April 10, 2020

Ms. Marcie Chavez
Director, Office of Public Housing
U.S. Department of Housing and Urban Development
300 N. Los Angeles, Suite 4054
Los Angeles, CA 90012

Subject: Submission of the Five Year Plan for FY 2020 – 2025 and Annual Plan for FY 2020 – 2021

Dear Ms. Chavez,

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

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

Sincerely,

Judson Brown
Housing Division Manager
Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA’s operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA’s mission, goals and objectives for serving the needs of low-income, very low-income, and extremely low-income families.

Applicability. Form HUD-50075-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 of 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, or at risk of being designated as troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceeds 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 exceeds 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.

<table>
<thead>
<tr>
<th>PHA Name</th>
<th>Housing Authority of the City of Santa Ana</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHA Code</td>
<td>CA093</td>
</tr>
<tr>
<td>PHA Plan for Fiscal Year Beginning</td>
<td>07/2020</td>
</tr>
<tr>
<td>PHA Inventory</td>
<td></td>
</tr>
<tr>
<td>Number of Housing Choice Vouchers (HCVs)</td>
<td>3,004</td>
</tr>
<tr>
<td>PHA Plan Submission Type</td>
<td>Annual Submission</td>
</tr>
</tbody>
</table>

**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.

**PHA Consortia:** (Check box if submitting a joint Plan and complete table below)

<table>
<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>
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</table>
## B. Annual Plan.

### B.1 Revision of PHA Plan Elements.

(a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission?

- [ ] Y  Housing Needs and Strategy for Addressing Housing Needs.
- [ ] Y  Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.
- [x] Y  Financial Resources.
- [x] Y  Rent Determination.
- [ ] Y  Operation and Management.
- [x] Y  Informal Review and Hearing Procedures.
- [ ] Y  Homeownership Programs.
- [x] Y  Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.
- [ ] Y  Substantial Deviation.
- [ ] Y  Significant Amendment/Modification.

(b) If the PHA answered yes for any element, describe the revisions for each element(s):

### B.2 New Activities

(a) Does the PHA intend to undertake any new activities related to the following in the PHA’s current Fiscal Year?

- [ ] Y  Project Based Vouchers.

(b) If this activity is planned for the current Fiscal Year, describe the activities. Provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan.

Depending on funding availability, SAHA plans to issue a Request for Proposals (RFP) for project-based vouchers. SAHA prefers to maximize the impact of project-based vouchers to reduce chronic homelessness by requiring the project-based vouchers to be restricted to permanent supportive housing units using the Housing First model and the Orange County Continuum of Care Coordinated Entry System. The projected number of project-based units depends on funding availability. The general locations for the project-based vouchers will be in areas of high opportunity with low concentrations of poverty, access to amenities and services, walkability to transit, and financial feasibility of the proposed project, among other selection criteria defined in the RFP. Project-basing vouchers will be consistent with the PHA Plan because it will more effectively meet our strategy for addressing the most pressing housing needs of our community than regular tenant-based vouchers.

### B.3 Most Recent Fiscal Year Audit.

(a) Were there any findings in the most recent FY Audit?

- [x] Y  N/A

(b) If yes, please describe:

### B.4 Civil Rights Certification

*Form HUD 50077. PHA Certifications of Compliance with the PHA Plans and Related Regulations, must be submitted by the PHA as an electronic attachment to the PHA Plan.*

### B.5 Certification by State or 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.*
B.6 Progress Report.

Provide a description of the PHA’s progress in meeting its Mission and Goals described in its 5-Year PHA Plan.

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

- In November 2019, the Housing Authority of the City of Santa Ana (SAHA) received an award of seventy (70) Mainstream Vouchers following a competitive application process under the Mainstream Voucher Program NOFA FR-6300-N-43.
- In November 2019, SAHA also received an award of twenty-five (25) Foster Youth to Independence Tenant-Protection Vouchers following a competitive application process under Notice PIH 2019-20.

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

- Retain high performer SEMAP status: SAHA was certified as a High Performer for FY 18-19.
- Under SAHA’s Quality Control Program, SAHA seeks to continuously improve the quality of assisted housing by improving voucher management, increasing customer satisfaction, and improving specific management functions. Specifically, for FY 18-19 SAHA audited a total of 413 files under SEMAP Indicator # 3, even though the minimum sample size required by HUD was only 35 files. For SEMAP Indicator # 5, SAHA audited a total of 84 inspections even though the minimum sample size required by HUD was only 33 quality control inspections.
- Maintain leasing to 100% of HAP funding: SAHA utilized 95.5% of our Annual Budget Authority from HUD for CY 2019. This was due to the large increase in HAP funding from the HUD-VASH vouchers that SAHA received, but was unable to utilize due to a low number of referrals from the VMC of Long Beach.

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

- Continue to mail owner/participant newsletters: Since December 2015, SAHA has been e-mailing a monthly electronic Landlord Newsletter to all owners. In October 2016, SAHA began sending a monthly electronic Housing Plus Program Newsletter (aka Family Self-Sufficiency Program) to our participants who have provided us with their e-mail addresses.
- Implement annual customer satisfaction survey: No update

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

- Continue to provide referrals to the Santa Ana W/O/R/K Center for job training and placement services, providing information and linkages to the County’s Council on Aging (elderly services) and the Dayle McIntosh Center (disabled services), and conducted recruitment for the FSS program at initial voucher issuance, at annual re-examinations, and through tenant newsletters: SAHA hired a full-time Workforce Specialist I / FSS Coordinator effective February 2, 2018. The Workforce Specialist I has been working to increase participation in the program through outreach and engagement while also providing monthly case management to participants in the program. The Workforce Specialist I is co-located in the Santa Ana W/O/R/K Center through a Memorandum of Understanding. SAHA also requires in any RFPs for project-based vouchers that a developer into enter an agreement with the Santa Ana Work Center.
- During CY 2019, SAHA graduated seven families off the FSS Program.

