

HHAP-3 NARRATIVE TEMPLATE

CITY OF SANTA ANA LOCAL HOMELESSNESS ACTION PLAN



July 2021- June 2024

INTRODUCTION

The City of Santa Ana's response to homelessness includes balancing the individual's needs with community resources that will address, deter and prevent homelessness. The development of this plan was prepared specifically to respond to the Homeless Housing, Assistance and Prevention (HHAP) Round 3 grant application. The Plan will serve as a guide to build upon current efforts of the City and its partners, and to improve and evaluate the local homeless system of care.

The City of Santa Ana will utilize the HHAP3 funding for the period of July 2021 to June 2024. Funds will be augmented with other local, state and federal funding in an effort to provide a system of care for individuals experiencing homelessness in Santa Ana. The City strives to ensure that there are several pathways for assistance, and to housing.

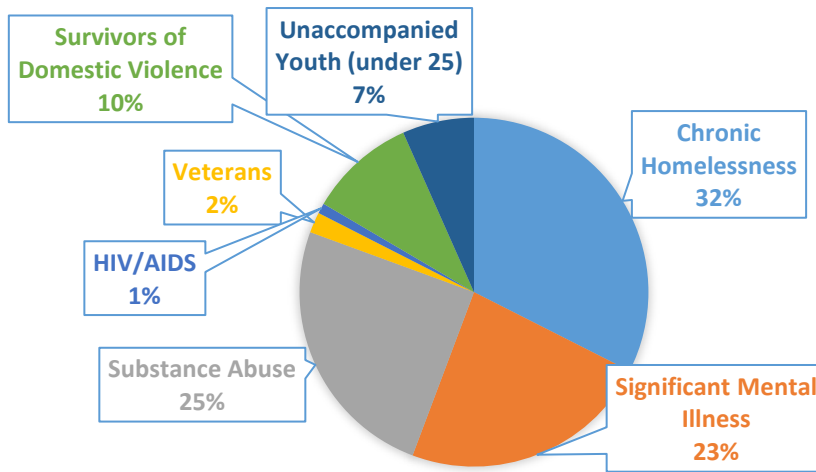
Data used in the development of the Local Homelessness Action Plan includes data from both the 2019 and 2022 Point in Time Counts, the 2021 Homeless Management Information System (HMIS) and data from the California Interagency Council on Homelessness (ICH.)

LOOKING AT THE FUTURE

According to a recent study led by the University of Pennsylvania, the fastest growing population among people experiencing homelessness is older adults. This study drew on 30 years of census data to project that the U.S. population of people 65 and older experiencing homelessness will nearly triple by 2030. The rising costs of housing and living on fixed incomes contribute to many seniors entering homelessness. Additional evidence shows that youth experiencing homelessness are under-counted due to reasons of roaming and not being in the locations being counted or served. The City will utilize HHAP funding to address the need of this unique population of transition-aged youth (TAY). Families continue to be a priority population for the City. In response to this, the newly opened Navigation Center provides a separate family dorm with over 40 family beds.

These are the three population groups that the City of Santa Ana will consider more closely in the upcoming years when determining future homeless housing developments and in homeless service planning.

SANTA ANA LANDSCAPE ANALYSIS
SUB-POPULATIONS AND OTHER CHARACTERISTICS
(BASED ON 2021 HMIS DATA)



