women Act (VAWA) Goals. Provide a statement of the PHA's goals, activities objectives, policies, or programs that will enable the PHA to serve the needs of child and adult victims of domestic violence, dating violence, sexual assault, or stalking. ([24 CFR §903.6\(a\)\(3\)](#))

B.5 Significant Amendment or Modification. Provide a statement on the criteria used for determining a significant amendment or modification to the 5-Year Plan.

B.6 Resident Advisory Board (RAB) comments.

(a) Did the public or RAB provide comments?

(b) If yes, submit 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 §903.17\(a\)](#), [24 CFR §903.19](#))

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 5-Year PHA Plan. The 5-Year PHA Plan provides the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families and the progress made in meeting the goals and objectives described in the previous 5-Year Plan.

Public reporting burden for this information collection is estimated to average .76 hours 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. 2020-003

A RESOLUTION OF THE HOUSING AUTHORITY OF THE CITY OF SANTA ANA APPROVING THE SUBMISSION OF THE FIVE YEAR PLAN FOR FISCAL YEARS 2020-2025 AND SUBMISSION OF THE ANNUAL PLAN FOR FISCAL YEAR 2020-2021

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 a Five Year Plan and 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 Five Year Plan and 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 Five Year Plan and Annual Plan with input from HCV participants. Three (3) Resident Advisory Board Meetings were held on January 23, 2020, with responses incorporated into the Five Year Plan and Annual Plan, as required by HUD regulations.
- D. HUD regulations require a forty-five (45) day public comment period. On February 20, 2020, notification was published in the Orange County Register and La Opinion newspapers that the draft plan was available for public review. Additional notice of the public review period was also provided in the Nguoi Viet newspaper on February 21, 2020. The public comment period ended on April 7, 2020. Further, a public hearing was held by the Housing Authority on April 7, 2020, and all comments received at the hearing are included in the final documents to be submitted to HUD.

Section 2. The Five Year Plan for Fiscal Years 2020-2025 of the Housing Authority of the City of Santa Ana is hereby approved and adopted. Said Five Year Plan shall be submitted by the Authority to HUD.

Section 3. The Annual Plan for Fiscal Year 2020-2021 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 4. 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 7th day of April, 2020.



Miguel A. Pulido
Chair

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

By: 
Ryan O. Hodge
Assistant Counsel

AYES:	Boardmembers:	<u>Bacerra, Iglesias, Penaloza, Pulido, Sarmiento, Solorio, Villegas (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, DAISY GOMEZ, Recording Secretary to the Housing Authority, do hereby attest to and certify the attached Resolution No. 2020-003 to be the original resolution adopted by the Housing Authority of the City of Santa Ana on April 7, 2020.

Date: 4-9-2020


Daisy Gomez,
Recording Secretary

Civil Rights Certification
(Qualified PHAs)

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
OMB Approval No. 2577-0226
Expires 02/29/2016

Civil Rights Certification

Annual Certification and Board Resolution

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official, I approve the submission of the 5-Year PHA Plan for the PHA of which this document is a part, and make the following certification and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the public housing program of the agency and implementation thereof:

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, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990, and will affirmatively further fair housing by examining their programs or proposed programs, identifying any impediments to fair housing choice within those program, addressing those impediments in a reasonable fashion in view of the resources available and working with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and by maintaining records reflecting these analyses and actions.

Housing Authority of the City of Santa Ana
PHA Name

CA093
PHA Number/HA Code

5-Year PHA Plan for Fiscal Year 2020 – 2025

Annual PHA Plan for Fiscal Year 2020 – 2021

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

Title

Mayor Miguel Pulido

Mayor, City of Santa Ana

Signature



Date

APR 09 2020

**Certifications of Compliance with
PHA Plans 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 02/29/2016

**PHA Certifications of Compliance with the PHA Plan and Related Regulations including
Required Civil Rights Certifications**

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the 5-Year Plan and Annual PHA Plan for the PHA fiscal year beginning July 1, 2020, hereinafter referred to as "the Plan", of which this document is a part and make the following certifications and agreements with the Department of Housing and Urban Development (HUD) 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.
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 to Fair Housing Choice, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable Consolidated Plan.
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 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.
5. The PHA certifies that it will carry out the Plan in conformity with Title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990.
6. The PHA will affirmatively further fair housing by examining their programs or proposed programs, identifying any impediments to fair housing choice within those programs, addressing those impediments in a reasonable fashion in view of the resources available and work with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and by maintaining records reflecting these analyses and actions.
7. For PHA Plans that includes 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 2010-25);
 - 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;
 - 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 part 903.7(c)(1).
8. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.
9. 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.
10. 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.
11. 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.

12. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).
13. 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.
14. 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.
15. The PHA will keep records in accordance with 24 CFR 85.20 and facilitate an effective audit to determine compliance with program requirements.
16. 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.
17. The PHA will comply with the policies, guidelines, and requirements of OMB Circular No. A-87 (Cost Principles for State, Local and Indian Tribal Governments), 2 CFR Part 225, and 24 CFR Part 85 (Administrative Requirements for Grants and Cooperative Agreements to State, Local and Federally Recognized Indian Tribal Governments).
18. 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.
19. 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).

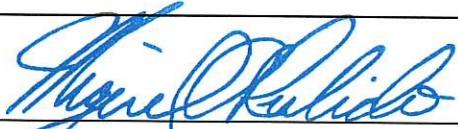
Housing Authority of the City of Santa Ana
PHA Name

CA093
PHA Number/HA Code

5-Year PHA Plan for Fiscal Year 2020 – 2025

Annual PHA Plan for Fiscal Year 2020 – 2021

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 Mayor Miguel Pulido	Title Mayor, City of Santa Ana
Signature 	Date APR 09 2020

**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 2/29/2016


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

I, Mayor Miguel Pulido, Mayor for the City of Santa Ana, certify that the 5-Year PHA Plan and Annual PHA Plan of the Housing Authority of the City of Santa Ana (CA093) is consistent with the Consolidated Plan and the Analysis of Impediments (AI) to Fair Housing Choice of the City of Santa Ana pursuant to 24 CFR Part 91.

Provide a description of how the PHA Plan is consistent with the Consolidated Plan or State Consolidated Plan and the AI:

The 5-Year PHA Plan and 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 is consistent with the objectives, outcomes, and needs identified in the Plan Needs Assessments and citizen participation process. It also seeks to address the needs identified in the 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	Title
Mayor Miguel Pulido	Mayor, City of Santa Ana
Signature	Date
	APR 09 2020

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SANTA ANA, CA 92702-4058

CNS 3344686

COPY OF NOTICE

Notice Type: HRG NOTICE OF HEARING
Ad Description: Fiscal Year 2020 - 2025 Five-Year Plan and Fiscal Year 2020 - 2021 Annual Plan

To the right is a copy of the notice you sent to us for publication in the ORANGE COUNTY REGISTER. Please read this notice carefully and call us with any corrections. The Proof of Publication will be filed with the County Clerk, if required, and mailed to you after the last date below. Publication date(s) for this notice is (are):

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NOTICE OF PUBLIC HEARING BEFORE THE CITY COUNCIL OF THE CITY OF SANTA ANA, CA

The City of Santa Ana encourages the public to participate in the decision-making process. The following notice is being provided so that you can ask questions, make comments and stay informed about projects that might be important to you. We encourage you to contact us prior to the Public Hearing if you have any questions.

NOTICE IS HEREBY GIVEN - The City Council will hold a Public Hearing to receive public testimony, and will take action on the item described below. Decision on this matter will be final.

Proposed Action: The City Council of the City of Santa Ana will be conducting a public hearing to consider the Fiscal Year 2020 - 2025 Five-Year Plan and Fiscal Year 2020 - 2021 Annual Plan for the Housing Authority of the City of Santa Ana (CA093). The Housing Authority is required to hold a public hearing to discuss and hear public comments on the Five Year Plan and Annual Plan prior to submission to the U.S. Department of Housing and Urban Development (HUD). A minimum of a 45-day notice of this public hearing is required by the federal regulations. Pursuant to the Quality Housing and Work Responsibility Act of 1998 (Public Law 105-276), the Housing Authority of the City of Santa Ana is required to prepare a Five Year Plan and Annual Plan. The Five Year

Plan provides details about the Housing Authority's mission, goals and objectives, and the progress the Housing Authority has made in meeting the goals and objectives described in the Housing Authority's previous Five-Year Plan. The Annual Plan provides details about the Housing Authority's immediate operations, program participants, programs and services, and the Authority's strategy for handling operational concerns, participants' concerns and needs, and projected programs/services for Fiscal Year 2020 - 2021. The Annual Plan also examines long-range and short-range strategies to address needs as identified by the Resident Advisory Board.