Goal #5: Ensure equal opportunity and affirmatively further fair housing through coordination with the Orange County Fair Housing Council, the preparation of the Analysis of impediments to fair housing choice, and continued training on fair housing practices for staff owner’s and participants.

- Fair Housing programs and resources are included in all issuance briefings, reasonable accommodation tracking logs updated. Communication was maintained with the Fair Housing Council of Orange County, Public Law Center, and Legal Aid, ensuring proper referrals for anyone alleging discrimination, whether an HCV participant or member of the public: In August 2019, SAHA held an annual Fair Housing Training for all Housing Division employees. This annual training is required for all employees.
- Assist the City of Santa Ana in maintaining of the housing Stock: No update

Goal #6: Ensure assisted families obtain information, maintain housing and prevent domestic violence in accordance with Violence Against Women Act (VAWA) of 2005.

- In accordance with the Violence against Women Reauthorization Act of 2013 (VAWA 2013), SAHA implemented an Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking.
- SAHA also implemented HUD-5380, Notice of Occupancy Rights under the Violence Against Women Act, HUD-5382, Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation, and HUD-5383, Emergency Transfer Request for Certain Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking.
- SAHA coordinates with the County of Orange Domestic Violence office for referrals and to ensure applicants and participants are informed on all available services.
- Information on VAWA in regards to owner/tenant responsibilities and evictions is provided to all program applicants and participants and also mailed to all owners.
- SAHA’s HCV Administrative Plan details restrictions on terminating assistance for victims of domestic violence, as well as guidelines on terminating assistance for perpetrators of domestic violence.
- At a minimum, SAHA trains staff on VAWA at least once annually. Staff also proactively provides information on VAWA to any program participant or applicant who may show any evidence that information on VAWA is needed.
<table>
<thead>
<tr>
<th>B.7</th>
<th>Resident Advisory Board (RAB) Comments.</th>
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<tbody>
<tr>
<td></td>
<td>(a) Did the RAB(s) provide comments to the PHA Plan?</td>
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<tr>
<td></td>
<td>Y ☒ N ☐</td>
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<tr>
<td></td>
<td>(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.</td>
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</table>

Three Resident Advisory Board meetings were held on January 23, 2020 with twenty-one (21) HCV participants who receive assistance from the Housing Authority. The meetings were conducted in three languages: English, Spanish, and Vietnamese. All active participants were mailed an invitation to participate on the Resident Advisory Board and the Resident Advisory Board provided input for the development of the Annual Plan. Please see attachment for RAB Comments. SAHA also released a survey for all of HCV participants. The survey was e-mailed to 856 active HCV participants who have provided their e-mail address to our staff. A total of five (5) survey responses were received. Staff analyzed all of the recommendations from the Resident Advisory Board and survey responses by: 1) considering the feasibility of each recommendation; 2) discussing as a team the opportunity for SAHA to implement each recommendation; and 3) making a determination on which recommendation(s) could be implemented or considered for future implementation. All of the recommendations were taken into consideration by the Housing Authority.

### 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 §903.23(4)(c)]

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. Annual Plan.** All PHAs must complete this section. [24 CFR §903.11(c)(3)]

**B.1 Revision of 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.”

  - **Housing Needs and Strategy for Addressing Housing Needs.** Provide a statement addressing the housing needs of low-income, very low-income families who reside in the PHA’s jurisdiction and other families who are on the Section 8 tenant-based waiting list. 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 and families with disabilities, and (iii) households of various races and ethnic groups residing in the jurisdiction or on the waiting list based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. [24 CFR §903.7(a)(1) and 24 CFR §903.7(a)(2)(ii)]. Provide a description of the PHA’s strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. [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)(3)(4)].

  - **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 5y 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 under section 3 of the Housing and Community Development Act of 1968 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. Should the PHA fail to define ‘significant amendment/modification’, HUD will consider the following to be ‘significant amendments or modifications’: a) changes to rent or admissions policies or organization of the waiting list; or b) any change with regard to homeownership programs. See guidance on HUD’s website: [Notice PIH 1999-51](https://www.hud.gov/), (24 CFR §903.7(r)(2)(ii))

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

**B.2 New Activity.** If the PHA intends to undertake new activity using Housing Choice Vouchers (HCVs) for new Project-Based Vouchers (PBVs) in the current Fiscal Year, mark “yes” for this element, and describe the activities to be undertaken in the space provided. If the PHA does not plan to undertake this activity, mark “no.” (24 CFR §983.57(b)(1) and Section 8(13)(C) of the United States Housing Act of 1937.)

☐ **Project-Based Vouchers (PBV).** Describe any plans for HCVs for new project-based vouchers. If using PBVs, provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan.

**B.3 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 §903.11(c)(3), 24 CFR §903.7(p))

**B.4 Civil Rights Certification.** Form HUD-50077, [PHA Certifications of Compliance with the PHA Plans and Related Regulations](https://www.hud.gov/), 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 AFFH Certification if: it can document that it examines its programs and proposed programs to identify any 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(q))

**B.5 Certification by State or Local Officials.** Form [HUD-50077-SL, Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan](https://www.hud.gov/), including the manner in which the applicable plan contents are consistent with the Consolidated Plans, must be submitted by the PHA as an electronic attachment to the PHA Plan. (24 CFR §903.15)

**B.6 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.7 Resident Advisory Board (RAB) comments.** If the RAB provided comments to 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)

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

Public reporting burden for this information collection is estimated to average 4.5 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently validOMB Control Number.

