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MAYOR PRO TEM
Jessie Lopez
COUNCILMEMBERS
Phil Bacerra
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David Penalzo
Thai Viet Phan
Benjamin Vazquez



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Michael L. Garcia
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CITY OF SANTA ANA
SANTA ANA HOUSING AUTHORITY
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Santa Ana, California 92702
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June 15, 2023

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

Subject: Submission of the Annual Plan for FY 2023 - 2024

Dear Ms. Bavan,

The Housing Authority of the City of Santa Ana (CA093) is pleased to provide you with our Annual Plan for FY 2023 – 2024 that was approved by our Board on June 6, 2023.

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

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

Definitions.

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

A.	PHA Information.																																			
A.1	<p> PHA Name: Housing Authority of the City of Santa Ana PHA Code: CA093 PHA Plan for Fiscal Year Beginning: (MM/YYYY): 07/2023 PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Housing Choice Vouchers (HCVs) 3,088 PHA Plan Submission Type: <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual 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 of the PHA policies contained in the standard Annual Plan but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at the main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. </p> <p> <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below) </p> <table border="1"> <thead> <tr> <th>Participating PHAs</th><th>PHA Code</th><th>Program(s) in the Consortia</th><th>Program(s) not in the Consortia</th><th>No. of Units in Each Program</th></tr> </thead> <tbody> <tr> <td>Lead HA:</td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td></tr> <tr><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program	Lead HA:																													
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B.	Plan Elements.
B.1	<p>Revision of Existing PHA Plan Elements.</p> <p>a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission?</p> <p>Y N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Statement of Housing Needs and Strategy for Addressing Housing Needs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Financial Resources.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Rent Determination.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Operation and Management.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Informal Review and Hearing Procedures.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Substantial Deviation.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Significant Amendment/Modification.</p> <p>(b) If the PHA answered yes for any element, describe the revisions for each element(s):</p>
B.2	New Activities. – Not Applicable

B.3	<p>Progress Report.</p> <p>Provide a description of the PHA’s progress in meeting its Mission and Goals described in its 5-Year PHA Plan.</p> <p>Goal # 1: Fully utilize all funding provided by HUD and apply for additional funding to serve the most vulnerable members of our community.</p> <p>Objective # 1: Utilize 100% of the Annual Budget Authority provided by HUD for each CY.</p> <ul style="list-style-type: none"> SAHA utilized 103% of our Annual Budget Authority provided by HUD for CY 2022. <p>Objective # 2: Apply for new funding opportunities for additional vouchers.</p> <ul style="list-style-type: none"> In September 2022, SAHA received an award of thirty-nine (39) new Housing Choice Vouchers awarded under the Consolidated Appropriations Act 2022 (P.L. 117-103). In September 2022, SAHA received an award of twenty-five (25) new Foster Youth to Independence vouchers awarded under the requirements of Notice PIH 2020-28, amended by Notice PIH 2021-26. In July 2022, SAHA received an award of \$115,500 in Extraordinary Administrative Fee Funding to lease-up Mainstream Program vouchers. <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.</p> <p>Objective # 1: Expand the number of active participants in the Family Self-Sufficiency Program.</p> <ul style="list-style-type: none"> The number of active participants in the Family Self-Sufficiency Program decreased from 106 families enrolled in January 2022 to 93 families enrolled in January 2023. This is because in December 2022 twelve (12) new families completed their Contracts of Participation and graduated from the Program. These twelve graduates received the money they each saved in their escrow accounts and a total of \$200,877.41 was awarded in escrow savings. The number of mandatory slots for SAHA decreased from 59 total mandatory slots to 52. In addition, the percent of families enrolled over mandatory slots is equal to 179%, and 77% of families have an escrow account balance in the program. SAHA sent a monthly electronic Family Self-Sufficiency Program newsletter to our participants who have provided us with their e-mail addresses. Each newsletter features a Story of Success for a family who is participating in the program. In addition, SAHA also provided an annual calendar to all of our participants with a Story of Success for each month. <p>Objective # 2: Assist Family Self-Sufficiency Program participants to become self-sufficient and graduate from the program.</p> <ul style="list-style-type: none"> During this Fiscal Year, twelve (12) participants graduated from the Family Self-Sufficiency Program. <p>Goal # 3: Ensure the accuracy, integrity and compliance of all voucher program operations.</p> <p>Objective # 1: Retain High Performer SEMAP status.</p> <ul style="list-style-type: none"> SAHA was certified as a High Performer for FY 21-22. The final SEMAP score for the fiscal year ending 6/30/2022 is 100. SAHA audited a total of 372 files under SEMAP Indicator # 3, even though the minimum sample size required by HUD was only 35 files. This is equal to ten times the number of files required to be audited by HUD. For SEMAP Indicator # 5, SAHA conducted a total of 69 quality control inspections even though the minimum sample size required by HUD was only 34 quality control inspections. This is two times the number of inspections required to be audited by HUD. <p>Goal # 4: Increase assisted housing choices by providing quality customer service to existing landlords and conducting outreach to new landlords.</p> <p>Objective # 1: Communicate on a regular basis with active landlords by providing information on key program updates.</p> <ul style="list-style-type: none"> SAHA sent a monthly electronic Landlord Newsletter to our active landlords. Each newsletter provided key program updates and information for landlords. <p>Objective # 2: Maintain active participation in the Orange County Apartment Association and attend local events to promote participation in the program.</p> <ul style="list-style-type: none"> SAHA renewed our membership with the Orange County Apartment Association. <p>Goal # 5: Provide equal opportunity, affirmatively further fair housing and provide regular training on fair housing for staff, owners and participants.</p> <p>Objective # 1: Provide an annual mandatory training for all Housing Authority staff.</p> <ul style="list-style-type: none"> On August 18, 2022, SAHA held an annual Fair Housing Training for all Housing Division employees. This annual training is required for all employees. <p>Objective # 2: Provide information on fair housing to owners and participants.</p> <ul style="list-style-type: none"> SAHA provided information on fair housing to owners and participants. <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> <ul style="list-style-type: none"> SAHA provided information on VAWA to all program applicants, participants and landlords.
B.4	<p>Capital Improvements. – Not Applicable</p>

B.5	Most Recent Fiscal Year Audit. (a) Were there any findings in the most recent FY Audit? Y N N/A <input type="checkbox"/> <input checked="" type="checkbox"/> <input type="checkbox"/> (b) If yes, please describe:
C.	Other Document and/or Certification Requirements.
C.1	Resident Advisory Board (RAB) Comments. (a) Did the RAB(s) have comments to the PHA Plan? Y N <input checked="" type="checkbox"/> <input type="checkbox"/> (b) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations. Three Resident Advisory Board meetings were held on February 16, 2023. The meetings were conducted in three languages: English, Spanish, and Vietnamese. All active participants were mailed an invitation to participate on the Resident Advisory Board and the Board members who attended provided input for the development of the Annual Plan. Please see attachment for RAB Comments. SAHA also conducted a survey of all active HCV participants. The survey was mailed and e-mailed to all active HCV participants with a link to the survey. Staff analyzed all of the recommendations and comments from the Resident Advisory Board and survey responses by: 1) considering the feasibility of each recommendation; 2) discussing as a team the opportunity for SAHA to implement each recommendation; and 3) making a determination on which recommendation(s) could be implemented or considered for future implementation. All of the recommendations were taken into consideration by the Housing Authority.
C.2	Certification by State or Local Officials. 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.
C.3	Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan. <i>Form HUD-50077-ST-HCV-HP, PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed</i> , must be submitted by the PHA as an electronic attachment to the PHA Plan.
C.4	Challenged Elements. If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA's response to the public. (a) Did the public challenge any elements of the Plan? Y N <input type="checkbox"/> <input checked="" type="checkbox"/> If yes, include Challenged Elements.
D.	Affirmatively Furthering Fair Housing (AFFH).
D.1	Affirmatively Furthering Fair Housing (AFFH). Provide a statement of the PHA's strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item.