Meeting Time and Date - This matter will be heard on **Tuesday, April 7, 2020, at 5:45 p.m.** or thereafter, in the City Council Chamber, 22 Civic Center Plaza, Santa Ana, California 92701. All persons interested in this matter are notified to appear at this time.

How To Make Comments - If you do not wish to appear at the public hearing, you may also send your written comments to the Housing Authority Recording Secretary, by mail to City of Santa Ana, 20 Civic Center Plaza - M30, P.O. Box 1988, Santa Ana, CA 92701 or via e-mail ecomments@santa-ana.org (reference "City Council meeting") by 12:00 p.m. on Monday, the day before the meeting; e-mails received after said time will be on file

for public viewing the day after the meeting.

Who To Contact For Questions - Should you have any questions, please contact Judson Brown, Housing Division Manager, at (714) 667-2241 or you can send an email to ecomments@santa-ana.org.

Where To Get More Information - All staff reports regarding any item on this agenda are available for public inspection in the Clerk of the Council Office during regular business hours and posted on the City's website the Friday before a Council meeting at: <http://www.santa-ana.org/coc/aranicus.asp>

Si tiene preguntas en español, favor de llamar al (714) 647-6520.
N u c h i e n l i c b n g t i n g V i t, x i n i n t h o i c h o T o n y L a i s (714) 565-2627.

If you challenge the decision on the above matter, you may be limited to raising only those issues you or someone else raised at the public hearing described in this notice, or in written correspondence delivered to the City Council of the City of Santa Ana at, or prior to, the public hearing.

Daisy Gomez,
Clerk of the Council
2/20/20
CNS-3344686#
ORANGE COUNTY REGISTER



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(2015.5C.C.P)

La Opinión

915 Wilshire Blvd Ste 800, Los Angeles, CA 90017

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STATE OF CALIFORNIA

I am a citizen of the United States and a resident of the county aforesaid; I am over the age of eighteen years, and not a party to or interested in the above-entitled matter. I am the principal clerk of the printer of La Opinión a newspaper of general circulation, printed and published daily in the city of Los Angeles, county of Los Angeles, and which newspaper has been adjudged a newspaper of general circulation by the Superior Court of the County of Los Angeles, State of California, under the date of July 28, 1969, Case Number: 950176; that the notice, of which the annexed is a printed copy, has been published in each regular and not in any supplement thereof on the following dates, to wit:

February 20

all in the year 2020

I certified (or declared) under penalty of perjury that the foregoing is true and correct.

Dated at Los Angeles, California, this

20 day of February, 2020

Rosa Berner

Signature

AWD #017 Controlled Rev. 03/12



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AVISO DE AUDIENCIA PÚBLICA ANTE EL AYUNTAMIENTO DE LA CIUDAD DE SANTA ANA, CA.

La Ciudad de Santa Ana alienta al público a participar en el proceso de toma de decisiones. El siguiente aviso está siendo proporcionado para que pueda hacer preguntas, realizar comentarios y mantenerse informado acerca de los proyectos que podrían ser importantes para usted. Le alentamos a contactarnos antes de la Audiencia Pública si tiene alguna pregunta.

POR MEDIO DE LA PRESENTE SE DA AVISO - El Ayuntamiento de la Ciudad de Santa Ana llevará a cabo una audiencia pública para recibir testimonios públicos, y tomará medidas sobre el artículo descrito a continuación. La decisión sobre este asunto será definitiva.

Acción Propuesta: El Ayuntamiento de la Ciudad de Santa Ana llevará a cabo una audiencia pública para considerar el Plan del Año Fiscal 2020 - Quinquenal 2025 y el Plan Anual del Año Fiscal 2020 - 2012 para la Autoridad de Vivienda de la Ciudad de Santa Ana (CA093). Se requiere que la Autoridad de Vivienda celebre una audiencia pública para discutir y escuchar los comentarios sobre el Plan Quinquenal y el Plan Anual antes de su presentación al Departamento de Vivienda y Desarrollo Urbano de los EE. UU. (HUD, por sus siglas en inglés). Un aviso mínimo de 45 días de esta audiencia pública es requerido por las regulaciones federales. De conformidad con la Ley de Calidad de Vivienda y Responsabilidad Laboral de 1998 (Ley Pública 105-278), la Autoridad de Vivienda de la Ciudad de Santa Ana es requerida para preparar el Plan Quinquenal y el Plan Anual. El Plan Quinquenal proporciona detalles acerca de la misión, metas y objetivos de la Autoridad de Vivienda, y el progreso que la Autoridad de Vivienda ha logrado en cumplir las metas y objetivos descritos en el Plan Quinquenal previo de la Autoridad de Vivienda. El Plan Anual ofrece detalles acerca de las operaciones inmediatas, programas participantes, programas y servicios de la Autoridad de Vivienda,

y la estrategia de la Autoridad para manejar las preocupaciones operacionales, preocupaciones y necesidades de los participantes y los programas/servicios proyectados para el Año Fiscal 2020 - 2021. El Plan Anual también examina estrategias a corto y largo alcance para abarcar las necesidades identificadas por la Junta Asesora Residente.

Fecha y Hora de la Reunión - Este asunto será escuchado el **martes 7 de abril de 2020, a las 5:45 p.m.** o en fecha posterior, en la Cámara del Consejo de la Ciudad, 22 Civic Center Plaza, Santa Ana, California 92701. Todas las personas interesadas en este asunto son notificadas a presentarse en este momento.

Cómo Realizar Comentarios - Si no desea presentarse a la audiencia pública, usted puede también enviar sus comentarios por escrito al Secretario de Registros de la Autoridad de Vivienda, por correo a la Ciudad de Santa Ana, 20 Civic Center Plaza - M30, P.O. Box 1988, Santa Ana, CA 92701 o por correo electrónica a ecomments@santa-ana.org (referencia "reunión del Consejo de la Ciudad") antes de las 12:00 p.m. del lunes, el día antes de la reunión; los correos electrónicos recibidos después de dicha hora serán archivados para vista pública el día después de la reunión.

A Quién Contactar Para Preguntas - Si tiene alguna pregunta deberá comunicarse con Judson Brown, Gerente de la División de Vivienda, al (714) 667-2241 o puede enviar un correo electrónico a ecomments@santa-ana.org.

Dónde Obtener Más Información - Todos los informes del personal concernientes a cualquier elemento de esta agenda estarán disponible para inspección pública en la Oficina del Secretario del Consejo durante el horario normal de oficina y publicado en el sitio web de la Ciudad el viernes antes de la reunión de la Comisión en: <http://www.santa-ana.org/coc/granicus.asp>

Si tiene preguntas en español, favor de llamar al (714) 647-6520.

Nếu cần liên lạc bằng tiếng Việt, xin điện thoại cho Tony Lai số (714) 565-2627.

Si usted impugna la decisión sobre el asunto anterior, usted puede ser limitado a plantear sólo aquellos problemas que usted u otra persona plantearon en la audiencia pública descrita en este aviso, o en correspondencia escrita entregada al Ayuntamiento de la

Ciudad de Santa Ana en o antes de, la audiencia pública.

Daisy Gómez, Secretaria del Consejo 2/20/20 CNS-3344689# LA OPINION

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THÔNG BÁO VỀ PHIÊN ĐIỀU TRẦN CÔNG CỘNG TRƯỚC HỘI ĐỒNG THÀNH PHỐ CỦA THÀNH PHỐ SANTA ANA, CA

Thành phố Santa Ana khuyến khích công chúng tham gia vào quá trình thực hiện quyết định. Thông báo sau đây được cung cấp để quý vị có thể đặt câu hỏi, nhận xét và được thông báo về các dự án có thể quan trọng đối với quý vị. Chúng tôi khuyến khích quý vị liên lạc với chúng tôi trước Phiên Điều trần Công cộng nếu có bất kỳ câu hỏi nào.

XIN THÔNG BÁO LÀ - Hội đồng Thành phố sẽ tổ chức một Phiên Điều trần Công khai để nhân khai báo của công chúng, và sẽ có hành động đối với mục được mô tả dưới đây. Quyết định cho vấn đề này sẽ là chung cuộc.