Four Point Plan +

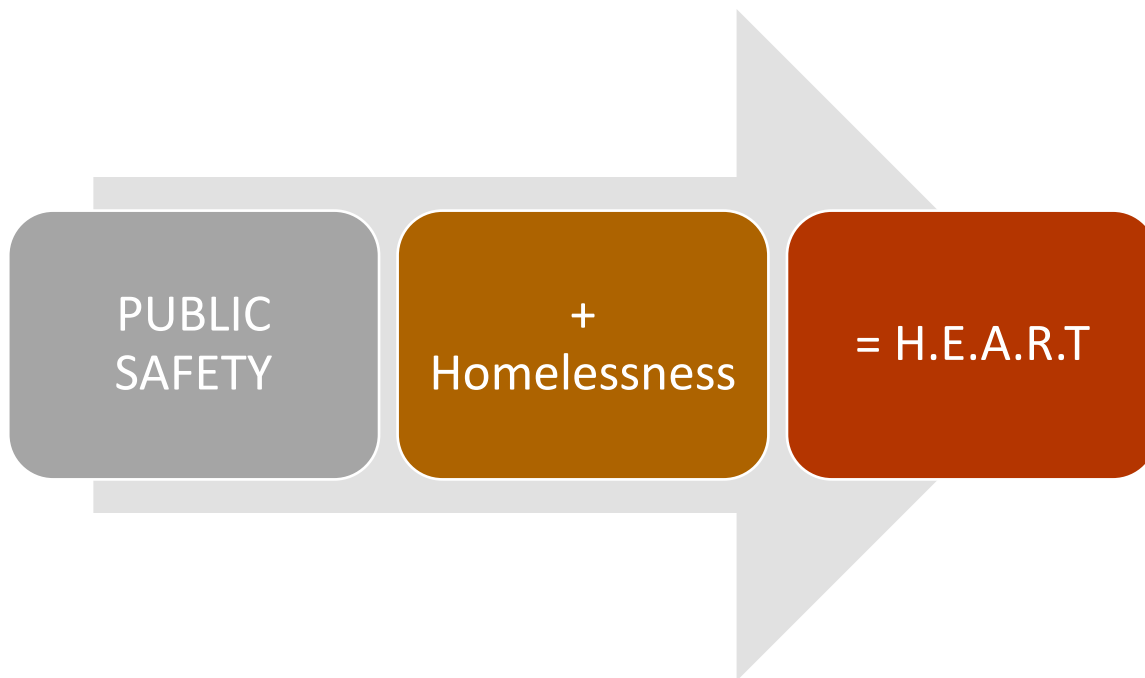
The City of Santa Ana developed a Four-Point Plan to address homelessness in 2019. The four points are listed below along with a newly developed point to address racial, ethnic and gender disparities.

1. Reduce negative impacts to community ensuring Santa Ana is clean and safe.
2. Be persistent in our contact with anyone experiencing homelessness.
3. Reduce the number of Santa Ana's unsheltered homeless and those returning to homelessness.
4. Have an engaged and informed community regarding homelessness and homeless solutions.
5. Close the gap of racial, ethnic and gender disparities in homeless services.

OVERVIEW

Goal 1: Reduce negative impacts to community ensuring Santa is clean and safe.

Plan: Increase public safety presence while building relationships with the homeless.
Formation of Public Safety and Homelessness Subcommittee



The Santa Ana Police Department (SAPD) interacts with individuals experiencing homelessness on a daily basis. The City is fortunate in that the SAPD created the Homeless Evaluation Assessment Response Team (H.E.A.R.T.) to oversee citywide homeless outreach needs, safety and security as well as mental health conditions. All police personnel working in this detail have received over 16 hours of specifically designed mental health training (Crisis Intervention Training for Law Enforcement) for first responders. The Homeless Evaluation Assessment Response Team Program focuses exclusively on individuals experiencing homelessness or at risk of homelessness, and addresses the problem in its entirety by way of immediate needs and long-term effects on the homeless population. The H.E.A.R.T program utilizes Coordinated Entry to provide assistance to chronically homeless individuals based on vulnerability and severity of needs and to reduce barriers to housing entry.

Goal 2: Be persistent in our contact with anyone experiencing homelessness.

Plan: Partnerships, Outreach and Engagement.

PARTNERSHIPS

A demonstration of how the jurisdiction has coordinated, and will continue to coordinate with other jurisdictions, including the specific role of each applicant in relation to other applicants in the region.

Homelessness is a national issue that cannot be effectively addressed locally without collaboration and partnerships across the region, including all cities and the County. While addressing homelessness in Santa Ana, staff look at ways to partner, collaborate, and align goals and strategies with federal, state, and local policies, priorities, and actions.

As one of the 13 Big Cities in California, Santa Ana receives a direct allocation from the State of California along with the County of Orange and the City of Anaheim. City of Santa Ana staff have worked closely with both the City of Anaheim and the County of Orange for many years. Coordination on funding opportunities, services and programs is on-going. While each entity is responsible for their own jurisdictions, it is agreed that a regional approach to homelessness in delivering services, housing and programs is necessary. In preparation of the HHAP3 application, these entities met to discuss community goals and to conceptualize priorities. Later in the HHAP3 application process, Cal Optima joined as a new partner. Cal Optima is looking at a new stream of funding to be used partially for street medicine. The street medicine program would provide preventative primary and urgent care on the streets. Santa Ana is eagerly awaiting to have Cal Optima work alongside our street outreach and engagement team. The City is also interested in partnering with Cal Optima for needed services related to Special Purpose Housing Vouchers.