**Privacy Act Notice.** The United States Department of Housing and Urban Development is authorized to solicit the information requested in this form by virtue of Title 12, U.S. Code, Section 1701 et seq., and regulations promulgated thereunder at Title 12, Code of Federal Regulations. Responses to the collection of information are required to obtain a benefit or to retain a benefit. The information requested does not lend itself to confidentiality.
RESOLUTION NO. 2020-003


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

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

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

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

C. The Authority is required to review its operations and needs for the Five Year Plan and Annual Plan with input from HCV participants. Three (3) Resident Advisory Board Meetings were held on January 23, 2020, with responses incorporated into the Five Year Plan and Annual Plan, as required by HUD regulations.

D. HUD regulations require a forty-five (45) day public comment period. On February 20, 2020, notification was published in the Orange County Register and La Opinion newspapers that the draft plan was available for public review. Additional notice of the public review period was also provided in the Nguoi Viet newspaper on February 21, 2020. The public comment period ended on April 7, 2020. Further, a public hearing was held by the Housing Authority on April 7, 2020, and all comments received at the hearing are included in the final documents to be submitted to HUD.

Section 2. The Five Year Plan for Fiscal Years 2020-2025 of the Housing Authority of the City of Santa Ana is hereby approved and adopted. Said Five Year Plan shall be submitted by the Authority to HUD.
Section 3. The Annual Plan for Fiscal Year 2020-2021 of the Housing Authority of the City of Santa Ana is hereby approved and adopted. Said Annual Plan shall be submitted by the Authority to HUD.

Section 4. This Resolution shall take effect immediately upon its adoption by the Authority Board, and the Recording Secretary for the Authority shall attest to and certify the vote adopting this Resolution.

ADOPTED this 7th day of April, 2020.

Miguel A. Pulido
Chair

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

By: 
Ryan O. Hodge
Assistant Counsel

AYES: Boardmembers: Bacerra, Iglesias, Penaloza, Pulido, Sarmiento, Solorio, Villegas (7)

NOES: Boardmembers: None (0)

ABSTAIN: Boardmembers: None (0)

NOT PRESENT: Boardmembers: None (0)

CERTIFICATION OF ATTESTATION AND ORIGINALITY

I, DAISY GOMEZ, Recording Secretary to the Housing Authority, do hereby attest to and certify the attached Resolution No. 2020-003 to be the original resolution adopted by the Housing Authority of the City of Santa Ana on April 7, 2020.

Date: 4-9-2020

Daisy Gomez,
Recording Secretary

Resolution No. 2020-003
Page 2 of 2
Civil Rights Certification

Annual Certification and Board Resolution

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

The PHA certifies that it will carry out the public housing program of the agency in conformity with title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990, and will affirmatively further fair housing by examining their programs or proposed programs, identifying any impediments to fair housing choice within those program, addressing those impediments in a reasonable fashion in view of the resources available and working with local jurisdictions to implement any of the jurisdiction’s initiatives to affirmatively further fair housing that require the PHA’s involvement and by maintaining records reflecting these analyses and actions.

Housing Authority of the City of Santa Ana

PHA Name

CA093

PHA Number/HA Code

5-Year PHA Plan for Fiscal Year 2020 – 2025

Annual PHA Plan for Fiscal Year 2020 – 2021

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

Name of Authorized Official

Mayor Miguel Pulido

Signature

Title

Mayer, City of Santa Ana

Date

APR 09 2020

Previous version is obsolete
PHA Certifications of Compliance with the PHA Plan and Related Regulations including Required Civil Rights Certifications

Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the 5-Year Plan and Annual PHA Plan for the PHA fiscal year beginning July 1, 2020, hereinafter referred to as "the Plan", of which this document is a part and make the following certifications and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the Plan and implementation thereof:

1. The Plan is consistent with the applicable comprehensive housing affordability strategy (or any plan incorporating such strategy) for the jurisdiction in which the PHA is located.

2. The Plan contains a certification by the appropriate State or local officials that the Plan is consistent with the applicable Consolidated Plan, which includes a certification that requires the preparation of an Analysis of Impediments to Fair Housing Choice, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable Consolidated Plan.

3. The PHA has established a Resident Advisory Board or Boards, the membership of which represents the residents assisted by the PHA, consulted with this Resident Advisory Board or Boards in developing the Plan, including any changes or revisions to the policies and programs identified in the Plan before they were implemented, and considered the recommendations of the RAB (24 CFR 903.13). The PHA has included in the Plan submission a copy of the recommendations made by the Resident Advisory Board or Boards and a description of the manner in which the Plan addresses these recommendations.

4. The PHA made the proposed Plan and all information relevant to the public hearing available for public inspection at least 45 days before the hearing, published a notice that a hearing would be held and conducted a hearing to discuss the Plan and invited public comment.

5. The PHA certifies that it will carry out the Plan in conformity with Title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990.

6. The PHA will affirmatively further fair housing by examining their programs or proposed programs, identifying any impediments to fair housing choice within those programs, addressing those impediments in a reasonable fashion in view of the resources available and work with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and by maintaining records reflecting these analyses and actions.