Đề Xuất Hành Động:Hội đồng Thành phố của Thành phố Santa Ana sẽ tiến hành một phiên điều trần công khai để xem xét Kế Hoạch 5 Năm cho Tài Khóa 2020 - 2025 và Kế Hoạch Hàng Năm cho Tài Khóa 2020 - 2021 cho Đường Cục Gia Cư (Housing Authority) của Thành Phố Santa Ana (CA093). Đường Cục Gia Cư được yêu cầu tổ chức một buổi điều trần công khai để thảo luận và lắng nghe ý kiến của công chúng về Kế hoạch 5 năm và Kế hoạch hàng năm trước khi nộp cho Bộ Phát triển Gia cư và Đô thị (HUD-Housing and Urban Development) Hoa Kỳ. Các quy định của liên bang yêu cầu thông báo trước tối thiểu 45 ngày về phiên điều trần công cộng này. Theo Đạo luật Trách nhiệm Gia Cư và Công Trình có Chất lượng năm 1998 (Luật Công 105-276), Đường Cục Gia Cư của Thành phố Santa Ana bắt buộc phải chuẩn bị cho Kế Hoạch 5 Năm và Kế Hoạch Hàng Năm. Kế hoạch 5 năm cung cấp chi tiết về nhiệm vụ, mục tiêu và mục đích của Cục Gia Cư, và sự tiến bộ mà Cục Gia Cư đã đạt được khi đáp ứng các mục tiêu và mục đích được mô tả trong Kế hoạch 5 năm trước đây của Cục Gia Cư. Kế hoạch cho biết chi tiết về các hoạt động tức thời, những người tham gia chương trình, các chương trình và dịch vụ của Đường Cục Gia Cư và chiến lược của Nhà Đường Cục trong việc xử lý các mối quan tâm về vận hành, các mối quan tâm và nhu cầu của người tham gia, và các chương trình/dịch vụ dự kiến cho Tài Khóa 2020 - 2021. Kế hoạch Hàng năm xem xét các chiến lược tầm xa và năm ngắn để giải quyết các nhu cầu như đã được xác định bởi Ban Cố vấn Cư Dân.

Giờ và Ngày Họp - Vấn đề này sẽ được trình bày vào **thứ Ba ngày 7 tháng Tư, 2020 lúc 5:45 chiều**, hoặc sau đó tại City Council Chamber, 22 Civic Center Plaza, Santa Ana, California 92701. Tất cả những người quan tâm đến vấn đề này được thông báo để hiện diện vào thời điểm này.

Cách Góp Ý: Nếu không muốn hiện diện tại phiên điều trần công cộng, quý vị cũng có thể gửi ý kiến của mình bằng văn bản cho Housing Authority Recording Secretary, qua thư đến City of Santa Ana, 20 Civic Center Plaza -

M30, P.O. Box 1988, Santa Ana, CA 92701 hoặc email tại ecomments@santa-ana.org (tham khảo "cuộc họp Hội Đồng Thành Phố") trước 12:00 giờ vào thứ Hai, một ngày trước cuộc họp; các e-mail nhận được sau thời gian nới trên sẽ có trong hồ sơ để công chúng xem vào ngày sau cuộc họp.

Cần Liên Hệ Với Ai Nếu Có Câu Hỏi: Nếu quý vị có bất kỳ câu hỏi nào, vui lòng liên hệ với Judson Brown, Giám đốc Bộ phận Gia Cư theo số (714) 667-2241 hoặc quý vị có thể gửi email đến ecomments@santa-ana.org.

Nơi Nhận Thêm Thông Tin: Tất cả các báo cáo của nhân viên về bất kỳ mục nào trong chương trình nghị sự này đều có sẵn cho công chúng kiểm tra ở Văn phòng Thư ký Hội đồng trong giờ làm việc thông thường và được đăng trên trang web của Thành Phố vào thứ Sáu trước cuộc họp Hội đồng tại: <http://www.santa-ana.org/coc/granicus.asp>

Si tiene preguntas en español, favor de llamar al (714) 647-6520. Nếu cần liên lạc bằng tiếng Việt, xin điện thoại cho Tony Lai số (714) 565-2627.

Nếu thách thức quyết định về vấn đề trên, quý vị có thể chỉ được nêu ra những vấn đề mà quý vị hoặc người khác đã nêu ra tại phiên điều trần công cộng được mô tả trong thông báo này, hoặc trong thư gửi đến Hội đồng Thành phố của Thành Phố Santa Ana vào lúc, hoặc trước phiên điều trần công khai.

Daisy Gomez,
Clerk Of The Council (Thư Ký Hội Đồng)
2/21/20
CNS-3344692#
NGUOI VIET





The Housing Authority of the City of Santa Ana invites you to participate in a group discussion with our staff and other program participants. We want your input and feedback to help us develop our 5-Year Plan. Discussion topics 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.

MEETING DATE AND LOCATION:

THURSDAY, JANUARY 23, 2020

3:00 PM – 5:00 PM

**SANTA ANA HOUSING AUTHORITY
20 CIVIC CENTER PLAZA, 1ST FLR
SANTA ANA, CA 92701**

**SINCE SEATING IS LIMITED, IF YOU
WOULD LIKE TO PARTICIPATE IN THIS
MEETING, PLEASE RSVP BY CALLING
(714) 667-2212 NO LATER THAN FRIDAY,
JANUARY 17, 2020**



La Autoridad de Vivienda de la Ciudad de Santa Ana le invita a participar en una discusión de grupo con nuestro personal y otros participantes en el programa. Queremos su opinión y comentarios para ayudarnos a desarrollar nuestro Plan de 5 años. Los temas de discusión incluyen: necesidades de vivienda; elegibilidad de arrendatario, selección y admisión; recursos financieros de la autoridad de vivienda; políticas de determinación y normas de pago; procedimientos de queja PHA; la autosuficiencia de la familia; y otros temas importantes relacionados con la gestión y administración del programa de nuestra comunidad.

FECHA Y LUGAR DE REUNION:

Jueves, 23 de enero 2020

3:00 PM - 5:00 PM

**AUTORIDAD DE VIVIENDA DE LA
CIUDAD DE SANTA ANA
20 CIVIC CENTER PLAZA, PRIMER PISO
SANTA ANA, CA 92701**

**EL ESPACIO ES LIMITADO, SI DESEA PARTICIPAR EN
ESTA REUNIÓN, POR FAVOR DE CONFIRMAR SU
ASISTENCIA LLAMANDO
(714) 667-2212 A MAS TARDAR
DEL VIERNES, 17 DE ENERO DE 2020**



The Housing Authority of the City of Santa Ana invites you to participate in a group discussion with our staff and other program participants. We want your input and feedback to help us develop our 5-Year Plan. Discussion topics 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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Cơ Quan Trợ Cấp Gia Cư Thành Phố Santa Ana kính mời quý vị tham dự một buổi hội thảo với nhân viên của cơ quan cùng những thành viên khác hiện trong chương trình. Chúng tôi mong muốn quý vị sẽ góp ý và hồi báo để giúp chúng tôi thiết lập kế hoạch 5 Năm của cơ quan. Những chủ đề thảo luận bao gồm: nhu cầu nhà ở; sự lựa chọn, những điều kiện và sự đầu nhận vào chương trình; nguồn tài chính của chương trình trợ cấp gia cư; những qui luật dùng để định giá tiền thuê và những tiêu chuẩn dùng để tính tiền nhà; những thủ tục khiếu nại của cơ quan gia cư; chương trình gia đình tự túc; và những vấn đề quan trọng khác liên quan đến sự quản lý và cách điều hành của chương trình trong cộng đồng.

NGÀY HỌP VÀ ĐỊA ĐIỂM:

THỨ NĂM, NGÀY 23 THÁNG 1, 2020
TỪ 3:00 - 5:00 GIỜ CHIỀU
SANTA ANA HOUSING AUTHORITY
20 CIVIC CENTER PLAZA, TƯỜNG 1
SANTA ANA, CA 92701

**VÌ CHỖ NGỒI CÓ GIỚI HẠN, NẾU QUÍ VỊ MUỐN
THAM DỰ, XIN GỌI (714) 667-2206
TRƯỚC THỨ SÁU NGÀY 17, THÁNG 1, 2020 ĐỂ
GIỮ CHỖ.**



CITY OF SANTA ANA
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Resident Advisory Board Meeting Agenda
January 23, 2020

- 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)**
 - a. 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)

- b. Housing Needs and Strategy for Addressing Housing Needs**

- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures**

d. Rent Determination Policies

e. Operation and Management

f. Grievance Procedures




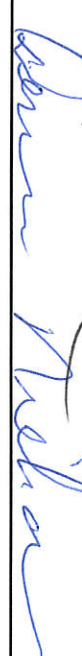
g. Housing Plus Program

h. Progress in Meeting Mission and Goals

i. Other Recommendations Not Listed Above

TENANT ADVISORY MEETING

(English)

NAME	PHONE #	# OF ATTENDEES	SIGNATURE
Acevedo, Aurora	714-363-7444	1	
Martell, Nick	714-862-5379	1	
Rocha, Manuela	657-321-9176	2	
Soliman, Adel	657-357-8975	1	Adel Soliman
Torres, Theresa & Ron	657-247-0504	2	
Tran, Minh	714-836-7188 ext 148 (Brittney)	1	
Wolter, Gary	949-662-9888	2	
Denise Nicholas	714-699-8166	2	
Kyong Wolter	949-662-9888		
		10	



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Near School & near Bus stops & grocery stores
etc.

- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures**

Huntington Bch. has a long waiting List Procedure
and Irvine

d. Rent Determination Policies

fair.

e. Operation and Management

f. Grievance Procedures

g. Housing Plus Program

Mrs. WOLTER

please call me at 949-662-9888

I want to have ~~some~~ information of
some

Homeownership.

h. Progress in Meeting Mission and Goals

i. Other Recommendations Not Listed Above



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- SAFETY IN NEIGHBORHOOD.

- CLOSE TO FREEWAYS

- CLEAN WITH NO GRAFFITI

- ^{WAIT} WAIT TIMES,

- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

LACK OF NIGER HOMES/APTS. MANY UNITS SAY NO RIGHT AWAY

S.A.N.A. DOES A GOOD JOB PROCESSING PAPERWORK THROUGH,

OTHER UNITS THAT DO HAVE A WAITING LIST, TAKE FOREVER

d. Rent Determination Policies

I THINK THE FIRM IS GOOD. IF MORE PEOPLE ARE MET/PAID OUT, THE BETTER FOR ALL.

I DO THINK THAT WHEN I MAKE SOME MORE MONEY, IT SHOULD BE DETERMINED BY THE LENGTH OF TIME W/A NEW JOB.

e. Operation and Management

O & M IS PRETTY GOOD. I STILL FEEL THAT WHEN A CHANGE IN INCOME OCCURS THERE SHOULD BE AT LEAST A 4 MONTH GRACE PERIOD BEFORE RENT AMOUNTS HAPPEN.

f. Grievance Procedures

PROCEDURES THAT ARE IN PLACE ARE FAIR.

g. Housing Plus Program

MORE INFORMATION.

h. Progress in Meeting Mission and Goals

SOUNDS LIKE THE PROGRESS IN MEETING GOALS IS WAY BETTER THAN ELSEWHERE.

i. Other Recommendations Not Listed Above

NONE AT THIS TIME.



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UNFAIR RENT INCREASE FROM OWNER TO TENANT
HOUSING RE EXAMINATION AND INSPECTION DATES
COMMUNICATION BETWEEN OWNER, TENANT, AND PHA

- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

HOUSING WAITING LIST OPEN/CLOSE
LIMITATIONS ON TENANTS LIFTED LIKE FOR STUDENTS

d. Rent Determination Policies

98% ⇒ 100% FAIR MARKET RENT BECAUSE HIGH RENT
GO SECTION 8 REQUIRES COMPUTER ACCESS

e. Operation and Management

COMMUNICATION WITH OWNER, TENANT, AND PHA
SCHEDULING OF RE EXAMINATION AND INSPECTION
GOVERNMENT FUNDED FACILITY SIGNIFICATION

f. Grievance Procedures

ATTORNEY/LAWYER PRESENT FOR APPEAL
UNFAIR RENT INCREASE COMPLAINT TO OWNER

g. Housing Plus Program

MORE STORIES FROM RESIDENTS
ONLINE NEWS LETTERS OF TENANTS W/HOUSING PLUS

h. Progress in Meeting Mission and Goals

MORE HOUSING VOUCHERS TO SERVE COMMUNITY
DECONCENTRATION OF WAITING LIST

i. Other Recommendations Not Listed Above

HOUSING AUTHORITIES SHOULD DEPLOY
AGENTS TO HOUSING TENANTS RESIDENT
FOR FREQUENT VISITS FOR COMMUNICATION
BECAUSE JUST RE EXAMINATION AND
INSPECTION (2 DAYS) FOR THE ENTIRE YEAR



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Housing Authority Annual Plan: (24 CFR 903.7)

- b. Housing Needs and Strategy for Addressing Housing Needs

We chose the housing we have now
because it was easy to find for section 8
& because it payed our utilities not
including Electricity. Santa Ana

- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

we were able to become eligible for
section 8 because there was a "open enrollment"
and I got priority because I was a
homeless veteran - I think that is very good
since veterans are at high risk of staying
homeless once they become homeless.

d. Rent Determination Policies

I think the current percent is reasonable to help more participant in section 8. I would like to recommend to provide all section 8 participant with the website or resource on how to find section 8 housing.

e. Operation and Management

So far I agree with your operation & management it seems reasonable and fair

f. Grievance Procedures

So far I agree with the procedure because we are explained at the beginning what we need to do and what we need to not do. Signing the contract after reading it help alot

g. Housing Plus Program

I am currently enrolled and I agree with the procedure it really motivate me to set goals and try to accomplish them with their help.

h. Progress in Meeting Mission and Goals

fair & reasonable

i. Other Recommendations Not Listed Above

So far so good and well thought out considering the criteria



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- b. Housing Needs and Strategy for Addressing Housing Needs

We need help to pay utilities because I pay \$48⁰⁰ for Gas plus electric, about addressing it is very hard to find apartment so when I find anything available I agree.

- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

policies were very easy. There is no problem about the policies but it is very hard to find a unit available

d. Rent Determination Policies

We need higher rate Because the rent is very expensive and section 8 is very good way to find a unit but it's not enough.

e. Operation and Management

why the program doesn't concern about utilities, most of us has a very low income

f. Grievance Procedures

every thing is correct But The program care only about rent please we need program care about utilities.

g. Housing Plus Program

I don't know any information about that, we need to receive all information about that program.

h. Progress in Meeting Mission and Goals

why the government doesn't has a housing city better than rent from people? and government able to do that.

i. Other Recommendations Not Listed Above

There is no any help for utilities, gas plus electric

The program doesn't cover utilities

Thank you very much



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

- b. Housing Needs and Strategy for Addressing Housing Needs

I think that everything is good because I am Handicapped and that is very close to us

- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

I think the waiting list is to long But I got mine fast

d. Rent Determination Policies

I think it is very fair.

e. Operation and Management

I think it is doing very well

f. Grievance Procedures

I really have no reason to do a grievance

g. Housing Plus Program

~~Does not apply~~
is not right thing for me

h. Progress in Meeting Mission and Goals

i. Other Recommendations Not Listed Above

I think you guys are doing a great job



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- b. Housing Needs and Strategy for Addressing Housing Needs**
(Necesidades de vivienda y estrategia para mitigar las necesidades de vivienda)

- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures**
(Políticas de elegibilidad, selección y admisión, incluidos los procedimientos de desconcentración y lista de espera)

d. Rent Determination Policies
(Políticas de determinación de renta)

e. Operation and Management
(Operación y Administración)

f. Grievance Procedures
(Procedimientos de quejas)




g. Housing Plus Program
(Programa de housing plus)

h. Progress in Meeting Mission and Goals
(Progreso en el cumplimiento de la misión y los objetivos)

i. Other Recommendations Not Listed Above
(Otras recomendaciones no enumeradas arriba)

TENANT ADVISORY MEETING

(Spanish)

NAME	PHONE #	# OF ATTENDEES	SIGNATURE
Alvarez, Aura	657-357-1318	1	
Castillo, Reyna	714-557-5089	2	Reyna CASTILLO 
Garcia, Rosa	657-335-8547	2	
Mendizabal, Julio	714-829-7403	1	Marlene Ramos
Ramos, Marina	714-585-9501	1	
		7	



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Resident Advisory Board Meeting Agenda/Spanish
January 23, 2020

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

- b. Housing Needs and Strategy for Addressing Housing Needs
In the Spanish group there were 5 individuals, all individuals were over the age of 62 years. These are the notes Eliana and I gathered from the meeting.
3 out of 5 in the group stated that low income housing should be a priority for this City, specifically Senior Housing
- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures
Group agreed to SAHA procedures with regard to eligibility. One individual commented that their initial impression was a good one because the Housing Specialist was helpful and knowledgeable. Another individual commented that a family member assisted her with the completion of the paperwork and gathering of documents.

d. Rent Determination Policies

Attendees did not have any specific comments or suggestions regarding SAHA's rent policy. However, they did express concern for the high utility bills they pay, individual is a resident at Casa Pacifica (tenant pays all utility bills).

e. Operation and Management

Attendees feel that response time from staff is unsatisfactory, it takes staff a few days to return phone calls. All stated that front desk staff is helpful. Overall positive comments with regard to SAHA's staff.

f. Grievance Procedures

Attendees are aware of procedure however no one in attendance has ever had a need to appeal a decision. There wasn't any personal knowledge from any person in the group of the actual process. Attendees did not have any comments in this category.

g. Housing Plus Program

Attendees were all 62 years of age and over, the group was not interested in seeking full time employment. However, they did comment when waiting in the lobby they have read the success stories and they enjoy them.

h. Progress in Meeting Mission and Goals

All in attendance agreed with the statement "SAHA is committed to its Mission and Goals".

i. Other Recommendations Not Listed Above

All in attendance wanted to give thanks and are grateful for the assistance they receive from SAHA staff.