	Fair Housing Goal: <u>Describe fair housing strategies and actions to achieve the goal</u>
	Fair Housing Goal: <u>Describe fair housing strategies and actions to achieve the goal</u>
	Fair Housing Goal: <u>Describe fair housing strategies and actions to achieve the goal</u>

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

- A. PHA Information.** All PHAs must complete this section. (24 CFR §903.4)
- A.1** Include the full **PHA Name**, **PHA Code**, **PHA Type**, **PHA Fiscal Year Beginning** (MM/YYYY), **Number of Housing Choice Vouchers (HCVs)**, **PHA Plan Submission Type**, and the **Availability of Information**, specific location(s) of all information relevant to the public hearing and proposed PHA Plan.
- PHA Consortia:** Check box if submitting a Joint PHA Plan and complete the table. ([24 CFR §943.128\(a\)](#))

B. Plan Elements. All PHAs must complete this section. (24 CFR §903.11(c)(3))

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

C. Other Document and/or Certification Requirements.

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

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

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

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

D. Affirmatively Furthering Fair Housing (AFFH).

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

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

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

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

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

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

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

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

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairperson or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the FY 2023-2024 Annual PHA Plan, hereinafter referred to as "the Plan", of which this document is a part, and make the following certification and agreements with the Department of Housing and Urban Development (HUD) for the PHA fiscal year beginning July 1, 2023, in connection with the submission of the Plan and implementation thereof:

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

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

Housing Authority of the City of Santa Ana
PHA Name

CA093
PHA Number/HA Code

Annual PHA Plan for Fiscal Year 2023 – 2024

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

Name of Executive Director

Michael L. Garcia

Signature



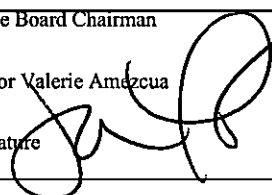
Date

6/8/23

Name Board Chairman

Mayor Valerie Amézcu

Signature



Date

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

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

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

U. S Department of Housing and Urban Development

Office of Public and Indian Housing

OMB No. 2577-0226

Expires 3/31/2024

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

I, Kristine Ridge, the City Manager certify that the Annual PHA Plan for Fiscal Year 2023-2024 of the Housing Authority of the City of Santa Ana (CA093) is consistent with the Consolidated Plan including the Analysis of Impediments (AI) to Fair Housing Choice as applicable to the City of Santa Ana pursuant to 24 CFR Part 91 and 24 CFR §§ 903.7(o)(3) and 903.15.

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

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

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

Name of Authorized Official:

Kristine Ridge

Title:

City Manager, City of Santa Ana

Signature:



Date:

6/15/23

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

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

Santa Ana Housing Authority Annual Plan



The Housing Authority of the City of Santa Ana is preparing our Annual Plan for FY 2023—2024 to submit to the U.S. Department of Housing and Urban Development.

Housing Choice Voucher Program participants are invited to attend a Resident Advisory Board Meeting and/or complete a brief survey (see QR Code or link below) to assist and make recommendations regarding the development of the Annual Plan.

Resident Advisory Board Meetings

Date: Thursday, February 16th, 2023

Time: 2:00PM — 3:00PM

Location: Santa Ana Housing Authority
20 Civic Center Plaza
Santa Ana, CA 92701

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

Take A Survey!

Scan the QR Code to the right
or go to:

[https://www.surveymonkey.com/
r/5HBG3TN](https://www.surveymonkey.com/r/5HBG3TN)



Autoridad de Vivienda de Santa Ana Plan Anual



La Autoridad de Vivienda de la Ciudad de Santa Ana está preparando nuestro Plan Anual para el año fiscal 2023-2024 para presentarlo al Departamento de Vivienda y Desarrollo Urbano de EE.UU. Se invita a los participantes del Programa de Vales de Elección de Vivienda a asistir a una Reunión del Consejo Asesor de Residentes y/o completar una breve encuesta (ver Código QR o enlace más abajo) para ayudar y hacer recomendaciones con respecto al desarrollo del Plan Anual.

Reuniones del Consejo Asesor de Residentes

Fecha: Jueves, 16 de febrero del 2023

Hora: 2:00PM a 3:00PM

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

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

¡Tome una encuesta!

**Escanee el Código QR a
la derecha o visite:**

**[https://www.surveymonkey.com/
r/5HBG3TN](https://www.surveymonkey.com/r/5HBG3TN)**



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



Cơ Quan Quản Lý Nhà Ở Thành Phố Santa Ana đang chuẩn bị Kế Hoạch Hàng Năm cho năm tài chính 2023—2024 để trình lên Bộ Phát Triển Nhà và Đô Thị Hoa Kỳ. Những người tham gia Chương trình Phiếu Chọn Nhà được mời tham dự Cuộc Họp của Ban Cố Vấn Cư Dân và/hoặc hoàn thành một cuộc khảo sát ngắn (xem Mã QR hoặc liên kết bên dưới) để hỗ trợ và đưa ra các đề nghị liên quan đến việc phát triển Kế Hoạch Hàng Năm.

Các Cuộc Họp của Ban Cố Vấn Cư Dân

Ngày: Thứ Năm, ngày 16 tháng 2, 2023
Giờ: 2:00 chiều — 3:00 chiều
Địa điểm: Cơ Quan Quản Lý Nhà Ở Santa Ana
20 Civic Center Plaza
Santa Ana, CA 92701

NẾU QUÝ VỊ MUỐN THAM GIA CUỘC HỌP NÀY, XIN VUI LÒNG
TRẢ LỜI BẰNG CÁCH GỌI SỐ (714) 667-2269. ĐÂY SẼ LÀ MỘT CUỘC HỌP
TRỰC TIẾP

Tham Gia Khảo Sát !

Xin hãy quét mã QR bên phải
hoặc truy cập:

[https://www.surveymonkey.com/
r/5HBG3TN](https://www.surveymonkey.com/r/5HBG3TN)





The Housing Authority of the City of Santa Ana is preparing our Annual Plan for FY 2023-2024 to submit to the U.S. Department of Housing and Urban Development. We want your input and feedback to help us develop our Annual Plan. Discussion topics will include: housing needs; tenant eligibility, selection and admissions; housing authority financial resources; rent determination policies and Payment Standards; PHA grievance procedures; family self-sufficiency; and other important issues pertaining to the management and administration of our community's program.

MEETING DATE, TIME, AND LOCATION:

DATE: THURSDAY, FEBRUARY 16TH, 2023
TIME: 2:00PM - 3:00PM
LOCATION: SANTA ANA HOUSING AUTHORITY
20 CIVIC CENTER PLAZA
SANTA ANA, CA 92701

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



La Autoridad de Vivienda de la Ciudad de Santa Ana está preparando el Plan Anual para el año fiscal AF 2023-2024 para presentarlo al Departamento de Vivienda y Desarrollo Urbano de EE.UU. Queremos su opinión y comentarios para ayudarnos a desarrollar nuestro Plan Anual. Los temas de conversación incluirán: necesidades de vivienda; elegibilidad, selección y admisión de inquilinos; recursos financieros de la Autoridad de Vivienda; normas de determinación de la renta y estándares de pago; procedimientos de reclamación de la PHA; autosuficiencia familiar y otros asuntos importantes relacionados con la gestión y administración del programa de nuestra comunidad.

FECHA, HORA Y LUGAR DE LA REUNIÓN:

FECHA: JUEVES, 16 DE FEBRERO DEL 2023
HORA: 2:00PM A 3:00PM
LUGAR: SANTA ANA HOUSING AUTHORITY
20 CIVIC CENTER PLAZA
SANTA ANA, CA 92701

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



The Housing Authority of the City of Santa Ana is preparing our Annual Plan for FY 2023—2024 to submit to the U.S. Department of Housing and Urban Development. We want your input and feedback to help us develop our Annual Plan. Discussion topics will include: housing needs; tenant eligibility, selection and admissions; housing authority financial resources; rent determination policies and Payment Standards; PHA grievance procedures; family self-sufficiency; and other important issues pertaining to the management and administration of our community's program.