Non-profit homeless service organizations are often times funded by multiple cities. Each of these non-profit organizations are tied to the Coordinated Entry System (CES); and are required to participate in the Homeless Information Management System (HMIS.) City of Santa Ana staff serve on the Board of the Continuum of Care (CoC) and participate in a number of regional meetings, which include the Central Service Planning Area (SPA), the Homeless Provider Forum, and Commission to End Homelessness and United to End Homelessness. Meetings are usually well-attended by stakeholders, including homeless service providers, community and faith-based organizations, public health and healthcare providers, employment organizations, advocate groups and homeless and formerly homeless individuals.

Santa Ana staff participate in Housing Placement Match meetings that allow housing providers to share housing opportunities for homeless households who are eligible based on an assessment and the community prioritization plan. County meetings are facilitated by 2-1-1 Orange County and staff in attendance include those referral agencies who have assessed an applicant. In addition, the City of Santa Ana holds its own match meetings with the County to ensure that Santa Ana homeless residents are working on documents to be eligible for all housing opportunities.

The Santa Ana Housing Authority coordinates directly with the CoC's and Coordinated Entry System (CES). Specifically, our Housing Authority has awarded 135 project-based vouchers that have been tied to CES in which the service provider is required to refer families from the CES list for each project-based voucher unit. In addition, the Santa Ana Housing Authority has received 231 Mainstream Program vouchers that were administered for individuals on the CES list and 46 Foster Youth to Independence

Vouchers. Coordination also includes the Veterans Affairs Supportive Housing (VASH) Program of which 280 VASH vouchers are tied to the Veteran CES list. Each tenant-based voucher and project-based voucher administered by the Santa Ana Housing Authority for a homeless individual or family (including VASH-eligible homeless veterans) is administered in coordination with CES.

As an entitlement jurisdiction through the Department of Housing and Urban Development (HUD), Santa Ana receives a direct allocation for Emergency Solutions Grant (ESG) funding for homeless services. All funded organizations receiving ESG and ESG-Covid funding by the City are required to participate in the Homeless Management Information System (HMIS) as well as the Coordinated Entry System. Santa Ana, along with other entitlement jurisdictions in the County, created an ESG Collaborative several years ago to coordinate ESG funding among various non-profits in the area and to share valuable information.

A demonstration of the applicant's partnership with, or plans to use funding to increase partnerships with:

- Public health systems
- Behavioral health
- Social services
- Justice entities
- People with lived experiences of homelessness
- Other (workforce system, services for older adults and people with disabilities, Child Welfare, education system)

While Santa Ana has developed strong approaches to end homelessness, we must also address those who slip through the cracks and become homeless for the first time. Turning off the faucet to homelessness is essential. This work will require collaboration at all levels of government between multiple systems: housing, health care, criminal justice, child welfare, education, domestic violence, immigration, labor, and others. We must work together to create systems to intervene and keep individuals housed. We must provide needed services and ensure that homelessness is unrewarded and rare. It is this integrated service plan that will be most effective in addressing homelessness.

Santa Ana has partnered with the United Way on a regional landlord incentive program to address one of the most significant barriers facing our homeless voucher holders: finding and leasing a unit. The landlord incentive program provided deposits for damage claims, unit holding fees, and other landlord incentives for 25 emancipated foster youth through the Foster Youth to Independence Program and 50 homeless individuals through the Mainstream Voucher Program.

The City of Santa Ana is excited about the future partnership with the County's new Be Well OC program. In January 2021, Be Well OC unveiled its first mental health and wellness campus located in the City of Orange, just north of Santa Ana. The 60,000 square feet, state of the art facility provides mental health, crisis stabilization and

substance use disorder to all County residents who are referred for care. This is the first of three planned campuses in Orange County. Be Well brings together a robust, community-based, cross-sector strategy-public, private, academic, faith-based and others- to create a community-wide coordinated ecosystem to support optimal mental health. The County acts as the Managed Care Specialty Provider for Serious Mental Illness, Serious Emotional Disturbances and Substance use Disorder.

The City is also looking forward to working with our newest partner, Cal Optima and learning more about their new stream of funding to develop a street medicine program. The street medicine program will provide preventative primary and urgent care on the streets of Santa Ana and will enhance our current street outreach and engagement program.

The Santa Ana Family Justice Center (SAFJC) is located at the Santa Ana Police Department. The SAFJC establishes partnerships between the Santa Ana Police Department and 17 social services organizations to provide a “one stop shop” where survivors of domestic violence, sexual assault, child abuse, human trafficking and elder abuse can receive the assistance and support they need.