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- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures
(Políticas de elegibilidad, selección y admisión, incluidos los procedimientos de desconcentración y lista de espera)

Estoy contenta con todo
I am happy with everything.

d. Rent Determination Policies
(Políticas de determinación de renta)

e. Operation and Management
(Operación y Administración)

Ami me atendido bien
I have had great customer service.

f. Grievance Procedures
(Procedimientos de quejas)

g. Housing Plus Program
(Programa de housing plus)

h. Progress in Meeting Mission and Goals
(Progreso en el cumplimiento de la misión y los objetivos)

Muy buen trabajo

Very good work



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(Necesidades de vivienda y estrategia para mitigar las necesidades de vivienda)

939 E. PATA A7 AP. TODO. ESTA BIEN
PERO. SI NOS AYUDAN POR MAS ESTA MEJOR
Everything is good however if we receive additional help it
ROSA E GARCIA SALAZAR. AP. 247 would be better.

- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures
(Políticas de elegibilidad, selección y admisión, incluidos los procedimientos de desconcentración y lista de espera)



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(Necesidades de vivienda y estrategia para mitigar las necesidades de vivienda)

MAS bto viviendas de bajos recursos.
More low income housing

- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures
(Políticas de elegibilidad, selección y admisión, incluidos los procedimientos de desconcentración y lista de espera)

el proceso es agradable.
The process is pleasant.

d. Rent Determination Policies
(Políticas de determinación de renta)

e. Operation and Management
(Operación y Administración)

f. Grievance Procedures
(Procedimientos de quejas)

No Ay quejas, todo esta bien.

I have no complaints everything is good.

g. Housing Plus Program
(Programa de housing plus)

h. Progress in Meeting Mission and Goals
(Progreso en el cumplimiento de la misión y los objetivos)

esta muy bien el trabajo

very good work.



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

- b. Housing Needs and Strategy for Addressing Housing Needs**

Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures**

Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

d. Rent Determination Policies

Quy lệ về cách xác định tiền thuê nhà

e. Operation and Management

Hoạt Động và Quản Lý

f. Grievance Procedures

Thủ tục khiếu nại

g. Housing Plus Program

Chương Trình Housing Plus

h. Progress in Meeting Mission and Goals

Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên

TENANT ADVISORY MEETING

(Vietnamese)

01/23/2020

NAME	PHONE #	# OF ATTENDEES	SIGNATURE
Nguyen, Chau Ngo	714-558-8768	1	
Nguyen, Christine	left no #	1	✓ Signature
Le, Tien Ngoc	714-902-3179	2	
Lam, Tuan & Le, Bich Tuyen	714-271-6965	2	
Le, Bach & Nguyen, Tien Thanh	714-251-2945	1	Bach
Nguyen, Tuyet Mai & Nguyen, John	714-775-1466	2	John Tuyet
Nguyen, Loan	No #	1	Loan
Nguyen, Gai	669-226-8623	2	
Vo, Harry	714-417-2959	1	
Tran, Phuong	714-480-0312	1	Phuong
Dung, Hieu	657-271-7630	1	Hieu
Lam, Danh	714-933-5567	1	Danh
Hanh, Phan & Trinh, Nga	714-273-2441	2	Phan Trinh
Cand Nguyen	(714) 331-4208		Cand
Nguyen, Hanh	(657) 720-9492	1	Hanh



CITY OF SANTA ANA

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Resident Advisory Board Meeting Agenda January 23, 2020

- I. Welcome and Introductions
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b. Housing Needs and Strategy for Addressing Housing Needs

Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

① Look at the neighborhood ② Contract rent ③ the way landlord is treating you

① Nhu cầu nhà ở, ② Tiền thuê ③ Cách cư xử của chủ nhà.
Provide more vouchers to meet the need of people who need a place to live.
xin cho thêm voucher để giải quyết người cần chỗ ở.

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

Chương trình này rất tốt
This program is great

d. Rent Determination Policies

Quy lậ về cách xác định tiền thuê nhà

Because market rent increases every year - Please approve the increase rent so that owner will not give notice to terminate tenancy.

Thị trường nhà của mỗi năm đều tăng theo thời giá. Xin tăng thêm tiền nhà mỗi năm để chủ nhà khỏi đuổi người có Housing.

e. Operation and Management

Hoạt Động và Quản Lý

From time to time Housing send out notices which were lost in the mail. Please Text or call to ensure we receive notice. Need more

Thỉnh thoảng Housing gửi thư báo cho VN worker người thuê phòng bị thất lạc. Nên luôn 3h Text hoặc gọi điện thoại để báo đảm tin tức chắc chắn đến tay người nhận. Cần thêm nhân viên Việt Nam.

f. Grievance Procedures

Thủ tục khiếu nại

Yêu cầu có một hộp thư để chúng tôi có khiếu nại gì sẽ bỏ vào đó - A box for complaints ~~for~~ ~~sugge~~ so we can drop it in.

g. Housing Plus Program

Chương Trình Housing Plus

Chương trình này rất tốt - This program is good.

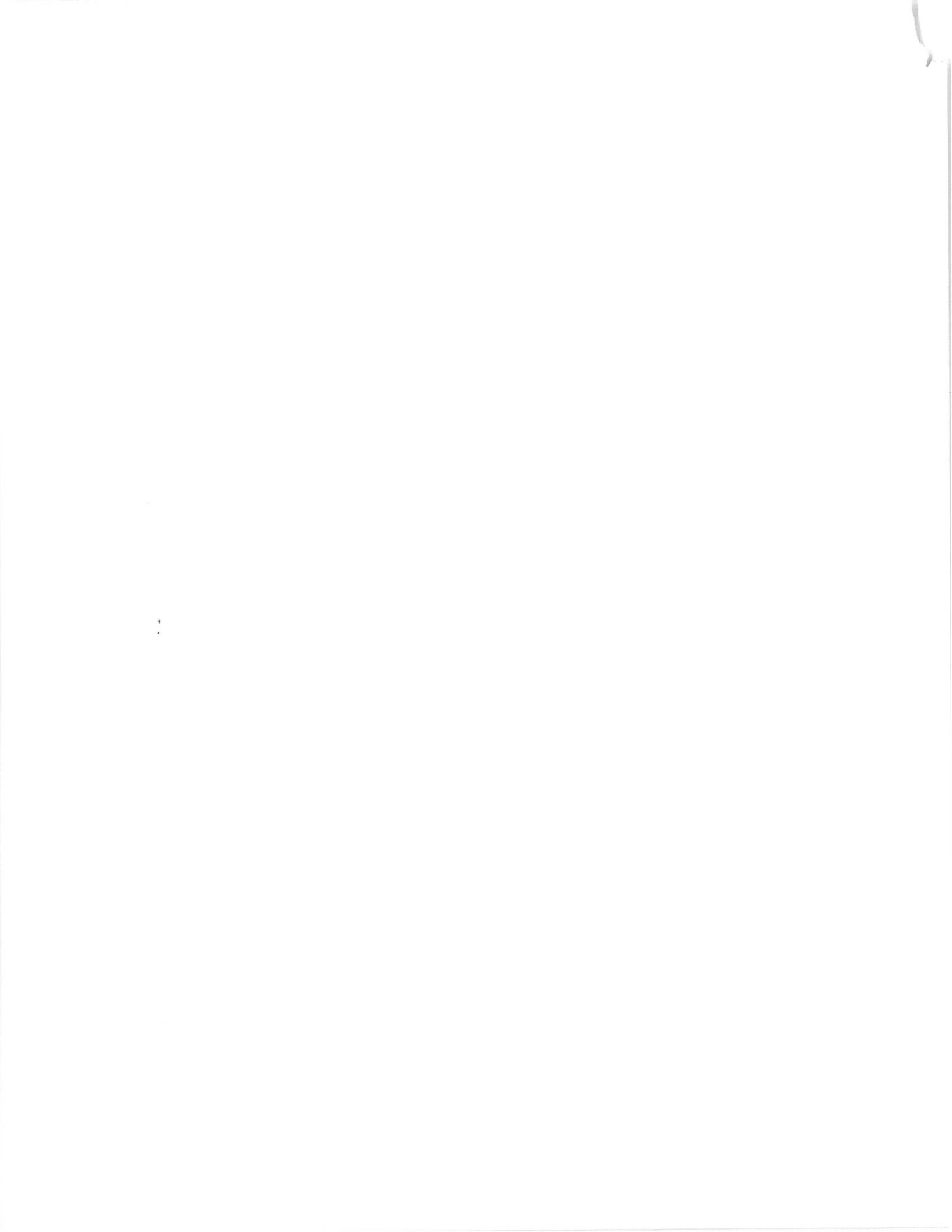
h. Progress in Meeting Mission and Goals

Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

Blank lines for reporting progress on mission and goals.