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20 CIVIC CENTER PLAZA
SANTA ANA, CA 92701

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Cơ Quan Quản Lý Nhà Ở Thành Phố Santa Ana đang chuẩn bị Kế Hoạch Hàng Năm cho năm tài chính 2023—2024 để trình lên Bộ Phát Triển Nhà và Đô Thị Hoa Kỳ. Chúng tôi muốn ghi nhận phản hồi của quý vị để giúp chúng tôi phát triển Kế Hoạch Hàng Năm của chúng tôi. Các chủ đề thảo luận sẽ bao gồm: nhu cầu nhà ở; tính đủ điều kiện của người thuê, lựa chọn và chấp nhận; nguồn hỗ trợ tài chính của cơ quan quản lý nhà ở; chính sách xác định tiền thuê nhà và Tiêu Chuẩn Thanh Toán; thủ tục khiếu nại PHA; gia đình tự túc; và các vấn đề quan trọng khác liên quan đến việc quản lý và điều hành chương trình của cộng đồng chúng ta.

NGÀY, GIỜ VÀ ĐỊA ĐIỂM HỌP:

NGÀY: THỨ NĂM, NGÀY 16 THÁNG 2, 2023
GIỜ: 2:00 CHIỀU — 3:00 CHIỀU
ĐỊA ĐIỂM: CƠ QUAN QUẢN LÝ NHÀ Ở SANTA ANA
20 CIVIC CENTER PLAZA
SANTA ANA, CA 92701

NẾU QUÝ VỊ MUỐN THAM GIA CUỘC HỌP NÀY, XIN VUI LÒNG TRẢ LỜI BẰNG CÁCH GỌI SỐ (714) 667-2269. ĐÂY LÀ MỘT CUỘC HỌP TRỰC TIẾP. SẼ CÓ CÁC CUỘC HỌP BẰNG TIẾNG ANH, TIẾNG TÂY BAN NHA VÀ TIẾNG VIỆT.



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

Resident Advisory Board Meeting Agenda
February 16, 2023

- 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



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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**
(Necesidades de vivienda y estrategia para abordar 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 *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 mencionadas arriba)



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Resident Advisory Board Meeting Agenda
February 16, 2023

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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**

Tính Đủ Điều Kiện, Chính Sách Lựa Chọn và Chấp Nhận, bao gồm Thủ Tục Giải Tán và Danh Sách Chờ

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

Những điều đạt được trong việc thực hiện Các Nhiệm vụ và Mục tiêu

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không được nêu ở trên



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Questions for Resident Advisory Board Meeting

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

I. Housing Needs and Strategy for Addressing Housing Needs

- a. What are your housing needs and what would you rank as your top three housing needs?*
- b. What recommendations do you have to more effectively address your housing needs?*
- c. As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community?*
- d. What other strategies do you recommend to address your housing needs?*

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

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

III. Rent Determination Policies

- a. What recommendations do you have to change or improve our Rent Determination Policies?*
- b. We currently use AffordableHousing.com to determine the rent reasonableness of our contract rent requests. Do you think this system is working well for our community?*

IV. Operation and Management

- a. What recommendations do you have to change or improve our Operation and Management?*
- b. In November 2015, we established a new Quality Control Program where we review 6 files per Housing Specialist and 6 inspections per Housing Inspector*

on a monthly basis in order to identify common errors in our casework and inspections, provide training and support to reduce errors, and generally improve the accuracy and integrity of the administration of our assistance. How is this Quality Control Program working for you?

- c. In November 2015, we also began e-mailing a monthly landlord newsletter to our landlords to improve communication and customer service for our landlords in order to encourage more landlords to make their units available for our program. We also send a monthly Housing Plus Program newsletter. What do you think of this change? Would you be interested in receiving a monthly electronic newsletter by e-mail?*
- d. What else can we do to improve our Operation and Management?*

V. Grievance Procedures

- a. What recommendations do you have to change or improve our Grievance Procedures?*
- b. How can we support more of our assisted-families to abide by their family obligations?*

VI. Housing Plus Program (aka Family Self-Sufficiency Program)

- a. What recommendations do you have to change or improve our Housing Plus Program (also known as the Family Self-Sufficiency Program)?*
- b. What recommendations do you have to get more families to join the Housing Plus Program?*
- c. What recommendations do you have to encourage more assisted-families to use our assistance as a platform to obtain self-sufficiency?*

VII. Progress in Meeting Mission and Goals

- a. Are we making progress in meeting our mission and goals?*
- b. How can we improve our progress to fulfill our mission?*

VIII. Other Recommendations Not Listed Above

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



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Questions for Resident Advisory Board Meeting

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

- I. **Housing Needs and Strategy for Addressing Housing Needs** (Necesidades de vivienda y estrategia para abordar las necesidades de vivienda)
 - a. What are your housing needs and what would you rank as your top three housing needs? (¿Cuáles son sus necesidades de vivienda y cuales calificaría como sus tres necesidades principales de vivienda?)
 - b. What recommendations do you have to more effectively address your housing needs? (¿Que recomendaciones tiene para abordar con mayor eficiencia sus necesidades de vivienda?)
 - c. As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community? (Como el mayor proveedor de asistencia de vivienda en nuestra comunidad, ¿qué cree que debería hacer SAHA para abordar las necesidades de vivienda en nuestra comunidad?)
 - d. What other strategies do you recommend to address your housing needs? (¿Que otras estrategias recomienda para abordar sus necesidades de vivienda?)
- II. **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)
 - a. What recommendations do you have to change or improve our Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures? (¿Qué recomendaciones tiene para cambiar o mejorar nuestras políticas de elegibilidad, selección y admisión incluidos los procedimientos de desconcentración y lista de espera?)

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

- a. What recommendations do you have to change or improve our Rent Determination Policies? (*¿Qué recomendaciones tiene para cambiar o mejorar nuestras políticas de determinación de renta?*)
- b. We currently use AffordableHousing.com to determine the rent reasonableness of our contract rent requests. Do you think this system is working well for our community? (*Actualmente utilizamos AffordableHousing.com para determinar la razonabilidad de la renta de nuestras solicitudes de renta por contrato. ¿Cree que este sistema está funcionando bien para nuestra comunidad?*)

IV. Operation and Management (Operación y Administración)

- a. What recommendations do you have to change or improve our Operation and Management? (*¿Qué recomendaciones tiene para cambiar o mejorar nuestra Operación y Administración?*)
- b. In November 2015, we established a new Quality Control Program where we review 6 files per Housing Specialist and 6 inspections per Housing Inspector on a monthly basis in order to identify common errors in our casework and inspections, provide training and support to reduce errors, and generally improve the accuracy and integrity of the administration of our assistance. How is this Quality Control Program working for you? (*En noviembre del 2015, establecimos un nuevo programa de control de calidad en el que revisamos 6 archivos por especialista en vivienda y 6 inspecciones por inspector de vivienda mensualmente para identificar errores comunes en nuestros archivos e inspecciones, proporcionar entrenamiento y apoyo para reducir errores, y mejorar generalmente la exactitud e integridad de la administración de nuestra asistencia. ¿Cómo ha resultado este programa de control de calidad para usted?*)
- c. In November 2015, we also began e-mailing a monthly landlord newsletter to our landlords to improve communication and customer service for our landlords in order to encourage more landlords to make their units available for our program. We also send a monthly Housing Plus Program newsletter. What do you think of this change? Would you be interested in receiving a monthly electronic newsletter by e-mail? (*En noviembre del 2015, también comenzamos a enviar un boletín mensual de propietarios a los propietarios para mejorar la comunicación y el servicio de los propietarios con el fin de alentar a más propietarios a poner sus unidades a disposición para nuestro programa. También enviamos un boletín mensual del programa Housing Plus, ¿qué le parece este cambio? ¿Estaría interesado/a en recibir un boletín electrónico mensual por correo electrónico?*)
- d. What else can we do to improve our Operation and Management? (*¿Qué más podemos hacer para mejorar nuestras operaciones y administración?*)