7. For PHA Plans that includes a policy for site based waiting lists:
   - The PHA regularly submits required data to HUD's 50058 PIC/IMS Module in an accurate, complete and timely manner (as specified in PH Notice 2010-25);
   - The system of site-based waiting lists provides for full disclosure to each applicant in the selection of the development in which to reside, including basic information about available sites; and an estimate of the period of time the applicant would likely have to wait to be admitted to units of different sizes and types at each site;
   - Adoption of a site-based waiting list would not violate any court order or settlement agreement or be inconsistent with a pending complaint brought by HUD;
   - The PHA shall take reasonable measures to assure that such a waiting list is consistent with affirmatively furthering fair housing;
   - The PHA provides for review of its site-based waiting list policy to determine if it is consistent with civil rights laws and certifications, as specified in 24 CFR part 903.7(e)(1).

8. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.


10. The PHA will comply with the requirements of section 3 of the Housing and Urban Development Act of 1968, Employment Opportunities for Low- or Very-Low Income Persons, and with its implementing regulation at 24 CFR Part 135.

11. The PHA will comply with acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 and implementing regulations at 49 CFR Part 24 as applicable.
12. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).
13. The PHA will provide the responsible entity or HUD any documentation that the responsible entity or HUD needs to carry out its review under the National Environmental Policy Act and other related authorities in accordance with 24 CFR Part 58 or Part 50, respectively.
14. With respect to public housing the PHA will comply with Davis-Bacon or HUD determined wage rate requirements under Section 12 of the United States Housing Act of 1937 and the Contract Work Hours and Safety Standards Act.
15. The PHA will keep records in accordance with 24 CFR 85.20 and facilitate an effective audit to determine compliance with program requirements.
16. The PHA will comply with the Lead-Based Paint Poisoning Prevention Act, the Residential Lead-Based Paint Hazard Reduction Act of 1992, and 24 CFR Part 35.
17. The PHA will comply with the policies, guidelines, and requirements of OMB Circular No. A-87 (Cost Principles for State, Local and Indian Tribal Governments), 2 CFR Part 225, and 24 CFR Part 85 (Administrative Requirements for Grants and Cooperative Agreements to State, Local and Federally Recognized Indian Tribal Governments).
18. The PHA will undertake only activities and programs covered by the Plan in a manner consistent with its Plan and will utilize covered grant funds only for activities that are approvable under the regulations and included in its Plan.
19. All attachments to the Plan have been and will continue to be available at all times and all locations that the PHA Plan is available for public inspection. All required supporting documents have been made available for public inspection along with the Plan and additional requirements at the primary business office of the PHA at all other times and locations identified by the PHA in its PHA Plan and will continue to be made available at least at the primary business office of the PHA.
22. The PHA certifies that it is in compliance with applicable Federal statutory and regulatory requirements, including the Declaration of Trust(s).

Housing Authority of the City of Santa Ana

PHA Name

CA093

PHA Number/HA Code

5-Year PHA Plan for Fiscal Year 2020 – 2025

Annual PHA Plan for Fiscal Year 2020 – 2021

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

Name of Authorized Official

Mayor Miguel Pulido

Title

Mayor, City of Santa Ana

Signature

Date

APR 09 2020
Certification by State or Local Official of PHA Plans Consistency with the Consolidated Plan or State Consolidated Plan (All PHAs)

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

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

The 5-Year PHA Plan and Annual PHA Plan is consistent with the community development needs and market conditions stated in the Consolidated Plan and the Analysis of Impediments to Fair Housing Choice because the Plan is consistent with the objectives, outcomes, and needs identified in the Plan Needs Assessments and citizen participation process. It also seeks to address the needs identified in the in the Analysis of Impediments to Fair Housing Choice for the City of Santa Ana.

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

<table>
<thead>
<tr>
<th>Name of Authorized Official</th>
<th>Title</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mayor Miguel Pulido</td>
<td>Mayor, City of Santa Ana</td>
<td>APR 11 2020</td>
</tr>
</tbody>
</table>
COPY OF NOTICE

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

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

02/20/2020

The charge(s) for this order is as follows. An invoice will be sent after the last date of publication. If you prepaid this order in full, you will not receive an invoice.

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COPY OF NOTICE

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

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

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

Proposed Action: The City Council of the City of Santa Ana will be conducting a public hearing to consider the Fiscal Year 2020 - 2025 Five-Year Plan and Fiscal Year 2020 - 2021 Annual Plan for the Housing Authority of the City of Santa Ana (CAHA). The Housing Authority is required to hold a public hearing to discuss and hear public comments on the Five Year Plan and Annual Plan prior to submission to the U.S. Department of Housing and Urban Development (HUD). A minimum of a 45-day notice of this public hearing is required by the federal regulations. Pursuant to the Quality Housing and Work Responsibility Act of 1998 (Public Law 105-276), the Housing Authority of the City of Santa Ana is required to prepare a Five Year Plan and Annual Plan. The Five Year Plan provides details about the Housing Authority's mission, goals and objectives, and the progress the Housing Authority has made in meeting the goals and objectives described in the Housing Authority's previous Five-Year Plan. The Annual Plan provides details about the Housing Authority's operations, program activities, programs, and services, and the Authority's strategy for handling operational concerns, participants' concerns and needs, and projected programs/services for Fiscal Year 2020 - 2021. The Annual Plan also examines long-range and short-range strategies to address needs as identified by the Resident Advisory Board.

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

How To Make Comments - If you do not wish to appear at the public hearing, you may also send your written comments to the Housing Authority Recording Secretary, by mail to City of Santa Ana, 22 Civic Center Plaza - M30, P.O. Box 1988, Santa Ana, CA 92701 or via e-mail to comments@santa-ana.org (reference "City Council meeting") by 12:00 p.m. on Monday, 3 days prior to the public hearing. E-mails received after said time will be on file for public viewing the day after the meeting.