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên





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b. Housing Needs and Strategy for Addressing Housing Needs

Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

- Tiền nhà càng thấp càng tốt. *Keep the rent as low as possible*
- An toàn, an ninh. *Security - feeling safe*
- Sạch sẽ, vệ sinh. *Clean, decent place*
- Gần trường, trung tâm đào tạo người già. *Close to school*

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

- Thủ tục housing khoa học và chính xác.*
- Nhân viên nhiệt tình, vui vẻ*
- chỗ ở ở liên tục của gia đình tôi, rất hài lòng.*

- 1) The Process must be methodical and error free
- 2) worker needs to be helpful and nice
- very happy with the current place where I live*

d. Rent Determination Policies

Quy lệ về cách xác định tiền thuê nhà

current rent share tenant pays 30%, housing pays 70% - Recommend housing to increase pay to 80%, tenant 20%

Về tiền thuê nhà; tỉ lệ chia hiện nay là: chính phủ 70%, người nhà housing 30%. Nay chúng tôi xin đề nghị chính phủ 80% và người thuê 20%.

e. Operation and Management

Hoạt Động và Quản Lý

Housing program management is doing a good job. We would like to have more Vietnamese workers because many of us

hệ thống Housing hoạt động và quản lý rất tốt. Nay chúng tôi muốn có thêm nhiều nhân viên người Việt Nam vì rất nhiều người Việt không nói được tiếng Mỹ, cannot speak English

f. Grievance Procedures

Thủ tục khiếu nại

chưa biết thủ tục, xin hướng dẫn.
I do not know the process, please guide me.

g. Housing Plus Program

Chương Trình Housing Plus

Sẽ tìm hiểu thêm. Cảm ơn nhiều.
Will look for more information, Thank you.

h. Progress in Meeting Mission and Goals

Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

Cảm ơn housing officers.
Thank you housing workers

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên



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- b. Housing Needs and Strategy for Addressing Housing Needs

Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

1/ Giá tiền thường nhà và sửa chữa bởi housing đề nghị nên chủ nhà cảm thấy không vui và thường muốn người muốn 'đón đi' sống
Housing assess contract rent and requires owner to repair which causes the owner to be unhappy and requires tenant to move.

- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

Tôi cảm thấy chủ muốn dọn vì ở đây gần chỗ tôi đi làm cho tiện mặc dù ng chủ thường hay không vui và hay nói nói.
I don't want to move from here because the location is close to my work even though the owner is not happy and always say things.

d. Rent Determination Policies

Quy lệ về cách xác định tiền thuê nhà

The owner said I use too much water or less water, I am requesting housing to inform the landlord that that they

Xác định tiền nhà: Ng chủ thường nói nước xài nhiều nước xài ít xin housing giải thông báo với chủ nhà đừng tăng tỷ do phải đóng tiền nước nhiều để tăng tiền nhà
cannot use this reason to increase rent.

e. Operation and Management

Hoạt Động và Quản Lý

Housing inspection every 2 years is a good idea. Sometimes tenant cannot

Mỗi Hai năm xét 1 lần thì rất tốt đối với người miền vì lý do sức khỏe ở chăm sóc nhà kỹ lưỡng, hoặc bạn phải đi làm... Cần take care of the house because of poor health or because they are busy working.

f. Grievance Procedures

Thủ tục khiếu nại

I don't want to complaint but I would like to have Vietnamese worker. The inspection needs to ease up, otherwise it creates too much pressure due to work and health issue

Cần thêm người Việt Nam làm việc cho Vạn Hưng health issue housing Santa Ana. Tôi không muốn khiếu nại điều gì, nhưng xin housing dễ dãi khi xét nhà đừng khó quá và cái gì cũng tương đối thì tôi ở bị áp lực vì

g. Housing Plus Program

Chương Trình Housing Plus

thường tôi cũng bị áp lực, vì công việc dậm, tiền lương thấp khó khăn, sức khỏe

Tôi đang tham gia chương trình Housing Plus để tôi được mở mạng trong công việc tìm job và mở mạng Anh Văn và computer in tôi thích làm việc cho tôi khi già. Tôi rất thích chương trình này

h. Progress in Meeting Mission and Goals

Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

I am currently participating in the Housing Plus program so that I can find a job more easily. English and computer skill are improving because I want to work until I retire.

Thủ tục dễ dãi để đỡ bên không bị problem
Improve The process to make things easier so both sides don't have problems.

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên



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Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

1) Tiền thuê nhà Rent

2) Khu vực an toàn - Nhà có đủ tiện nghi Safe area and has many amenities

3) Người manager có uy tín hay không - ~~điều cần~~ Housing

recommend Santa Ana housing xây thêm chỗ ở cho người ~~đang~~ in need

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

Recommend SATHA to build more housing to provide places to live.

Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

Nếu những người được nhận housing có nhà rồi thì chính phủ sẽ giải quyết để được cho người bạn gia nhập chương trình

If the participants already have a place to stay then the government should be easier in qualifying the new applicant going thru the elig. process.

d. Rent Determination Policies

Quy lệ về cách xác định tiền thuê nhà

Housing Văn phòng có nhiều kinh nghiệm để xác định tiền thuê nhà.
The housing office is knowledgeable and experience in evaluating rent.

e. Operation and Management

Hoạt Động và Quản Lý

There are several hard workers in the office however management is very strict because of different languages. Needs more Vietnamese worker. Văn phòng housing có những nhân viên hoạt động rất tích cực, tuy nhiên quản lý khá khắt khe vì sự bất đồng ngôn ngữ. Xin cho thêm specialist người VN. Xin cho biết trước nếu Housing Authority có thay đổi chương trình.

f. Grievance Procedures

Thủ tục khiếu nại

Hiện cách khiếu nại
Understood the complaint procedure.

g. Housing Plus Program

Chương Trình Housing Plus

Chương trình này rất hữu ích. Xin hoan nghênh.
This program is very helpful & beneficial. We applaud this program.

h. Progress in Meeting Mission and Goals

Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

Xin cảm ơn chương trình đã giúp và có buổi họp ngày hôm nay.

We thank you the housing authority for all your help and to have a meeting such as this.

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên



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Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

- Khu yên tĩnh. Quiet Neighborhood.
- Tiền nhà vừa phải Reasonable rent
- gần xe bus, gần chợ Close to bus line, shopping
- Khu an toàn. Safe area

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

- 1. Miền chỗ cao quá, thì housing không giải quyết.
- 2. Tôi rất hài lòng ở nơi này

- 1. Renting at a place with high rent - then housing won't approve.
- 2. I'm very comfortable and happy at my current place

d. Rent Determination Policies

Quy lệ về cách xác định tiền thuê nhà

- Tiền thuê nhà 1.800* một tháng
 - Tốt, hơn hẳn
 - Dễ dàng thuê nhà
- Rent is approve at \$1800
Good altogether good
Easy to rent a place

e. Operation and Management

Hoạt Động và Quản Lý

- Hoạt động nhân viên và quản lý tốt
- Housing Specialist & program manager do a good job

f. Grievance Procedures

Thủ tục khiếu nại

- Khiếu nại về nhân viên
 - Họ xử lý như người tốt
- Complaint / appeal regarding workers
Have to treat people well

g. Housing Plus Program

Chương Trình Housing Plus

- Những gia đình đi học học nghề, Cao viên học bằng cấp
 - Hướng dẫn đi học
- Families to get an education or a trade
Seniors to get educated
Guide on education

h. Progress in Meeting Mission and Goals

Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

- Giúp đỡ cho người nghèo
 - Giúp đỡ người tị nạn
- Assist low income families & poor people.

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên

- giữ gìn sạch sẽ, tốn kém, sự lợi hại
- giữ gìn học

- Keeping the house clean
The cost
The Importance



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gần nhà thờ, và thoải mái

Close to church and comfortable

tiện xe bus và chợ

Close to bus line and shopping

thoải mái đi bộ ở nơi đây

Feel comfortable walking around or moving around.

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

Tôi ở khu vực này mãi mãi này và nó có điều gì xảy ra, nên tôi không muốn đi đâu hết

I've been living in this area for more than 10 years and everything is fine so I do not want to move anywhere else.

d. Rent Determination Policies

Quy lậ về cách xác định tiền thuê nhà

e. Operation and Management

Hoạt Động và Quản Lý

f. Grievance Procedures

Thủ tục khiếu nại

g. Housing Plus Program

Chương Trình Housing Plus

h. Progress in Meeting Mission and Goals

Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

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Những Ý Kiến khác không có nêu trên



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Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

- 1 KHU YÊN TĨNH KHU AN TOÀN Quiet and safe location
- 2 gần ~~nhà~~ XE BUS GẦN CHỖ close to bus line and
- 3 shopping center

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

- Toi rất hài lòng ở nơi này
- I am very happy where I'm at.

d. Rent Determination Policies

Quy lệ về cách xác định tiền thuê nhà

Tiền thuê nhà \$2.100*

The rent is at \$2100 -

e. Operation and Management

Hoạt Động và Quản Lý

Không có đủ nhân viên V.N

Your agency does not have sufficient Viet Namese workers.

f. Grievance Procedures

Thủ tục khiếu nại

nhân viên rất tốt

No complaints, housing worker is very nice

g. Housing Plus Program

Chương Trình Housing Plus

h. Progress in Meeting Mission and Goals

Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên



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SANTA ANA HOUSING AUTHORITY

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(714) 667-2200
www.santa-ana.org

Resident Advisory Board Meeting Agenda January 23, 2020

- 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)
 - a. 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)

b. Housing Needs and Strategy for Addressing Housing Needs

Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

1- Bus (tuyến dừng gần Bus)

Close to bus line

2- khu vực có an ninh

Safe neighborhood

3- ϕ

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

~~NON~~ NON

No complaints, comments.