Current Partnerships	
4GIRLS	Mexican Consulate
Casa De La Familia	New Star FJC
Community Legal Aid SoCal	Orange County Department of Child Support Services
Crime Survivors	Protect Youth
Eli Home for Abused Children	Way Makers
Families Forward	Women’s Transitional Living Center (WTLC)
Get Safe	WISEPlace
Interval House	Youth Shelter
Human Options	
Illumination Foundation	
County of Orange Social Services Agency	211 OC
<ul style="list-style-type: none"> - CalWorks - Adult Protective Services - Children and Family Services 	

Over the past two decades, research on effective models—including Housing First, Trauma-informed care, medical respite and peer-driven services has begun to build an evidence base for what works. We know that when people have access to stable housing along with the treatment and services they need and want, homelessness can be vastly reduced. Housing is often said to be, health care.

For this reason, the City places a great deal of energy around the implementation of housing programs. Santa Ana participated in the discussions which ultimately led to the Association of California Cities – Orange County (ACC-OC) taking the lead at coordinating a regional approach to homelessness. They lobbied the state legislature in April of 2018 for a regional housing body to help fund 2,700 permanent supportive housing units for homeless people. As a result, the Orange County Housing Finance Trust (OCHFT) was formed in 2019 as a joint powers authority between the County of Orange and the cities throughout the County. The OCHFT was created for the purpose of funding housing specifically for the homeless population and families of extremely low, very low, and low incomes within the County of Orange. The Orange County Housing Finance Trust, County, and Cities share a common goal of creating 2,700 permanent supportive housing units by June 30, 2025. The housing trust speaks to the collaboration throughout the County of Orange. To date, 684 units have been completed, 961 units are in the process of funding and 992 units are under construction County-wide. The City of Santa Ana alone has either completed or is in the process of completing 434 of these units.

A description of how the City will make progress in preventing exits to homelessness from institutional settings, including plans to leverage funding from mainstream systems for evidence-based housing and housing-based solutions to homelessness.

Note: Such mainstream systems could include:

- Physical and behavioral health care systems and managed care plan organizations
- Public health system
- Criminal legal system and system for supporting re-entry from incarceration
- Affordable housing funders and providers
- Income support programs
- Education system
- Workforce and employment systems
- Other social services and human services systems
- Child welfare systems

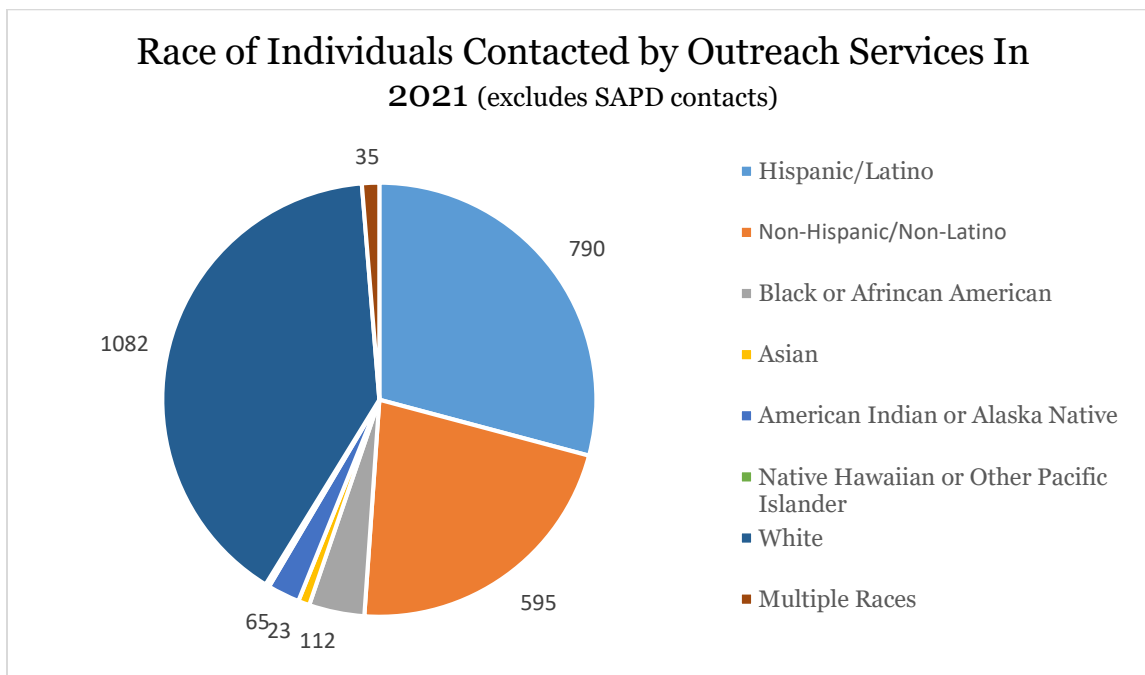
OUTREACH & ENGAGEMENT

The City's new seven day a week Pilot Program, Santa Ana Multi-Disciplinary Homeless Response Team (SMART) provides a team of specially trained staff to respond to and engage with individuals experiencing homelessness in the City. This program, contracted by the City with a non-profit organization, is changing the landscape of services on the streets of Santa Ana.