V. Grievance Procedures (Procedimientos de quejas)

- a. What recommendations do you have to change or improve our Grievance Procedures? (*¿Qué recomendaciones tiene para cambiar o mejorar nuestros procedimientos de quejas?*)
- b. How can we support more of our assisted-families to abide by their family obligations? (*¿Cómo podemos apoyar a más de nuestras familias asistidas para que cumplan con sus obligaciones familiares?*)

VI. Housing Plus Program (aka Family Self-Sufficiency Program) (Programa Housing Plus, conocido como el Programa de Autosuficiencia Familiar)

- a. What recommendations do you have to change or improve our Housing Plus Program (also known as the Family Self-Sufficiency Program)? (*¿Qué recomendaciones tiene para cambiar o mejorar nuestro Programa Housing Plus, conocido como Programa de Autosuficiencia Familiar?*)
- b. What recommendations do you have to get more families to join the Housing Plus Program? (*¿Qué recomendaciones tiene para que más familias participen en el programa Housing Plus?*)
- c. What recommendations do you have to encourage more assisted-families to use our assistance as a platform to obtain self-sufficiency? (*¿Qué recomendaciones tiene para alentar a más familias asistidas a utilizar nuestra asistencia como plataforma para obtener su autosuficiencia?*)

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

- a. Are we making progress in meeting our mission and goals? (*¿Estamos progresando en el cumplimiento de nuestra misión y objetivos?*)
- b. How can we improve our progress to fulfill our mission? (*¿Cómo podemos mejorar nuestro progreso para cumplir nuestra misión?*)

VIII. Other Recommendations Not Listed Above (Otras recomendaciones no mencionadas arriba)

- a. Do you have any other recommendations to improve our program and services for you, our landlords, and our community? (*¿Tiene alguna otra recomendación para mejorar nuestro programa y servicios para usted, los propietarios y nuestra comunidad?*)



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Questions for Resident Advisory Board Meeting

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

I. Housing Needs and Strategy for Addressing Housing Needs

- a. *What are your housing needs and what would you rank as your top three housing needs?*
Hãy cho biết nhu cầu nhà ở của quý vị và xếp hạng 3 nhu cầu quan trọng nhất đối với quý vị?
- b. *What recommendations do you have to more effectively address your housing needs?*
Quý vị có ý kiến gì để giải quyết nhu cầu nhà ở của mình hiệu quả hơn không?
- c. *As the largest housing assistance provider in our community, what do you think SAHA should do to address the housing needs in our community?*
Là nhà cung cấp hỗ trợ nhà ở lớn nhất trong cộng đồng của chúng ta, quý vị nghĩ SAHA nên làm gì để giải quyết những nhu cầu nhà ở trong cộng đồng của chúng ta?
- d. *What other strategies do you recommend to address your housing needs?*
Quý vị có những ý kiến nào khác giúp đáp ứng nhu cầu nhà ở của quý vị?

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

- a. *What recommendations do you have to change or improve our Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures?*
Quý vị có những ý kiến nào để thay đổi hoặc cải tiến Tính Đủ Điều Kiện, và Chính Sách Lựa Chọn và Chấp Nhận, bao gồm Thủ Tục Danh Sách Chờ và Giải Tán?

III. Rent Determination Policies

- a. *What recommendations do you have to change or improve our Rent Determination Policies?*
Quý vị có những ý kiến nào để thay đổi hoặc cải tiến Chính Sách về Cách Xác Định Tiền Thuê Nhà?

- b. We currently use AffordableHousing.com to determine the rent reasonableness of our contract rent requests. Do you think this system is working well for our community?

Chúng tôi hiện đang sử dụng AffordableHousing.com để xác định giá hợp lý của các hợp đồng thuê nhà. Quý vị nghĩ hệ thống này có hiệu quả cho cộng đồng mình hay không?

IV. Operation and Management

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

Quý vị có những ý kiến gì để thay đổi hoặc cải tiến về Hoạt Động và Quản Lý không?

- b. In November 2015, we established a new Quality Control Program where we review 6 files per Housing Specialist and 6 inspections per Housing Inspector on a monthly basis in order to identify common errors in our casework and inspections, provide training and support to reduce errors, and generally improve the accuracy and integrity of the administration of our assistance.

Vào tháng 11, 2015, văn phòng chúng tôi đã thiết lập Chương Trình Kiểm Tra Phẩm Chất mới. Chúng tôi xét 6 hồ sơ cho mỗi Nhân Viên Nhà Ở và kiểm tra 6 căn nhà đối với mỗi Thanh Tra Viên Nhà Ở hàng tháng để tìm ra những lỗi thường xảy ra trong quá trình lập hồ sơ và thanh tra, cung cấp huấn luyện và hỗ trợ để giảm số hồ sơ bị lỗi và nói chung là để tăng độ chính xác và chính trực trong việc hỗ trợ.

How is this Quality Control Program working for you?

Quý vị cảm thấy Chương Trình Kiểm Tra Phẩm Chất này giúp ích thế nào cho quý vị?

- c. November 2015, we also began e-mailing a monthly landlord newsletter to our landlords to improve communication and customer service for our landlords in order to encourage more landlords to make their units available for our program. We also send a monthly Housing Plus Program newsletter. What do you think of this change? Would you be interested in receiving a monthly electronic newsletter by e-mail?

Tháng 11, 2015, chúng tôi bắt đầu gửi thư điện tử/ e-mail bản tin chủ nhà hàng tháng để cải thiện giao tiếp và dịch vụ cho chủ nhà, đồng thời khuyến khích nhiều chủ nhà tăng thêm số căn hộ tham gia chương trình của chúng tôi. Chúng tôi cũng gửi thông tin hàng tháng cho chương trình Housing Plus. Quý vị suy nghĩ gì về sự thay đổi này? Quý vị có muốn nhận bản tin điện tử hàng tháng qua e-mail không?

- d. What else can we do to improve our Operation and Management?

Chúng tôi có thể làm thêm điều gì để cải tiến về Hoạt Động và Quản Lý không?

V. Grievance Procedures

- a. What recommendations do you have to change or improve our Grievance Procedures?

Quý vị có những ý kiến gì để thay đổi hoặc cải tiến về Thủ Tục Khiếu Nại?

- b. *How can we support more of our assisted-families to abide by their family obligations?*

Làm cách nào để giúp đỡ nhiều hơn nữa những gia đình được hỗ trợ của chúng ta tuân theo bốn phận gia đình của họ?

VI. Housing Plus Program (aka Family Self-Sufficiency Program)

- a. *What recommendations do you have to change or improve our Housing Plus Program (also known as the Family Self-Sufficiency Program)?*

Quý vị có những ý kiến gì để thay đổi hoặc cải tiến chương trình Housing Plus (còn được biết đến là chương trình Family Self-Sufficiency – Gia Đình Tự Túc)?

- b. *What recommendations do you have to get more families to join the Housing Plus Program? Quý vị có những ý kiến gì để tăng số gia đình tham gia vào Chương trình Housing Plus*

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

Quý vị có những ý kiến gì để khuyến khích thêm những gia đình đang có trợ cấp sử dụng trợ cấp giúp họ có thể tự túc?