Who To Contact For Questions - Should you have any questions, please contact Judson Brown, Housing Division Manager, at (714) 667-2241 or via e-mail to comments@santa-ana.org

Where To Get More Information - All staff reports regarding any item on this agenda are available for public inspection in the Clerk of the Council Office during regular business hours and posted on the City's website (www.santa-ana.org) or in written correspondence delivered to the City Council of the City of Santa Ana at, or prior to the public hearing.

Daisy Gomez, Clerk of the Council

CNS 3344686
La Opinión

915 Wilshire Blvd Ste 800, Los Angeles, CA 90017
Tel: (213)896-2260 • Fax: (213)896-2238

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

February 20

all in the year 2020

I certify (or declared) under penalty of perjury that the foregoing is true and correct.
Dated at Los Angeles, California, this 20 day of February, 2020

Signature

AVD #017 Controlled
Rev. 03/12

* A0000005362766 *

La Opinión

915 Wilshire Blvd Ste 800, Los Angeles, CA 90017
Tel: (213)896-2260 • Fax: (213)896-2238

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February 20

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Dated at Los Angeles, California, this 20 day of February, 2020

Signature
THÔNG BÁO VỀ PHIÊN ĐIỀU TRÁN TRƯỞNG ĐẠI HỘI CONG Cpha THÀNH PHỐ SANTA ANA, CA

Thành phố Santa Ana khuyên khách chung tham gia vào quá trình thực hiện quyết định. Thông báo sau đây được cung cấp để quý vị có thể để câu hỏi, nhận xét và được thông báo về các dự án có thể quan trọng đối với quý vị. Chúng tôi khuyên quý vị liên lạc với chúng tôi thông điệp để xem thông tin công cộng nếu có bất kỳ câu hỏi nào.

XIN THÔNG BÁO LÀ: Hội đồng Thành phố Santa Ana khuyến nghị các thành viên tham gia vào quá trình chọn Tổng giám đốc phát triển công đồng nếu có bất kỳ câu hỏi nào.

Đề Xuất Hành Động: Hội đồng Thành phố Santa Ana thể hiện tình yêu thương với những người dân đã chọn Tổng giám đốc phát triển công đồng nếu có bất kỳ câu hỏi nào.

20/02/2020

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M00. P.O. Box 1988, Santa Ana, CA 92701
hoặc email tai ecoments@santa-ana.org (đăng ký "tức thời Hồ Động Thanh Phó") trước 12:00 giờ vào thứ Hai, một ngày trước cuộc họp; các e-mail nhận được sau thời gian này sẽ không được xem xét vào ngày sau cuộc họp.

Các Liên Hệ: Vui lòng đến các địa chỉ sau:
- 20 Civic Center Plaza – Santa Ana, CA 92701 – của quý vị có thể gửi email dieorecomments@santa-ana.org.

Nơi nhận Thông Tin: To cả các báo của các nhân viên về bất kỳ mức báo cáo trong chương trình kỳ vụ ngày đầu có sự cơ chế cùng chúng bulunmaktadır trong Văn phòng Thân Hy Hồ Động trong giờ làm việc thông thường và được đăng trên trang web của Thành phố vào thứ Sáu trước cuộc họp Hồ Động tại http://www.santa-ana.org/coc/grancus.asp.

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

Nếu thắc mắc không định rõ về vấn đề trên, quý vị có thể chỉ được nếu ra những vấn đề mà quý vị hoặc người khác đã đưa ra tại phiên điều thuế công đồng nếu có bất kỳ câu hỏi nào.

Daisy Gomez,
Công Tố The Council (Thứ Hai Hồ Động)
2/21/2020
CNS-3344692# NGUOI VIET
We want your input and feedback to help us with our staff and other program participants.

The Housing Authority of the City of Santa Ana invites you to participate in a group discussion to develop our 5-Year Plan. Discussion topics include: housing needs; tenant eligibility; financial resources; rent determination policies; family self-sufficiency; and other procedures; family self-sufficiency; and other procedures.


Meeting date and location:

SANTA ANA, CA 92701
20 Civic Center Plaza, 1st Floor
Santa Ana Housing Authority
3:00 PM - 5:00 PM

Fechah y lugar de reunión:

ESTA REUNIÓN SE LIMIITADA, SI DESEA PARTICIPAR EN EL ESPACIO DE LIMIITADO, SI DESEA PARTICIPAR EN EL ESPACIO ES LIMIITADO, SI DESEA PARTICIPAR EN EL ESPACIO ES LIMIITADO, SI DESEA PARTICIPAR EN EL ESPACIO ES LIMIITADO.

La Autoridad de Vivienda de la Ciudad de Santa Ana le invita a participar en una discusión de grupo con nuestro

La Autoridad de Vivienda de la Ciudad de Santa Ana le invita a participar en una discusión de grupo con nuestro
The Housing Authority of the City of Santa Ana would like to participate in this meeting. Since seating is limited, if you would like to participate in the management procedures, Family Self-sufficiency, and other important issues pertaining to the management of the Housing Authority, tenant eligibility, tenant needs, housing needs, financial resources, rent determination policies, and admission and administration of our community’s program, we want your input and feedback to help us develop our 5-Year Plan. Discussion topics include: tenant issues pertaining to the management of the Housing Authority, tenant eligibility, tenant needs, housing needs, financial resources, rent determination policies, and admission and administration of our community’s program. If you would like to participate in this meeting, please RSVP by calling (714) 667-2222 no later than Friday, January 17, 2020.