Developing and retaining current partnerships will assist in creating procedures that may prevent exits to homelessness from institutional settings. One particular area to

address may be with the local jails, who release inmates in the early morning hours without a plan for transportation or housing. Outreach and engagement teams are in the field seven days a week to address individuals in need, which may include individuals that have exited from an institutional setting.

The City's One-Stop Center, workforce development, assists individuals with both employment and education resources. Services at this Center support individuals in becoming independent from government programs. Santa Ana also has a long history of working closely with the Santa Ana Unified School District. Together, we leverage funds to assist a number of families in need by providing shelter and needed services.



Lastly, Santa Ana works separately with the CoC on a Santa Ana By-Name list to ensure that Santa Ana individuals are not lost in the shuffle. Meetings are facilitated by 2-1-1 Orange County and staff in attendance include those who have assessed an applicant such as staff with mobile outreach and shelter operators. The City of Santa Ana works closely with funded housing providers to ensure that applicants matched to housing are matched and to ensure a warm hand off can be offered.

Goal 3: Reduce the number of Santa Ana's unsheltered homeless and those returning to homelessness.

Plan: Prioritized the use of HHAP funds to assist people experiencing literal homelessness move into safe, stable housing, which includes street outreach services and access to the newly built Navigation Center.

VOUCHERS & RESOURCES

The City of Santa Ana Housing Authority currently utilizes 647 Special Purpose Vouchers for individuals experiencing homelessness. Last year, the Housing Authority and Homeless Services partnered to provide Foster Youth to Independence Vouchers leveraged with State HEAP funds to provide landlord incentives, furniture and other funds to help jumpstart the lives of foster youth. In addition to Housing Vouchers, the City has 434 units of permanent supportive housing units either completed or are in the pipeline.

The City of Santa Ana also participates in the Orange County Housing Finance Trust, which is on target to provide 2,700 new supportive housing units across Orange County in the next few years. The City is the proud home of several Permanent Support Housing developments. Homeless Services works closely with the Housing Department to create housing-based solutions to homelessness. The City's SAVES (Eviction Prevention Program) funded by HUD has assisted numerous households remain housed instead of exiting to homelessness. All of these items are examples of how the City leverages a variety of funds to increase housing opportunities and to reduce the number of individuals who enter homelessness.

Santa Ana has prioritized the use of HHAP funds to assist people experiencing literal homelessness move into safe, stable housing, which includes street outreach services and access to the newly built Navigation Center. At the Navigation Center, guests will be able to access a variety of services to achieve improved health. While it is not mandatory to use the treatment or services offered, there are an array of expanded services that guests can take advantage of. Services include substance abuse treatment, mental and physical wellness, a good night's sleep and nourishing meals that will deliver the best opportunity for success. Navigation Center guests will be connected to the Santa Ana WORK Center and other workforce programs to offer job seeker resources, workforce career planning, supportive services, basic skills assessments, vocation readiness and job search assistance. Satellite programs will be offered at the Navigation Center and/or a shuttle to the WORK Center.

A new funding stream from Cal Optima will increase the number of enrollments into Medi-Cal. Another goal is to ensure that programs are integrated with the existing coordinated entry system. These goals will help in the overall goal of preventing or assisting those who become homeless.

Specific and quantifiable systems improvements that the applicant will take to improve the delivery of housing and services to people experiencing homelessness or at risk of homelessness, including, but not limited to, the following:

- (1) Capacity building and workforce development for service providers within the jurisdiction, including removing barriers to contracting with culturally specific service providers and building the capacity of providers to administer culturally specific services.

The City will work to create partnerships with culturally specific service providers for the purpose of arriving at strategies to end homelessness. Other improvements that the City will take to remove barriers will include: a) the creation of on-site workforce development services at the Navigation Center and creation of a job program in the commercial kitchen at the Navigation Center. These programs will help those individuals who are uncomfortable or incapable of going to an off-site facility. Workforce staff speak various languages be accommodate individuals in need; b) the creation of literature in more than one language and c) offer cultural/religious meal choices at the Navigation Center.

- (2) Strengthening the data quality of the recipients Homeless Management Information System.