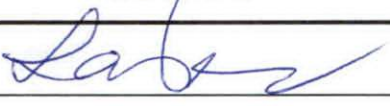





VII. Progress in Meeting Mission and Goals

- a. *Are we making progress in meeting our mission and goals? Chúng tôi có đạt được tiến bộ trong việc đạt được Các Nhiệm Vụ và Mục Tiêu không?*
- b. *How can we improve our progress to fulfill our mission? Chúng tôi làm thế nào để tiến bộ hơn nữa nhằm hoàn thành nhiệm vụ của chúng tôi?*

VIII. Other Recommendations Not Listed Above

- a. *Do you have any other recommendations to improve our program and services for you, our landlords, and our community? Quý vị có ý kiến nào khác để cải thiện chương trình và dịch vụ của chúng tôi đối với quý vị, chủ nhà và cộng đồng của chúng ta không?*

2023 RESIDENT ADVISORY BOARD MEETING RESERVATION LIST

	NAME	PHONE	LANGUAGE PREFERRED	SIGNATURE	# PERSON ATTENDING
1	LANV TRUONG	lanvtruong@yahoo.com	VIET		2
2	MARIBEL RODRIGUEZ	mrodri.mar.guez@gmail.com	ENGLISH		2
3	JASON MERCADO	chefjasonm2018@gmail.com	ENGLISH		2
4	LESBIA MORALES	562-302-7485	SPANISH		1
5	JULIA RECINOS	714-451-9031	SPANISH	Julia Recinos 	2
6	HUONG TRAN	dieuhuong57@yahoo.com	VIET		1
7	ALICIA FLORES ARRANDA	714-805-5410	SPANISH	A.F.A.	1
8	MINH VAN TRAN		ENGLISH	Minh Van Tran	1
9	JESSICA CARTER	(804) 937-6141	ENGLISH	Jessica Carter	1
10	MICHELLE KERNS	(562) 569-1772	ENGLISH	Michelle Kerns	1
11	EDITH RICO	(657)282-1186	SPANISH	Edith Rico	1
12	CELSA SAMANIEGO	714-797-1296	SPANISH	Celsa Samaniego	1
13	YEN CHANG	657)318-9386	VIET		1
14	JOHN LE	714-603-6560	VIET	John Le	1
15	NHU MY LY	714-383-2718	VIET		1
16	Xuan Nguyen	(114) 234 3629	Viêt	Xuan	1
17	LONG TRUONG	(214) 747-5025	Viêt	Long	1
18	DAT NGUYEN	657 688 9099	VIET	Dat	1
19	YEN KA CHANG		Viêt	Yen Ka Chang	1
20	Duc Pham		Tiếng Việt	Hong	
21	Santiago Martinez		Spanish		



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- I. Welcome and Introductions
- II. Explanation of the Purpose and Function of the Resident Advisory Board (24 CFR 903.13)
- III. Explanation of the Housing Authority Annual Plan (24 CFR 903.3)
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- b. Housing Needs and Strategy for Addressing Housing Needs

① THEY SHOULD BE GIVING EMERGENCY VOUCHERS TO THE HOMELESS ON THE STREET. I NOTICE THAT THE HOMELESS ARE LIKE FIXTURES SAME PEOPLE ON SAME CORNER.

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

(TRANSFER [PORT] FROM LA COUNTY)

① UNABLE TO REACH HOUSING SPECIALIST

② WHEN YOU GET A HOUSING SPECIALIST THAT IS LAXED IT CAUSES UNNECESSARY STRESS DUE TO THE THREAT OF BEING UNHOUSED DURING YOUR MOVE FROM ONE PLACE TO NEXT

③ SANTA ANA IS BUILDING ALL THIS NEW HOUSING BUT NOT REQUIRING THE BUILDERS TO MAINTAIN THE NEW BUILDINGS WITH TRASH, GRAFFITI, ETC

③ PRIORITIES WHEN FINDING A PLACE AMENITIES, LOCATION, CLEANLINESS AND SCHOOL DISTRICT

③ WHEN YOU LEAVE PAPERS IN DROPBOX THERE SHOULD BE A RECEIPT GIVEN

d. Rent Determination Policies

CURRENT POLICY IS FINE.

ONLY ADJUSTMENT SHOULD BE MADE
IS ON NEW CONSTRUCTION BECAUSE YOU
MAY NOT HAVE COMPARABLE

e. Operation and Management

① HOUSING SPECIALIST SHOULD BE REQUIRED
TO RESPOND TO PHONE CALLS AND EMAILS

48-72 HOURS ② WHEN YOU DROP OFF

PAPERWORK IN THE LOBBY YOU SHOULD

f. Grievance Procedures BE GIVEN A RECEIPT ③ THERE

I HAVE HAD A HORRIBLE EXPERIENCE

DURING MY PORT FROM LA COUNTY VOUCHER

TO CITY OF SANTA ANA. HOUSING SPECIALIST

• NEVER GOT ANY TENANT NEWSLETTER.

g. Housing Plus Program

NOT FAMILAR WITH PROGRAM.

h. Progress in Meeting Mission and Goals

MOST VULNERABLE WOULD BE THE
UNHOUSED ON THE STREETS OF SANTA
ANA. THERE SHOULD BE MORE WORK
IN ADDRESSING THE UNHOUSED.

i. Other Recommendations Not Listed Above

WHEN PROPERTIES ARE INSPECTED THERE
SHOULD BE A SPACE FOR THE INSPECTOR
TO MAKE RESERVATIONS COMMENTS

ABOUT THE EXTERIOR OF THE PLACES

IF THERE ARE PEOPLE HANGING OUT, HOMELESS

GRAFFITI, UNSAVORY PEOPLE AS HUD IS

PAYING THE OWNER GOOD MONEY FOR

THE APARTMENT THE TENANT OCCUPIES.

④ I AM GRATEFUL FOR THE SECURITY MY VOUCHER PROVIDES.

HOWEVER I WOULD LIKE TO LIVE IN A CLEAN SAFE PLACE

SHOULD BE
HOUSING
SPECIALIST
TO DEAL
WITH
CLIENTS
IN PERSON
EACH DAY
HOUSING
OFFICER
OF THE
DAY.

ACCOUNTABILITY
AND TRACKING
OF DOCUMENTS
THAT ARE
DROPPED OFF
IN LOBBY
DROP BOX.



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HOUSING AUTHORITY IS LAST LINE OF DEFENSE FOR OWNER
RENT INCREASES AND EVICTIONS
HOUSING VOUCHER AND PORTABILITY, DOES RECEIVING
PHA HOUSING LIST HAVE TO BE OPEN?

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

THE CURRENT HOUSING VOUCHER WAS EXPEDITED/VALIDATED
THROUGH OC HEALTH CARE AGENCY WHEN SAHA LIST
WAS OPEN IN 2015
HOUSING LIST ONLY OPEN FROM MAY 01 - MAY 29 FOR 2022
AND ESTIMATED NOT TO OPEN TO 2029

d. Rent Determination Policies

GARDEN GROVE HOUSING AUTHORITY DOES NOT CHARGE A MINIMUM \$50.00 RENT REGARDLESS OF INCOME RENT HAS BEEN INCREASED 6 TIMES IN THE FIRST 5 YEARS OF RESIDENCY

e. Operation and Management

THE REMOTE ONLINE INSPECTION USED FOR THE COVID LOCKDOWN PANDEMIC ENDED IN 2022 AND HAS RETURNED TO IN PERSON INSPECTION FOR 2023 I RECENTLY HAD THE 2023 INSPECTION AND ALMOST FAILED

f. Grievance Procedures

THE COVID PANDEMIC LOCKDOWN ALTERNATIVE RESPONSES FOR REEXAMINATIONS HAVE CAUSED PROBLEMS FOR RECOVERING YEARS BECAUSE RECENTLY A REEXAMINATION PACKET WAS SENT TO A MERCY HOUSE CASE WORKER INSTEAD

g. Housing Plus Program

OF THE TENANT RESIDENCE

NOT APPLICABLE

NO EMPLOYMENT

h. Progress in Meeting Mission and Goals

EMPLOYMENT OR NO EMPLOYMENT BEING A BARRIER FOR HOUSING VOUCHER MOVING FROM PLACE TO PLACE

IS EMPLOYMENT A BARRIER OBSTACLE?

i. Other Recommendations Not Listed Above

OWNER + HOUSING AUTHORITY + TENANT

FOR RENT INCREASES TENANT IS INFORMED LAST AND NOT GIVING THE OPTION OF PAY OR QUIT. SAHA NEEDS TO EXPLAIN TO TENANT IF DO NOT ACCEPT RENT INCREASE THEN MOVE OUT



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I submitted the survey listed on the invitation that I went to 1401 N. Flower, Flower Terrace Apts. Please see responses, which detail concerns.