NON complaint

d. Rent Determination Policies

Quy lệ về cách xác định tiền thuê nhà

NON complaint

No complaints

e. Operation and Management

Hoạt Động và Quản Lý

*- good manage .
- NON*

*- Nếu có inspection housing, cần phải gửi Thư báo Trú... Non
Jan 2019 Thanh Tra nhà, tôi ÷ có nhận Thư báo Trú*

f. Grievance Procedures

Thủ tục khiếu nại

NON

If there is an inspection, need to send out notification ahead of time. In Jan 2019 - inspection done without prior notice.

g. Housing Plus Program

Chương Trình Housing Plus

NON

h. Progress in Meeting Mission and Goals

Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

Thank you housing.

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên

None



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- | | |
|-------------------------|-----------------------|
| - 1. giá tiền thuê nhà. | Contract rent amount |
| 2. Gần trường học. | close to school |
| 3. An ninh. | safe location |
| 4. Vệ sinh. | Clean, sanitary place |

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

- Hình tại, tôi ở trong căn nhà rất tốt, tôi không có (gì) ý kiến gì!
- Currently I live in a very nice unit so I don't have any comments.

d. Rent Determination Policies



Qui lết về cách xác định tiền thuê nhà

- Housing cần thương lượng giá tiền nhà với chủ rất tốt.

Housing needs to negotiate rents ^{well} with the owner

e. Operation and Management

Hoạt Động và Quản Lý

- Cần thông báo mail, thủ tục.

- Need to send notification by mailing.

f. Grievance Procedures

Thủ tục khiếu nại

- Cần hiểu biết về chương trình thay đổi nhiều hơn

- Need to understand the changes in program regulations more.

g. Housing Plus Program

Chương Trình Housing Plus

- Cần tham gia.

- Need to participate

h. Progress in Meeting Mission and Goals

Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

- Giúp cho có nhà ở.

Assist in rental assistance to have a place to live.

- phướng tiện, vật dụng trong nhà tốt hơn

Improve unit amenities and ^{better} appliances.

i. Other Recommendations Not Listed Above



Những Ý Kiến khác không có nêu trên





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Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

- 1) - Tiêu nhà hợp lệ. Reasonable rent
- 2) Manager nhà Resident manager
- 3) Địa điểm tốt gần chợ và phố Việt Nam. Location where it is close to shopping center.
- 4) Đây là địa điểm nơi cung cấp đầy đủ tiện nghi, sạch sẽ và an toàn. A place where it provides the necessary amenities, clean/sanitary place

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

- những đơn ở những chỗ tốt sang, thì giá nhà cao quá, cái Housing và chủ muốn khớp đủ điều kiện chúng tôi cũng muốn giải tán khỏi những hoàn cảnh khó khăn cho phép.
- If moving to a nicer area then the rent is too high. we want to move to a better area but our financial situation does not allow it.

After finding a unit and housing approves the rent where it is affordable for the renter then this is a great situation. We applaud your work with the owners.

d. Rent Determination Policies

Quy lệ về cách xác định tiền thuê nhà

Sau khi tìm được nhà, Housing đồng ý về giá thuê nhà. Mà người thuê nhà vừa với khả năng thu do là điều kiện quá tốt - chúng tôi rất hoan nghênh sự làm việc của Housing với chủ đất

e. Operation and Management

Hoạt Động và Quản Lý

Tôi không chỉ trình đó anh vẫn để điều tra hết những gì mà tôi muốn nói. Tôi xin yêu cầu cho tôi được gặp cô Supervisor Victoria người Việt, lúc đó tôi mới trình bày câu kể sự việc một cách rõ ràng, tránh sự hiểu lầm, xin cho biết số phone của Supervisor, xin cho tôi gặp để đề nghị cô Supervisor. hẹn câu

f. Grievance Procedures

Thủ tục khiếu nại

tránh sự hiểu lầm, xin cho biết số phone của Supervisor, xin cho tôi gặp để đề nghị cô Supervisor. hẹn câu

Sau khi nghe trình bày rõ ràng của Supervisor như tôi hiểu rõ và giúp cho nhân viên này một tháng nữa, tốt đẹp hơn. có tình cách xây dựng luôn là đáp đó.

g. Housing Plus Program

Chương Trình Housing Plus

NONE

chương trình thích hợp cho giới trẻ, với điều kiện phải đi làm, còn người già thì không có thể được với nhiều điều kiện khác.

h. Progress in Meeting Mission and Goals

Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

chương trình này ra được tầm cập, giúp đỡ những người lớn tuổi, giúp cho những người nghèo, sống khỏe hơn, được nâng cấp cuộc sống có ý nghĩa hơn.

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên

- e. I don't have sufficient English to explain everything I want to say. I would like to request for a meeting with Victoria Nguyen, Vietnamese so that I can explain thoroughly my situation to avoid misunderstanding. I want to have her phone number so I can schedule a meeting with her, if necessary.
- f. After Victoria's explanation we now understand the process and to help the worker improve for the better. This is conducive to improve the management rather than just being critical.
- g. This program is great and suited for the younger people who will be working. For the elderly people it is not possible because of the requirements to complete.
- h. The program has been increasingly needed to assist low income families to have a better living condition.



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*see last page
for translation*

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b. Housing Needs and Strategy for Addressing Housing Needs

Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

- 1. Trên mức nhà có hợp lý không
 - 2. Chủ nhà có cảm tình không, có bán hàng nữa thì nhà lại
 - 3. Khu vực chỗ ở có an ninh không
- chính phủ phải khuyến khích chủ nhà nhận người mới có housing

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

chính phủ phải trả cấp nhiều hơn cho những cái nhà ở khu vực tốt hơn vì ở khu vực tốt thì giá nhà rất cao nên người có housing thoả lòng mà mình được nhà ở ở khu vực tốt

d. Rent Determination Policies

Qui lậ về cách xác định tiền thuê nhà

Vì giá tiền thuê nhà tùy theo tình hình việc làm nên chính phủ muốn cho người có housing phân tán ra các mức giá tốt hơn để người có housing có được mức sống tốt hơn thì chính phủ phải trợ cấp thêm tiền nhà cho những mức giá tốt đó.

e. Operation and Management

Hoạt Động và Quản Lý

Chen tôi thì cách hoạt động và quản lý của Housing Santa Ana rất là tốt, không có gì phải phàn nàn! Mỗi năm, Housing Santa Ana mở họp một lần để Housing thông báo cho mọi người biết những thông tin mới rất có lợi cho người có housing. Điều này rất đáng hoan nghênh!
Tuy ở Housing Santa Ana có ít worker với việc nhưng họ hoạt động rất là tuyệt vời!

f. Grievance Procedures

Thủ tục khiếu nại

Như tôi đã trình bày ở bên trên là mọi người worker ở đây làm việc rất là tốt nên mặc dù thủ tục khiếu nại tôi biết nhưng chắc chẳng bao giờ khiếu nại!

g. Housing Plus Program

Chương Trình Housing Plus

Chương trình Housing Plus rất tốt cho người có housing. Chương trình này nhằm mục đích cho người có housing học thêm một số kiến thức để có điều kiện nâng cao cuộc sống để một ngày nào đó mình có đủ điều kiện mua được nhà, mình ra khỏi housing để những lợi phần housing này cho người khác.

h. Progress in Meeting Mission and Goals

Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

Mục tiêu của Housing là nhằm giúp người có lợi tức chắc có được một cuộc sống tốt đẹp.

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên

I hope the government will increase funding to help the low income people getting housing assistance faster.

Hy vọng Housing được chính phủ cho thêm tiền để ai cần nhất có lợi tức thấp có được housing một cách nhanh chóng hơn.

b. ① The rent - is it reasonable?

② The owner - is he likeable, will he fix/repairs when needed?

③ The area/location - is it safe?