The HMIS system, overseen by the County is only as good as the data that is input. The City will ensure that all recipients of City homeless services funding participate in this system. The City is interested in predictive analysis and looking at what prevention/prediction data tools could be designed to identify who may fall out of housing and/or who may need extra help.

- (3) Increasing capacity for pooling and aligning housing and services funding from existing, mainstream, and new funding.

Santa Ana will continue to build regional coordination and a unified regional response to reduce and end homelessness. Decisions will follow a best-practices framework focused on moving homeless individuals and families into permanent housing and supporting the efforts of those individuals and families to maintain their permanent housing.

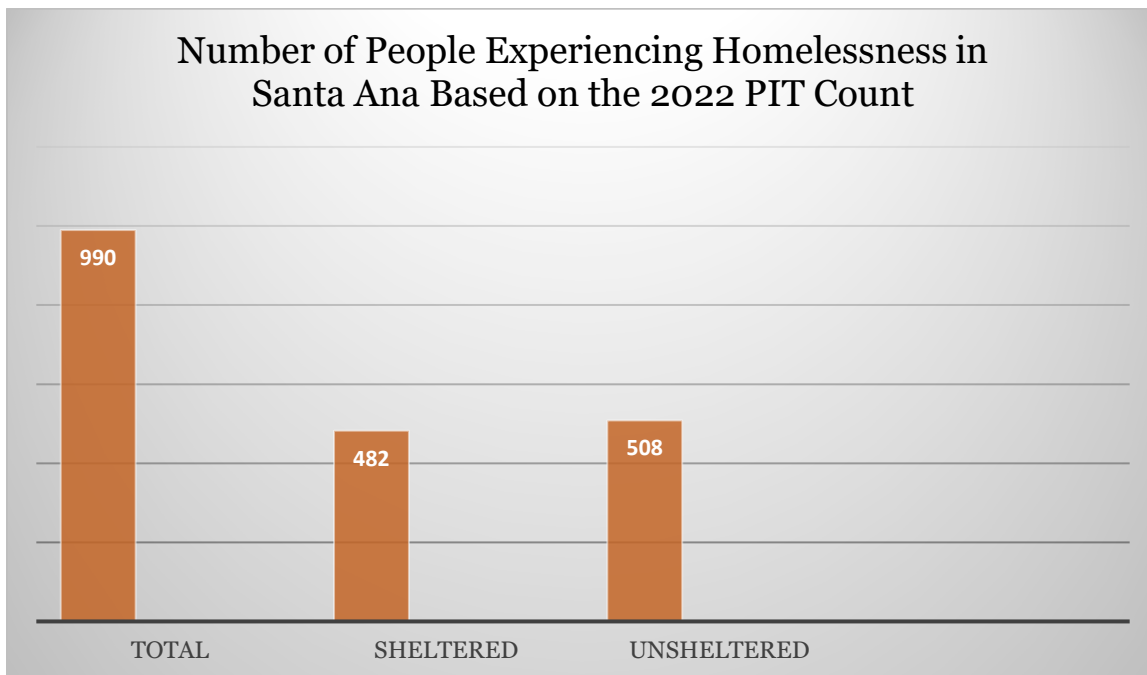
As identified in the funding table, the City of Santa Ana utilizes a variety of funding from various sources pooled together to provide housing, and homeless services.

The City's HUD Annual Action Plan and Consolidated Plan address how federal funds awarded to the City are utilized on an annual basis. The City's General Plan and Housing Element sets forth the City's long-range planning policies that reflect the aspirations and values of residents, land owners, businesses, and organizations within the community.

(4) Improving homeless point-in-time counts.

The City of Santa Ana will continue to participate in the County run Point in Time count. The City provides Police Officers and staff to participate in the event and maps of the City showing common homeless locations.

Unsheltered individuals living outside or in places not fit for human habitation are some of the most vulnerable in the community. Recognizing the importance of moving people into shelter and off the streets, the City plans to invest heavily into street outreach and engagement, the newly built Navigation Center and into permanent supportive housing sites for individuals experiencing homelessness.



(5) Improving and strengthening coordinated entry systems to eliminate racial bias, to create a youth-specific coordinated entry system or youth-specific coordinated entry access points, or to improve the coordinated entry assessment tool to ensure that it contemplates the specific needs of youth experiencing homelessness.