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

Senior Apts & suggestions

Happy to discuss live.
Michelle Kerns

562.569.1772

d. Rent Determination Policies

See MRR comps & see if local SAHA complies with state of CA rental increase laws? Seems to be a gap?

e. Operation and Management

See survey responses - submitted Feb. 14, 2023 at approx 6³⁰ - 7³⁰ pm.

- Random selection audit of SAHA files & voucher recipients is a great idea. Not applicable for my senior client. I

f. (Grievance Procedures)

had to call to get an inspector to come out.

1) Restate the protocol in recert. docs annually.

2) Similar to CA EDD posters - can we have something similar for voucher tenants of properties

g. Housing Plus Program & Newsletter

Monthly communication would be helpful, yes for tenants, senior properties also.

h. Progress in Meeting Mission and Goals

Cross collaboration between agencies. See something, say something. 800 number? General Inquiry number established?

i. Other Recommendations Not Listed Above



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Most would like a housing list, more housing/ buildings, more properties that accept the voucher.

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

Majority would like the process to be shorter, for priority to be given to the elderly, disabled, and with ties to the community. Would like annual updates on their place in line.

d. Rent Determination Policies

Majority would like the owners who increase rent to be investigated. They would like for housing to own units that accept the vouchers. Many are satisfied with the rent determination.

e. Operation and Management

Many would like help with the paperwork, calls returned, for worker to speak their language.

f. Grievance Procedures

Many would like there to be an app or a survey available after interactions. Want a confidential method out of fear of retaliation.

g. Housing Plus Program

Majority want this information to be better communicated. Most were unfamiliar with the program.

h. Progress in Meeting Mission and Goals

Most are satisfied. Some would like people with fewer resources to be helped/prioritized.

i. Other Recommendations Not Listed Above

More inspections for people with live in aides.
For all units to accept section 8.
For family (not residing in unit) to be able to pay the difference between unit & payment standard.
For voucher to be able to be used to rent a room with a family member.



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Lista de vivienda Housing List

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

Que sea mas rapido Proxidad a Persona Mayores the process be faster for the elderly

d. Rent Determination Policies

estoy agusto con el Programa

e. Operation and Management

que todos Manager Able mi idioma Español

f. Grievance Procedures

g. Housing Plus Program

h. Progress in Meeting Mission and Goals

Estoy bien muy bien

i. Other Recommendations Not Listed Above

nada mas que tengamos acceso a los ancianos que alguien nos cuide por tiempo razonable de vivir con migo



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MAS EDIFICIO = PARA AJUDAR MAS
AL AGENTE RECURSO

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

QUE FUERA MAS RAPIDO

d. Rent Determination Policies

ESSE SISTEMA ES BUENO
YO ESTOY MUY AGUSTO

e. Operation and Management

AMI ME ATENDIERON MUY BIEN EN ESPAÑOL

f. Grievance Procedures

PORTARME MUY BIEN CON TODA LA GENTE

g. Housing Plus Program

ES MUY BUENO SABER

h. Progress in Meeting Mission and Goals

ESTA MUY BIEN ARREGLAR
LAS PAREDES LAS PUERTAS

i. Other Recommendations Not Listed Above

QUE TODA LA GENTE QUE TENGA
ACCESO A COMPARTIR
ACCESO



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QUE EL ES DEPARTAMENTO
TENGA ESTACIONAMIENTO
QUE ALLA MAS PROPIEDADES
QUE ACEPTEN HOUSING

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

~~QUE~~ QUE NOS ENISEN MINIMO CADA
AÑO COMO VA EL CASO
LE DEN PREFERENCIA A LAS
PERSONAS MAYORES, DESABILITADAS

d. Rent Determination Policies

NEGOCIAR EL PAGO EN LOS
APARTAMENTOS,

e. Operation and Management

PONER TRABAJADORA EL MI
PROPIO IDIOMA

f. Grievance Procedures

QUE HUBIERA EN CADA
VICITA UNA ENCUESTA

g. Housing Plus Program

MAS INFORMACION EN TODOS
LOS IDIOMAS

h. Progress in Meeting Mission and Goals

AYUDAR A PERSONAS DE
BAJOS RECURSOS

i. Other Recommendations Not Listed Above

TENER UNA TRABAJADORA
QUE ABLE EN ESPAÑOL.



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Resident Advisory Board Meeting Agenda
February 16, 2023

- 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)
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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

Gracias por dar me a Jesús los bendiga

Lista de viviendas

asex mas Edificios

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

Esta Bien El Proceso

*que fuera mas Rapido para las
necesidades inpuccionar el Edificio*

d. Rent Determination Policies

de acuerdo con la policies

que investiguen los precios

e. Operation and Management

que hablen español mas rapido

Estoy de acuerdo

f. Grievance Procedures

no me gusta es para mucho

g. Housing Plus Program

Estabien mas informacion
para la gente

h. Progress in Meeting Mission and Goals

muu bien gracias

De acuerdo gracias

i. Other Recommendations Not Listed Above

por favor lista de apartamentos

figase las necesidades de la
gente



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

La Cantidad del pago del lugar
una lista de apartamentos

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

que se les de prioridad a las personas con mayor
necesidad, y personas mayores, y desahilitadas.

d. Rent Determination Policies

investigar al dueño, investigar el area

e. Operation and Management

que nos llamen cuando les deja uno
mensaje

f. Grievance Procedures

que hubiera app para quejarse

g. Housing Plus Program

mas informacion

h. Progress in Meeting Mission and Goals

muy bien,

i. Other Recommendations Not Listed Above

que cualquier edificio aceptara el
Section 8-

que dejen tener a alguien para cuidar
a la persona



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- b. Housing Needs and Strategy for Addressing Housing Needs
 - Aumentar viviendas.
 - _____
 - _____
 - _____
- c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures
 - La espera sea más corta.
 - Prioridad a residente de Santa Ana.
 - Dar seguimiento para dar prioridad a los de más bajos recursos y discapacitados.

d. Rent Determination Policies

- Buscar más agencias que estén dispuestos a trabajar con personas de bajo recursos.
- Recursos para que housing sea dueño de sus propias viviendas y administralas.

e. Operation and Management

- Ayuda para llenar formularios de renovación.

f. Grievance Procedures

- Enviar encuesta.

g. Housing Plus Program

- Dar más información de este programa para que más personas se involucren.

h. Progress in Meeting Mission and Goals

i. Other Recommendations Not Listed Above

- Inspecciones sean mas seguidas para personas que tienen quien los cuide.



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rent is too high. Close to family.
Close to market, school and doctors

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

Waiting list is too long. Requesting
too much paperwork. File processing
is good and fast.

d. Rent Determination Policies

The current process is good and determine adequate rent

e. Operation and Management

Operation is good - answered my questions. Phone tree is lengthy - Hard to get a hold of someone

f. Grievance Procedures

Have not file grievances

g. Housing Plus Program

No opinion - Great program.

h. Progress in Meeting Mission and Goals

HA meet their goals wants quarterly meeting

i. Other Recommendations Not Listed Above

The office works well and do not want to change. Answer all my questions and ready to help



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

- landlord is reachable and accommodating the immediate
- utility is included

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

Tính Đủ Điều Kiện, Chính Sách Lựa Chọn và Chấp Nhận, bao gồm Thủ Tục Giải Tán và Danh Sách Chờ

- requesting information regarding changing resident very difficult

d. Rent Determination Policies

Quy lệ về cách xác định tiền thuê nhà

process is good.

e. Operation and Management

Hoạt Động và Quản Lý

Phone tree is very lengthy. Very difficult
got the hold of case worked on the phone.
Very difficult to understand policy and process

f. Grievance Procedures

Thủ tục khiếu nại

I need to know housing contact info
to ~~for~~ ~~file~~ submit the grievance regard
my land lord

g. Housing Plus Program

Chương Trình Housing Plus

not participating, but I think it's
a great program

h. Progress in Meeting Mission and Goals

Những điều đạt được trong việc thực hiện Các Nhiệm vụ và Mục tiêu

- ~~quarterly~~ quarterly meeting would be
great instead of annually

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không được nêu ở trên

Thank you ~~Faeta~~ Jacqueline Nguyen
for conducting the meeting and
thoroughly explaining.