The government needs to recommends owners to accept tenant who has housing assistance.

c. The government has to pay more for the properties in the nicer area because in the nicer area, the rent is very high therefore the people who have housing find it very difficult to rent properties there.

d. In order to deconcentrate to a better area higher economic area, to have a better living environment, the government has to increase rental subsidy for this to happen -

e. To me, the housing authority is active and well managed. No complaints. Each year you hold a meeting such as this to inform residents on the program of changes. I applaud you for this. Although SAHA has very few Vietnamese workers but they've done a great job.

f. As I mentioned above, I know how to file complaints or appeal but I will not need to do it.

g. This Housing Plus program is a great program for people on housing. This program purpose is to help families on the program to learn a trade or get an education so as to become ~~self~~ better self-sufficient. One day if everything is in place, they can buy a house then leave their housing to other families.

h. The mission of the Housing Authority is to provide low-income families with a place to live in a better environment.



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~~Khu vật an toàn~~, tiền thuê nhà Rent
chủ nhà thường xuyên sửa chữa.
owner to make repairs more often

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures

Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

d. Rent Determination Policies

Quy lệ về cách xác định tiền thuê nhà

Maybe the government can change the assistance amount. Or provide more assistance so as to make it easier to move to a new place

có thể chính phủ cấp tiền nhà thay đổi
thứ dư cũng cấp nhiều hơn để dễ
thay đổi chỗ ở, tìm nhà khác

e. Operation and Management

Hoạt Động và Quản Lý

chúng tôi yêu cầu lúc nào thấy tin hoặc thông báo
luật mới bằng thư từ tiếng Việt

We would like to request that when you notify us or send out information, please mail it out in Vietnamese

f. Grievance Procedures

Thủ tục khiếu nại

Housing may assist to pay for utilities. We want to complaint that when we call worker, we need the worker to answer the phone.

Housing có thể phụ tiền trả điện, nước, Gas.
chúng tôi khiếu nại có việc gọi cho Worker.
yêu cầu worker bắt điện thoại nghe.

g. Housing Plus Program

Chương Trình Housing Plus

chúng tôi rất muốn có worker Việt Nam.
tăng cường người Việt Nam làm việc
tại Housing. để dễ trình bày

We want to have Vietnamese worker. Please have more

h. Progress in Meeting Mission and Goals

Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

Vietnamese worker here so we can corresponds better.

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên

yêu cầu Housing luôn luôn cung cấp

thông tin đầy đủ gửi cho chúng tôi; thuật ngữ
tiếng Việt,

Request Housing to always provide information
and mail out documents translated in Vietnamese.

Santa Ana Housing Authority 5-Year Plan



The Santa Ana Housing Authority is preparing our 5-Year Plan for 2020—2025 to submit to the U.S. Department of Housing and Urban Development (HUD). 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 5-Year Plan.

Resident Advisory Board Meetings

Thursday, January 23, 2020

3:00PM — 5:00PM

20 Civic Center Plaza

Santa Ana, CA 92701

SINCE SEATING IS LIMITED, IF YOU WOULD LIKE TO PARTICIPATE IN A MEETING, PLEASE RSVP BY CALLING (714) 667-2212 NO LATER THAN FRIDAY, JANUARY 17, 2020

Take A Survey!

Use the QR Code to the right

or go to:

www.surveymonkey.com/r/MB2ZJPC





Resident Advisory Board Meetings and Surve

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EMAIL SEND INFORMATION



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Resident Advisory Board Meetings and Survey

SENT on Thu, Jan 2, 2020 at 1:40 pm PST

Lists HCV Participants, as of 10-11-2019

From Name Santa Ana Housing Authority

From Address jbrown@santa-ana.org

Reply-to Address jbrown@santa-ana.org

Email Link <https://conta.cc/2sGAAZU>

Resend to Non-Openers Sent Mon, Jan 6, 2020 at 1:40 pm PST

EMAIL STATS

Open Rate

47.1%

Desktop 50.7% | Mobile 49.3%



Opens	255	93	341
Sent	856	482	856
Bounces	132	0	132
Successful Deliveries	724	482	724

Click Rate

8.2%

Activity	Original	Resend	Total
Clicks	19	9	28
Did Not Open	469	389	383
Unsubscribed	1	2	3
Spam Reports	0	0	0

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Schedule Posts

CLICK-THROUGH DISTRIBUTION

Original Send Resend to Non-Openers

Email Link	Unique Clicks	Distribution
https://www.surveymonkey.com/r/MB2ZJPC	19	100%
Total Click-throughs		19
		100%

Template Name: WinterHolidayCard_PT13308



Santa Ana Housing Authority 5-Year Plan Survey

QUESTION SUMMARIES

DATA TRENDS

INDIVIDUAL RESPONSES

Q1



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

Answered: 5 Skipped: 0

to be indoors permintly

2/9/2020 12:13 AM

My housing needs are: *Handicap accessibility. *Handicap modifications *Single mom considerations.

1/10/2020 3:57 PM

Being in a one story place

1/7/2020 8:53 PM

Cost Bills Location

12/27/2019 6:10 PM

Q2



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

Answered: 5 Skipped: 0

an apartment for husband and I where I could have a dog serviced to live with me

2/9/2020 12:13 AM

I am a single mother of a disable child, just 2 in our family. It will be great if handicap adjustments or modification are considerate for persons in wheelchairs. Modification without rejection, such as bathrooms, sinks, door frames, accessibility is a need for our family.

1/10/2020 3:57 PM

The porting process should have some faster process.

1/7/2020 8:53 PM

Share Link

<https://www.surveymonkey.com/re:>

COPY

SHARE SETTINGS

Tweet

Share

5 responses



[Empty response box]

Q3

As the largest housing assistance provider in our community, what do you think the Santa Ana Housing Authority should do to address the housing needs in our community?

Answered: 5 Skipped: 0

house people who attend oppuntunity knocks on food stamps homeless first

2/9/2020 12:13 AM

In my personal opinion to take in consideration that family of 2, being the only source of income and having a disabile child, not always allowed families like mine to have enough income to pay rent. Regards accessibility, hopefully every person in wheelchair can have an accesible place to live.

1/10/2020 3:57 PM

Work better with ex criminal that need a second chance.

1/7/2020 8:53 PM

Update income chart

12/27/2019 6:10 PM

Q4

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

Answered: 5 Skipped: 0

build more spots

2/9/2020 12:13 AM

*People with disabilities can be on top of the list. * Income can be more reasonable and not increasing rent. Compassionate agents.

1/10/2020 3:57 PM

Do more screening to keep up dating the screening process.

1/7/2020 8:53 PM

Share Link

<https://www.surveymonkey.com/re:> COPY

SHARE SETTINGS

Tweet Share

5 responses



[Empty response box]

Q5



What recommendations do you have to change or improve our Rent Determination Policies?

Answered: 5 Skipped: 0

a lot more smaller appartments with lower rent and less waiting period

2/9/2020 12:13 AM

What SAHA open waiting list often for people with disabilities.

1/10/2020 3:57 PM

I believe it's fare.

1/7/2020 8:53 PM

To be updated

12/27/2019 6:10 PM

Q6



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

Answered: 5 Skipped: 0

more assistantance for people with learning disabilitys

2/9/2020 12:13 AM

No answer.

1/10/2020 3:57 PM

Reassignin new workers after a period of time

1/7/2020 8:53 PM

Communication. To use more paperless

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Q7

What recommendations do you have to change or improve our Housing Plus Program (aka our Family Self-Sufficiency Program)?

Answered: 5 Skipped: 0

more help for mental illness

2/9/2020 12:13 AM

To considerate non citizen residents.

1/10/2020 3:57 PM

Giving those who have completed a goal second chances.

1/7/2020 8:53 PM

Specific information about the benefits

12/27/2019 6:10 PM

Q8

What recommendations do you have to encourage more assisted-families to use our assistance as a platform to obtain self-sufficiency?

Answered: 5 Skipped: 0

more help less finical requiremets

2/9/2020 12:13 AM

To make this more public.

1/10/2020 3:57 PM

To get second chances on special ocations

1/7/2020 8:53 PM

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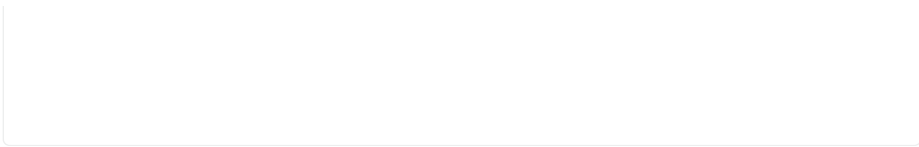
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Q9



How can we improve our progress to fulfill our mission and goals?

Answered: 5 Skipped: 0

longer help more housing

2/9/2020 12:13 AM

Taking considerations the community answers.

1/10/2020 3:57 PM

Evaluating our goal and counseling us to have a better success.

1/7/2020 8:53 PM

Treat people with dignity

12/27/2019 6:10 PM

Q10



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

Answered: 5 Skipped: 0

patience love tolerance

2/9/2020 12:13 AM

Consideration and compassion for people with disabilities.

1/10/2020 3:57 PM

Have standard repair upgrades after so many years.

1/7/2020 8:53 PM

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