The County of Orange oversees the Coordinated Entry System. The City of Santa Ana will continue to participate in this system, and various sub-committees, including the Coordinated Entry System preferences as it relates to shelter and housing. Typically, individuals with the most urgent and severe needs on the CES list are prioritized for the next housing opportunity. Some individuals remain on the CES list far too long due in part to being unable to secure permanent housing due to specific barriers to housing that have yet to be resolved. This may include criminal and eviction histories and sex offender registrants. A diverse portfolio of housing options should be cultivated over time in an effort to match units to those within the CES queue and to look more closely at specific need groups, including youth needs.

Supportive Housing is a program that Santa Ana has embraced. It is an affordable rental housing option to provide stability for vulnerable people in need who do not have a home or are leaving institutions or hospitals. It is linked to intensive case management and voluntary life-improving services like health care, workforce development and child welfare.

Following on the heels of the City's Foster Youth to Independence program, the City is looking at new options for use of the HHAP youth set-aside funding.

Evidence of connection with the local homelessness Coordinated Entry System.

Since 1998 the County of Orange has coordinated a comprehensive regional Continuum of Care (CoC) strategy that includes the participation of all thirty-four cities in Orange County, County Agencies, the County's homeless service providers, and other community groups to identify the gaps and unmet needs of the County's homeless. Orange County's coordinated entry system accounts for the diverse needs of people experiencing homelessness, responds to those needs with permanent housing solutions, and incorporates various housing, healthcare, and employment systems.

The Orange County CoC has one Coordinated Entry System (CES) covering the entire CoC geographic area. The CES has three main components to target the unique needs

of these subpopulations – Individuals, Families and Veterans – and increasing access to available housing and supportive services. To ensure full coverage of the CoC’s geographic area, the CoC utilizes Service Planning Areas to allow for targeted services and resource allocation. The CES facilitates access to homeless individuals and families through physical access points, countywide street outreach, a virtual front door operated and a No Wrong Door approach among providers. The street outreach includes local law enforcement agencies, behavioral health teams and community- and faith based organizations. The behavioral health teams provide a linkage to individuals with mental health and substance use resources that may not typically access homeless services and connects them to CES.

Santa Ana actively coordinates with the Orange County Continuum of Care’s Coordinated Entry System. Specifically, staff serves on the Board of the Continuum of Care (CoC) and attends CoC Committee meetings. The City requires that all tenant-based and project-based vouchers provided by the Santa Ana Housing Authority be tied to the CoC Coordinated Entry System. All organizations working with individuals experiencing homelessness and funded by the City of Santa Ana are required to use the CES for referrals and required to use HMIS. This currently includes our SMART Outreach and Engagement teams and the Santa Ana Police Department. The City’s Interim shelters are integrated into CES and all individuals assisted at these sites are assessed.

Santa Ana Housing Authority has awarded 152 project-based vouchers that have been tied to CES in which the service provider is required to refer families off of the CES list for each project-based voucher units. In addition, our Housing Authority received 231 Mainstream Program vouchers that were administered for individuals on the CES list, 46 Foster Youth to Independence Vouchers and 89 Emergency Housing Vouchers. This coordination also includes the Veterans Affairs Supportive Housing (VASH) Program. Our Housing Authority has 280 VASH vouchers that are tied to the Veteran CES list. Each tenant-based voucher and project-based voucher administered by our Housing Authority for a homeless individual or family (including VASH-eligible homeless veterans) is administered in coordination with CES.

As an entitlement jurisdiction through the Department of Housing and Urban Development (HUD), our City receives Emergency Solutions Grant (ESG) funding for homeless services. For these funds, the City requires referrals to these activities to come through CES. All funded organizations receiving ESG funding by the City are required to participate in the Homeless Management Information System (HMIS). This includes the City’s Interim Homeless shelter, the Link, which is integrated into the CoC’s CES. This same requirement will be in place for the City’s new year-round Homeless Navigation Center.

Emergency Shelter

Santa Ana’s newly opened Navigation Center operates 24 hours a day, seven days a week. It provides 200 beds for men, women, couples and families, a commercial

kitchen, and an outdoor area for participants and their pets. Services will include case management, mental health and medical services, and a robust package of supportive services. Staff will work with guests to address underlying issues in an effort to gain stability and work towards housing.

Goal 4: Engage and inform the community regarding homelessness and homeless solutions.

Plan: Organize a focus group to engage with a diverse sector of the community.

To seek input on addressing homelessness, the Homeless Services Division will organize a focus group to engage with a diverse sector of the community. Staff will engage with organizations, including those who work closely inside the local jails in hopes that their input will help to broaden the base of involvement. Discussions at these meetings will also provide an opportunity for community members to become more educated around homelessness. The outcome of this focus group will be shared with the City Council and the internal Homeless Inter-departmental team which helps to align City practices with homeless actions.