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

*muốn tiến đức đề
muốn chủ nhà lần tăng tiền nhà nhiên quá.*

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

Tính Đủ Điều Kiện, Chính Sách Lựa Chọn và Chấp Nhận, bao gồm Thủ Tục Giải Tán và Danh Sách

Chờ

giấy tờ đòi hỏi nhiên quá. thủ tục nhiên quá.

d. Rent Determination Policies

Qui lệ về cách xác định tiền thuê nhà

mua hai năm tăng một lần

e. Operation and Management

Hoạt Động và Quản Lý

quản lý tốt
worker housing very nice

f. Grievance Procedures

Thủ tục khiếu nại

không bao giờ khiếu nại
mình housing giúp được tiền trả nhiên hơn.

g. Housing Plus Program

Chương Trình Housing Plus

không muốn tham gia, để là nghĩa địa

h. Progress in Meeting Mission and Goals

Những điều đạt được trong việc thực hiện Các Nhiệm vụ và Mục tiêu

tôi nhận đóng góp worker housing santa ana giúp nhất tốt.

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không được nêu ở trên

~~not change~~
~~will be done once~~
Không ý kiến. Ở đây vẫn Phòng làm tốt.



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

Rent increased \$523 - owner asked me to pay \$523
but my housing portion is \$149

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

Tính Đủ Điều Kiện, Chính Sách Lựa Chọn và Chấp Nhận, bao gồm Thủ Tục Giải Tán và Danh Sách Chờ

d. Rent Determination Policies

Quy lệ về cách xác định tiền thuê nhà

e. Operation and Management

Hoạt Động và Quản Lý

Chương trình đã good rồi, rất hài lòng với
cách làm việc hiện tại

f. Grievance Procedures

Thủ tục khiếu nại

rất hài lòng với sự khiếu nại, Supervisor helped
me ~~resolve~~ resolved my problems 3 years ago

g. Housing Plus Program

Chương Trình Housing Plus

h. Progress in Meeting Mission and Goals

Những điều đạt được trong việc thực hiện Các Nhiệm vụ và Mục tiêu

Chương trình housing này giúp tôi
không bị homeless.

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không được nêu ở trên

không có ý Kiến gì - housing đã làm tốt quá rồi.



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

Gần Trường học, Gần văn phòng bác sĩ, Gần nhà hợp lý

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

Tính Đủ Điều Kiện, Chính Sách Lựa Chọn và Chấp Nhận, bao gồm Thủ Tục Giải Tán và Danh Sách Chờ

- Quá trình giải tán yêu cầu đủ 2, tuổi gần xấp xỉ
theo thủ tục đủ để đi tìm nhà, đáp ứng từng
lưu như cần cần chi phí

d. Rent Determination Policies

Qui lệ về cách xác định tiền thuê nhà

Housing có cách giới quyết với chủ nhà rất chính xác, số tiền phải trả rất hợp lý.

e. Operation and Management

Hoạt Động và Quản Lý

Nhân viên phục vụ rất lịch sự của tôi rất nhiệt tình và rất tốt. Trả lời những câu hỏi rất rõ ràng.

f. Grievance Procedures

Thủ tục khiếu nại

Tôi chưa khiếu nại bao giờ.

g. Housing Plus Program

Chương Trình Housing Plus

Đã tốt nghiệp chương trình Housing Plus.
Rất tốt cho tôi.

h. Progress in Meeting Mission and Goals

Những điều đạt được trong việc thực hiện Các Nhiệm vụ và Mục tiêu

Văn phòng Housing ở Santa Ana đạt được rất nhiều lợi ích cho người dân và tôi được hưởng lợi từ việc này và rất thích chương trình này của Campton.

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không được nêu ở trên

Dựa trên tương hợp của 2 tài, tôi nhận thấy nhân viên làm việc rất tốt, nhiệt tình luôn đón những việc có lợi cho tôi, trả lời những câu hỏi tôi cần đúng lúc và tôi nghĩ không cần thay đổi gì.



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

1. giảm trợ cấp học
2. tiền nhà cao diện nước Rê

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

Tính Đủ Điều Kiện, Chính Sách Lựa Chọn và Chấp Nhận, bao gồm Thủ Tục Giải Tán và Danh Sách Chờ

nhieu giấy tờ Ra tòa
hồ sơ giấy tờ nhieu

d. Rent Determination Policies.

Qui l   về cách x  c định tiền thuê nhà

Holdsinh quyết định

e. Operation and Management

Ho  t Động và Quản Lý

tr  ng tr  nh n  y t  i th  ch

f. Grievance Procedures

Th   tục khi  u n  i

kh  ng th  i  n n  y l  n n  o h  t

g. Housing Plus Program

Ch  ng Tr  nh Housing Plus

t  i kh  ng    ki  n

h. Progress in Meeting Mission and Goals

Nh  ng đi  u   t   ược trong vi  c thực hi  n C  c Nhi  m vụ và M  c ti  u

   ch  ng tr  nh Housing   t   c    t  i c   ch     
v   g  p g  a đ  nh c  i t  i th  p

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không được nêu ở trên

tốt không ý kiến không muốn thai dãi



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

- gần nhà người thân.
- gần Bố mẹ.
- gần nhà vừa phải.

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

Tính Đủ Điều Kiện, Chính Sách Lựa Chọn và Chấp Nhận, bao gồm Thủ Tục Giải Tán và Danh Sách Chờ

- Thời hạn hồ sơ chờ đợi lâu.
- thủ tục giải tán tự nhiên.

d. Rent Determination Policies

Qui lết về cách xác định tiền thuê nhà

- giá trị tốt bình thường (Rất tốt) good

e. Operation and Management

Hoạt Động và Quản Lý

- Rất tốt

f. Grievance Procedures

Thủ tục khiếu nại

tốt chưa chuyển lại bao giờ

g. Housing Plus Program

Chương Trình Housing Plus

thời gian tới sẽ tham gia sau.

h. Progress in Meeting Mission and Goals

Những điều đạt được trong việc thực hiện Các Nhiệm vụ và Mục tiêu

Vẫn đang đạt được mục tiêu.

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không được nêu ở trên

Vấn phòng làm rất tốt
nên tôi không ý kiến. không cần thay đổi.



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Gần bệnh viện, đi khám bác sĩ gần
Cần trường con đi học

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

Tính Đủ Điều Kiện, Chính Sách Lựa Chọn và Chấp Nhận, bao gồm Thủ Tục Giải Tán và Danh Sách Chờ

Hồ sơ chờ lâu
Thủ tục giải tỏa nhanh

d. Rent Determination Policies

Qui l   về cách xác định tiền thuê nhà

gi  ng t   b  nh th  ng

e. Operation and Management

Ho  t Động và Quản Lý

l  c t  i gọi   i  n Th  o  i Kh  

f. Grievance Procedures

Th   t  c khi  u n  i

t  i Ch  a b  o gi   Kh  i  u n  i

g. Housing Plus Program

Ch  ng Tr  nh Housing Plus

Th  i gian s  o Th  m gi   S   Th  m gi  .

h. Progress in Meeting Mission and Goals

Nh  ng   i  u    t    c trong vi  c th  c hi  n C  c Nhi  m v   và M  c ti  u

V  n Ph  ng    t    c m  c ti  u

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không được nêu ở trên

Tôi không ý kiến, bởi vì Văn Phòng làm việc rất tốt.