MEETING DATE AND LOCATION:

THURSDAY, JANUARY 23, 2020
20 Civic Center Plaza, 1st Floor
Santa Ana Housing Authority
3:00 PM – 5:00 PM

MEETING HOP VÀ ĐỊA DIỆN:

1. Chu trình tham dự, xin gửi (714) 667-2226
2. Chu trình tham dự, xin gửi (714) 667-2226
3. Chu trình tham dự, xin gửi (714) 667-2226
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19. Chu trình tham dự, xin gửi (714) 667-2226
20. Chu trình tham dự, xin gửi (714) 667-2226
Resident Advisory Board Meeting Agenda
January 23, 2020

I. Welcome and Introductions

II. Explanation of the Purpose and Function of the Resident Advisory Board (24 CFR 903.13)

III. Explanation of the Housing Authority Annual Plan (24 CFR 903.3)
   a. Explanation of the Housing Choice Voucher Program Administrative Plan Update and how it relates to the Annual Plan

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

b. Housing Needs and Strategy for Addressing Housing Needs

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

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_________________________________________________________________________________________________________________
_________________________________________________________________________________________________________________
d. Rent Determination Policies

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e. Operation and Management

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f. Grievance Procedures

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g. Housing Plus Program

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h. Progress in Meeting Mission and Goals

______________________________________________________________

______________________________________________________________

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i. Other Recommendations Not Listed Above

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______________________________________________________________

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b. Housing Needs and Strategy for Addressing Housing Needs

Near School & near Bus stops & grocery stores etc.

---

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

Huntington Beach has a long waiting list procedure and Irvine
d. Rent Determination Policies

fair.

_________________________________________________________________________
_________________________________________________________________________
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_________________________________________________________________________

e. Operation and Management

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_________________________________________________________________________

f. Grievance Procedures

_________________________________________________________________________
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_________________________________________________________________________
_________________________________________________________________________

g. Housing Plus Program

Mrs. WOLTER please call me at 949-662-9888

I want to have more information of Homeownership.

h. Progress in Meeting Mission and Goals

_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

i. Other Recommendations Not Listed Above

_________________________________________________________________________
_________________________________________________________________________
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b. Housing Needs and Strategy for Addressing Housing Needs

- Safety in Neighborhood
- Close to freeways
- Clean with no graffiti
- Wait times

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

- Lack of nice homes/units, many units stay no right away
- Santa Ana does a good job processing paperwork through
- Other units that do have a waiting list, take forever
d. Rent Determination Policies

I think the fair is good. If more people are helped out, the better for all.

I do think that when I make some more money, it should be determined by the length of time w/ a new job.

e. Operation and Management

O&M is pretty good. I still feel that when a change in income occurs there should be at least a 3 month grace period before rent amounts happen.

f. Grievance Procedures

Procedures that are in place are fine.

g. Housing Plus Program

More information.

h. Progress in Meeting Mission and Goals

Sounds like the progress in meeting goals is way better than elsewhere.

i. Other Recommendations Not Listed Above

None at this time.
Resident Advisory Board Meeting Agenda
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b. Housing Needs and Strategy for Addressing Housing Needs

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

- UNFAIR RENT INCREASE FROM OWNER TO TENANT
- HOUSING REEXAMINATION AND INSPECTION DATES
- COMMUNICATION BETWEEN OWNER, TENANT, AND PHA
- HOUSING WAITING LIST OPEN/CLOSE
- LIMITATIONS ON TENANTS LIFTED LIKE FOR STUDENTS
d. Rent Determination Policies

98% => 100% Fair Market Rent because high rent goes Section 8 requires computer access.

e. Operation and Management

Communication with owner, tenant, and PHA. Scheduling of re-examination and inspection. Government funded facility significance.

f. Grievance Procedures

Attorney/lawyer present for appeal. Unfair rent increase complaint to owner.

g. Housing Plus Program

More stories from residents. Online newsletters of tenants with housing plus.

h. Progress in Meeting Mission and Goals

More housing vouchers to serve community. Deconcentration of waiting list.

i. Other Recommendations Not Listed Above

Housing authorities should deploy agents to housing tenants resident for frequent visits for communication because just re-examination and inspection (2 days) for the entire year.
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b. Housing Needs and Strategy for Addressing Housing Needs

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

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

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

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

e. Operation and Management

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

f. Grievance Procedures

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

g. Housing Plus Program

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

h. Progress in Meeting Mission and Goals

fair & reasonable

---

i. Other Recommendations Not Listed Above

So far so good and well throughout considering the criteria.
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

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b. Housing Needs and Strategy for Addressing Housing Needs

   We need help to pay utilities because I pay $480.00 for gas plus electric, about addressing it is very hard to find an apartment so when I find anything available I agree.

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

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

We need higher rate because the rent is very expensive and Section 8 is very good way to find an unit but it is not enough.

e. Operation and Management

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

f. Grievance Procedures

everything is correct but the program care only about rent please we need program care about utilities.

g. Housing Plus Program

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

h. Progress in Meeting Mission and Goals

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

i. Other Recommendations Not Listed Above

There is no any help for utilities, gas plus electric

The program doesn't cover utilities

Thank you very much!
Resident Advisory Board Meeting Agenda
January 23, 2020

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b. Housing Needs and Strategy for Addressing Housing Needs
   I think that everything is good because I am handicapped and that is very close to us

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures
   I think the waiting list is too long. But I got mine last
d. Rent Determination Policies
   I think it is very fair.

e. Operation and Management
   I think it is doing very well

f. Grievance Procedures
   I really have no reason to do a grievance.

g. Housing Plus Program
   This is not right thing for me.

h. Progress in Meeting Mission and Goals

i. Other Recommendations Not Listed Above
   I think you guys are doing a great job.
Resident Advisory Board Meeting Agenda
January 23, 2020