A description of specific actions the City will take to ensure racial and gender equity in service delivery, housing placements, and housing retention and in changes to procurement or other means of affirming racial and ethnic groups that are overrepresented among residents experiencing homelessness have equitable access to housing and services.

Goal 5: Close the gap of racial, ethnic and gender disparities in homeless services

Plan: The City will continue to ensure that access to City funded programs are open and available to all.

The City collaborated with CA Real this past year on the development of goals and commitments towards centering racial equity and lived expertise in our homelessness system. We will continue to look through this equity lens in service delivery. In addition, we will continue to assess, learn and implement programs as needed.

The City has contracted with 211 Orange County to track demographic and service information on homeless clients served by the City of Santa Ana. With this information, customizable reports can be created to review data associated with racial and ethnic groups to determine if there are overrepresented residents experiencing homelessness and to ensure all individuals have equitable access to housing and services.

The City of Santa Ana assists individuals experiencing homelessness regardless of race, ethnicity, gender or gender identity. All individuals who are in need of assistance

are offered services. In the upcoming fiscal year, the City of Santa will review a variety of data provide by 211 OC data to determine who is experiencing homelessness, being placed in housing, and retaining housing. The City will hold a focus group to create new, meaningful opportunities for people who have experience homelessness so that they have a voice in designing policies and programs and to help in devising solutions from first hand experiences. In addition, system level changes that may affect service, delivery or access to housing will be reviewed.

In order to address barriers that could drive people from home to the streets, the City will continue to ensure that access to City funded programs are open and available to all. Racial equity training will be offered to frontline staff and service delivery specialists. The City will have continuous process improvement strategies to ensure community-wide accountability, transparency and achievement of goals using a racial equity lens. Strategies will be scaled up to prevent racial disparities in homelessness.

It is important to note that federal fair housing laws prohibit discrimination based on race, color, religion, national origin, sex/gender, handicap/disability, and familial status. Specific federal legislation and court rulings include:

- **The Civil Rights Act of 1866** – covers only race and was the first legislation of its kind.
- **The Federal Fair Housing Act 1968** – covers refusal to rent, sell, or finance.
- **The Fair Housing Amendment Act of 1988** – added the protected classes of handicap and familial status.
- **The Americans with Disabilities Act (ADA)** – covers public accommodations in both businesses and in multi-family housing developments.
- **Shelly v. Kramer 1948** – made it unconstitutional to use deed restrictions to exclude individuals from housing.
- **Jones v. Mayer 1968** – made restrictive covenants illegal and unenforceable.

California state fair housing laws protect the same classes as the federal laws with the addition of marital status, ancestry, source of income, sexual orientation, and arbitrary discrimination. Specific State legislation and regulations include:

- **Unruh Civil Rights Act** – extends to businesses and covers age and arbitrary discrimination.
- **California Fair Employment and Housing Act (Rumford Act)** – covers the area of employment and housing, with the exception of single-family houses with no more than one roomer/boarder.
- **California Civil Code Section 53** – takes measures against restrictive covenants.

- **Department of Real Estate Commissioner’s Regulations 2780-2782** – defines disciplinary actions for discrimination, prohibits panic selling and affirms the broker’s duty to supervise.
- **Business and Professions Code** – covers people who hold licenses, including real estate agents, brokers, and loan officers.

All residents in the City of Santa Ana have access to information about fair housing enforcement, outreach capacity, and resources available to them. One of these organizations is Community Legal Aid SoCal that serves low-income residents of Orange County and Southeast Los Angeles County. Overall, community legal aid provides direct representation, as well as engages in policy advocacy and impact litigation. The advocates in the housing program provide legal assistance across a broad range of fair housing issues, including “eviction, federally or otherwise publicly subsidized housing, substandard housing, landlord/tenant issues, homeownership issues, homeowners association issues mobile homes, housing discrimination, and predatory lending practices.”

Local Trend

According to the 2015-2019 ACS, approximately 77% of the Santa Ana population identifies as being Hispanic or Latino. In comparison, only 34.1% of Orange County residents identify the same. The City has a smaller population of white, non-mixed heritage, residents compared to neighboring jurisdictions.

Dissimilarity indices between non-White and White groups indicate that the City has also stayed relatively the same in regards to segregation since 1990. Segregation between Black, White and Hispanic communities has decreased, while segregation between Asian/Pacific Islander communities and White communities has increased.



Community Outreach in the City of Santa Ana conducted by highly skilled professionals, law enforcement and social workers, working together as part of a multidisciplinary team.