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- Gắn chỗ làm

- Gắn xe bus

- Gắn chợ

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

Tính Đủ Điều Kiện, Chính Sách Lựa Chọn và Chấp Nhận, bao gồm Thủ Tục Giải Tán và Danh Sách Chờ

Thời gian chờ hồ sơ hơi lâu nhưng giải quyết hồ sơ tốt đẹp.

d. Rent Determination Policies

Qui lệ về cách xác định tiền thuê nhà

Bình thường.

e. Operation and Management

Hoạt Động và Quản Lý

Thủ tục quản lý hành chính tốt.

Riêng về chỗ đậu xe phải đi xa, đậu B'ng ngoài chỗ ở.
Tiền parking mỗi tháng \$150 thì cao quá.

f. Grievance Procedures

Thủ tục khiếu nại

chưa khiếu nại

g. Housing Plus Program

Chương Trình Housing Plus

tốt.

h. Progress in Meeting Mission and Goals

Những điều đạt được trong việc thực hiện Các Nhiệm vụ và Mục tiêu

Rất tốt, giúp tôi ổn định được chỗ ở?

i. Other Recommendations Not Listed Above

Những Ý Kiến khác không được nêu ở trên

vấn phòng làm tốt.

Santa Ana Housing Authority Annual Plan Survey - FY 2023-2024

The Housing Authority of the City of Santa Ana is preparing our Annual Plan for FY 2023—2024 to submit to the U.S. Department of Housing and Urban Development. We want your input and feedback to help us develop our Annual Plan. Your response to this survey will assist us with your recommendations regarding the development of the Annual Plan on your behalf.

0 of 10 answered

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

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

0 of 10 answered

- * 3. 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?

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

0 of 10 answered

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

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

0 of 10 answered

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

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

0 of 10 answered

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

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

Done

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See how easy it is to [create a survey](#).

0 of 10 answered

Privacy & Cookie Notice

0 of 10 answered

Santa Ana Housing Authority Annual Plan Survey - FY 2023-2024

0

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

EXPORTS

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RESPONDENTS: 5 of 5

QUESTION SUMMARIES

INSIGHTS AND DATA TRENDS

Page 1

Q1

What are your housing needs and what would y housing needs?

Answered: 5 Skipped: 0

RESPONSES (5)

WORD CLOUD

TAGS (0)

Search Responses

Showing 5 responses

1. Easier tenant escalation method for LL unresolved issues. 2.Improved renta vacancies going un-rented and we have a huge waitlist ! 3. More affordable anc mandates per the PIT count.

2/14/2023 05:31 PM

The housing need's is that to create strong, sustainable, inclusive communitie

2/10/2023 11:28 AM

Affordable rent, safe environment, efficient management

2/10/2023 08:55 AM

Affordability, cleanliness, and functioning appliances and security.

2/9/2023 05:29 PM

1

Q2

What recommendations do you have to more e housing needs?

Answered: 5 Skipped: 0

RESPONSES (5)

WORD CLOUD

TAGS (0)

Search Responses

<

https://www.surveymonkey.com/analyze/vbcwzT6JWEJrOlcKZeJQVVF08dnegA_2BD8jN_2Fdg2tWno_3D?tab_clicked=1

1/5

Q Search Responses

Showing 5 responses

I would like to see the SA Housing Authority improve their first-line point of cc service and voice prompts need attention. Call yourselves and see.

2/14/2023 05:31 PM

The type of locks on windows or doors should be safe and secure

2/10/2023 11:28 AM

My housing needs are being met.

2/10/2023 08:55 AM

You need more affordable housing for 1 bedroom vouchers or upgrade to 2 bec

2/9/2023 05:29 PM

no

Q3

As the largest housing assistance provider in o think the Santa Ana Housing Authority should needs in our community?

Answered: 5 Skipped: 0

RESPONSES (5) WORD CLOUD TAGS (0)

Q Search Responses

Showing 5 responses

Develop a system or process to keep the LL/ Building Owners more accountab frightening the Flower Terrace seniors, so they don't complain!) Maybe an 800 sized counties/ cities and ask how they operate?

2/14/2023 05:31 PM

The location of electric outlets and light fixtures. The condition of the paint ar condition of the floor, is it scratched and worn?

2/10/2023 11:28 AM

Increase your staff. My original paperwork was lost.

2/10/2023 08:55 AM

Talk with the tenants not just landlords. We get taken advantage of be cause t repairs are being made.

2/9/2023 05:29 PM

Q4



What recommendations do you have to change Selection and Admissions Policies, including D List Procedures?

Answered: 5 Skipped: 0

RESPONSES (5) WORD CLOUD TAGS (0)

Search Responses

Showing 5 responses

- ☐ 1. Treat people w love and respect, not just a number. 2. Process and Efficiency agency need? Can we combine and send to multiple-agencies, reducing paper the arrow points both ways for communication. Having a knowledge managem city/county might be helpful. 211 is not what I'm talking about, I'm referring to we tie the access to individual members, confirming waitlist interest. Increase written, phone, internet, of course authorized by member, prior to removing fr
2/14/2023 05:31 PM
- ☐ Ensure that all units in the Section 8 Certificate Program and the Housing Vou
2/10/2023 11:28 AM
- ☐ Increase your staff.
2/10/2023 08:55 AM
- ☐ There are very many people in need of housing from many backgrounds. howe

Q5

What recommendations do you have to change Determination Policies?

Answered: 5 Skipped: 0

RESPONSES (5) WORD CLOUD TAGS (0)

Search Responses

Showing 5 responses

- ☐ Rent Increase, why is it that the amt. cannot be over a certain % for resident, HUD, which is my Tax Dollars? Please explain/summarize this process.
2/14/2023 05:31 PM
- ☐ Inspect unit in response to Request for Lease Approval. Inform potential tena
2/10/2023 11:28 AM
- ☐ Survey affordable housing units rents semi-annually and adjust accordingly.
2/10/2023 08:55 AM
- ☐ Affordable for seniors on limited income, with the economical increase in day every day scale. This increases homelessness

every day goals. This increases homelessness.

2/9/2023 05:29 PM

Q6

What recommendations do you have to change Management?

Answered: 5 Skipped: 0

RESPONSES (5) WORD CLOUD TAGS (0)

Search Responses

Showing 5 responses

- ☐ See above, Customer Service and Response improvements needed.
2/14/2023 05:31 PM
- ☐ Encourage tenants and owners to maintain units up to standards. Make annual the housing quality standards.
2/10/2023 11:28 AM
- ☐ Hire more staff.
2/10/2023 08:55 AM
- ☐ If these Landlords want these increases in rent, there should be stricter rules very important, when owners show lack of interest tenants don't care.
2/9/2023 05:29 PM

Q7

What recommendations do you have to change Program (aka our Family Self-Sufficiency Progr

Answered: 5 Skipped: 0

RESPONSES (5) WORD CLOUD TAGS (0)

Search Responses

Showing 5 responses

- ☐ N/A
2/14/2023 05:31 PM
- ☐ No dangerous places, spaces, or things in the neighborhood such as: Nearby b
2/10/2023 11:28 AM

☐ NA

2/10/2023 08:55 AM

☐ I love this program and seen so many able to own or rent their 1 house. I think encouragement to everyone to have continue success.

2/9/2023 05:29 PM

☐ no

Q8

What recommendations do you have to encour
use our assistance as a platform to obtain self-

Answered: 5 Skipped: 0

RESPONSES (5) WORD CLOUD TAGS (0)

Search Responses

☐ Showing 5 responses

☐ Volunteer base/Advocacy group of Current families in process and those who are in the system, like a buddy system for outreach and engagement?

2/14/2023 05:31 PM

☐ Services in the neighborhood: Stores nearby, schools nearby, hospitals nearby

2/10/2023 11:28 AM

☐ NA

2/10/2023 08:55 AM

☐ Have contest, or awards that will keep their interest on their goals.

2/9/2023 05:29 PM

☐ no



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