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

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

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

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

________________________________________________________________________

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

e. Operation and Management
(Operación y Administración)

f. Grievance Procedures
(Procedimientos de quejas)

g. Housing Plus Program
(Programa de housing plus)

h. Progress in Meeting Mission and Goals
(Progreso en el cumplimiento de la misión y los objetivos)
i. Other Recommendations Not Listed Above
(Otras recomendaciones no enumeradas arriba)
<table>
<thead>
<tr>
<th>Signature</th>
<th>Attendees</th>
<th># of</th>
<th>Phone #</th>
<th>Name</th>
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<tbody>
<tr>
<td>Ramos, Marina</td>
<td>714-585-9501</td>
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<tr>
<td>Mendizabal, Julio</td>
<td>714-829-7403</td>
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<tr>
<td>Garcia, Rosa</td>
<td>657-335-8547</td>
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<td>Castillo, Reyna</td>
<td>714-557-5089</td>
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<td>Alvarez, Aura</td>
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# SIGN-IN SHEET

**Meeting Type:** Resident Advisory Board Meeting  
**Date:** January 23rd from 3:00PM – 5:00PM

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<tr>
<th>Print Full Name</th>
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<tr>
<td>Glenda Velazquez</td>
<td>Glenda Velazquez</td>
<td>01-23-2020</td>
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Resident Advisory Board Meeting Agenda/Spanish
January 23, 2020

I. Welcome and Introductions

II. Explanation of the Purpose and Function of the Resident Advisory Board (24 CFR 903.13)

III. Explanation of the Housing Authority Annual Plan (24 CFR 903.3)
   a. Explanation of the Housing Choice Voucher Program Administrative Plan Update and how it relates to the Annual Plan

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

b. Housing Needs and Strategy for Addressing Housing Needs
   In the Spanish group there were 5 individuals, all individuals were over the age of 62 years. These are the notes Eliana and I gathered from the meeting. 3 out of 5 in the group stated that low income housing should be a priority for this City, specifically Senior Housing

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures
   Group agreed to SAHA procedures with regard to eligibility. One individual commented that their initial impression was a good one because the Housing Specialist was helpful and knowledgeable. Another individual commented that a family member assisted her with the completion of the paperwork and gathering of documents.
d. Rent Determination Policies
Attendees did not have any specific comments or suggestions regarding SAHA’s rent policy. However, they did express concern for the high utility bills they pay, individual is a resident at Casa Pacifica (tenant pays all utility bills).

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

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

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

h. Progress in Meeting Mission and Goals
All in attendance agreed with the statement “SAHA is committed to its Mission and Goals”.

i. Other Recommendations Not Listed Above
All in attendance wanted to give thanks and are grateful for the assistance they receive form SAHA staff.
Resident Advisory Board Meeting Agenda
January 23, 2020

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

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

*I am happy with everything.*
d. Rent Determination Policies
(Políticas de determinación de renta)

e. Operation and Management
(Operación y Administración)
Am I attending von
I have had great customer service.

f. Grievance Procedures
(Procedimientos de quejas)


g. Housing Plus Program
(Programa de housing plus)


h. Progress in Meeting Mission and Goals
(Progreso en el cumplimiento de la misión y los objetivos)
Muy buen trabajo
Very good work
I. Welcome and Introductions

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

   739 E. LA VETA A PATO. TODO. ESTA BIEN
   PEROS INOS AYUDAN POR MEX AS ESTA MEJOR

   Everything is good however if we receive additional help it would be better.

   ROSA E. GARCÍA SALAZAR, AP-247

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures
   (Políticas de elegibilidad, selección y admisión, incluidos los procedimientos de desconcentración y lista de espera)
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   (Necesidades de vivienda y estrategia para mitigar las necesidades de vivienda)

   More low income housing

   The process is pleasant.

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

   el proceso es agradable
d. Rent Determination Policies
(Políticas de determinación de renta)


e. Operation and Management
(Operación y Administración)


f. Grievance Procedures
(Procedimientos de quejas)

No a quaías, todo está bien.

I have no complaints, everything is good.

g. Housing Plus Program
(Programa de housing plus)


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

Esta muy bien el trabajo

Very good work.
Resident Advisory Board Meeting Agenda
January 23, 2020

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b. Housing Needs and Strategy for Addressing Housing Needs
   Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

___________________________________________________________________________
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___________________________________________________________________________

b. Housing Needs and Strategy for Addressing Housing Needs
   Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

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b. Housing Needs and Strategy for Addressing Housing Needs
   Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

___________________________________________________________________________
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___________________________________________________________________________
d. Rent Determination Policies
Qui lệ về cách xác định tiền thuê nhà

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e. Operation and Management
Hoạt Động và Quản Lý

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__________________________
f. Grievance Procedures
Thủ tục khiếu nại

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g. Housing Plus Program
Chương Trình Housing Plus

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__________________________
h. Progress in Meeting Mission and Goals
Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

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__________________________
i. Other Recommendations Not Listed Above
Những Ý Kiến khác không có nêu trên

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<tr>
<td>1</td>
<td>Tran, Phuong</td>
<td>714-480-0312</td>
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<td>2</td>
<td>Vo, Harry</td>
<td>714-417-2959</td>
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<td>3</td>
<td>Nguyen, Gal</td>
<td>669-226-8623</td>
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<td>5</td>
<td>Nguyen, Tuyen Mai, &amp; Nguyen, John</td>
<td>714-775-1466</td>
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<td>Le, Bach &amp; Nguyen, Tuyen</td>
<td>714-251-2945</td>
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<td>7</td>
<td>Lam, Tuan &amp; Le, Bich Tuyen</td>
<td>714-271-6965</td>
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<td>Le, Tien Ngo</td>
<td>714-902-3179</td>
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<tr>
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<td>Nguyen, Chau Ngo</td>
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**Signature**: 01/23/2030

**Tenant Advisory Meeting** (Vietnamese)
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Ha Nguyen, Nguyen
414-207-6146
20.5 + 1.4
9/14/20
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Resident Advisory Board Meeting Agenda  
January 23, 2020

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Những câu hỏi về các nhu cầu và chiến lược giải quyết những nhu cầu này:

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

Những chênh lệch giữa thu nhập của người cho thuê và chi phí thuê:

Những biện pháp để giải quyết việc người có thu nhập thấp không mua được nhà:

1. Provide more vouchers to meet the need of people who need a place to live
2. Make more vouchers available

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

Những điều kiện, và các quy luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khối những khu vực với nguồn lôi tặc thấp và những thủ tục của danh sách chờ đợi:

This program is great

Children with nay not eat
h. Progress in Meeting Mission and Goals

9. Housing Plus Program

This program is good.

f. Grievance Procedures

If you have complaints, let us know so we can drop them.

e. Operation and Management

Please hear this notice. The housing board will not approve the increase request if you follow the procedures and policies.

d. Rent Determination Policies

The board will give notice to terminate the tenancy.
i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên
Resident Advisory Board Meeting Agenda
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Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này
- Tiền nhà càng thấp càng tốt! Keep the rent as low as possible
- An toàn, an ninh. Security, feeling safe
- Sạch sẽ, vệ sinh. Clean, decent place
- Gần trường học, trường trích các người già Close to school

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

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

Nhận viên mặc tíchvip, vải vải,
chỉ số diễn tiến quá trình, rất cao

1. The process must be methodical and error free
2. Workers needs to be helpful and nice very happy with the current place where I live.
Current rent share tenant pays 30%, housing pays 70%. Recommend housing to increase pay to 80%, tenant share 20%.

e. Operation and Management
Hoạt Động và Quản Lý

Housing program management is doing a good job. We would like to have more Vietnamese workers because many of us cannot speak English.

f. Grievance Procedures
Thủ tục khiếu nại

Chia fict thu tue xin huong dan.
I do not know the process, please guide me.

g. Housing Plus Program
Chương Trình Housing Plus

I will look for more information. Thank you.

h. Progress in Meeting Mission and Goals
Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

Can I see housing officers.
Thank you housing workers.
i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có trên
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   | I. Giữa tiền phòng nhà và sửa chữa bởi housing để người nên chửa |
   | khi cũng thấy những vui và thường muốn người muốn đi sớm |
   | requires tenant to move. |

   c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures
   
   | Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khó |
   | những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi |
   | I don't want to move from here because the location is close |
   | to my work eventhough the owner is not happy and always say things. |
d. Rent Determination Policies
Qui lệ về cách xác định tiền thuê nhà

The owner said I use too much water or less water. I am requesting housing to inform the landlord that that they cannot use this reason to increase rent.

e. Operation and Management
Hoạt Động và Quản Lý

Housing inspection every 2 years is a good idea. Sometimes tenants cannot take care of the house because of poor health or because they are busy working.

f. Grievance Procedures
Thủ tục khiếu nại

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

g. Housing Plus Program
Chương Trình Housing Plus

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

h. Progress in Meeting Mission and Goals
Sự Tiện Hành của Các Nhiệm vụ và Mục tiêu

Improve the process to make things easier so both sides don't have problems.
i. Other Recommendations Not Listed Above
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   Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này
   1) Tiền thuê nhà Rent
   2) Khu vực can toàn... Nhà có điều kiện an ninh, an toàn, có nhiều tiện nghi... HOUSE
   3) Quản lý... HOUSE
   Recommend Santa Ana housing for them, cho họ có chỗ ở, cho người đó... HOUSE

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures
   Những điều kiện, và các quy luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi
   Nếu những người đi đúng nhà, họ sẽ được... HOUSE
   1. If the participants already have a place to stay then the government should be easier in qualifying the new applicant going thru the elig. process.
d. Rent Determination Policies
Qui lé về cách xác định tiền thuê nhà

Housing van phòng có nhm xem xét, quyết định tiền thuê nhà.

The housing office is knowledgeable and experienced in evaluating rent.

e. Operation and Management
Hoạt Động và Quản Lý

Văn phòng xây dựng có việc滚 nhm vi nhm hoạt động rất thiết yếu, tăng cường việc quan lý, hỗ trợ các khhnh viên. Xin cho thêm chuyên gia quan lý VN.

There are several hard workers in the office. However, management is very strict because of different languages. Needs more Vietnamese workers.

f. Grievance Procedures
Thủ tục khiếu nại

Hiện chưa khiếu nại

I understand the complaint procedure.

g. Housing Plus Program
Chương Trình Housing Plus

Chương trình này rất hữu ích. Xin trân trọng

This program is very helpful & beneficial. We applaud this program.

h. Progress in Meeting Mission and Goals
Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

Xin cam ơn chương trình đã giúp v

We thank you the housing authority for all your help and to have a meeting such as this.
i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên
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   - Khu vực yên tĩnh: Quiet Neighborhood
   - Tiện ích nhà xinh phải: Reasonable rent
   - Gần xe bus, gần chỗ: Close to bus line, shopping
   - Khu an toàn: Safe area

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

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

1. Мешка чо́й кют, тхи - housing kraïg khiephyt.
2. Côi sät hãi long, ơi sädý

1. Renting at a place with high rent - then housing won't approve.
2. I'm very comfortable and happy at my current place
d. Rent Determination Policies
Qui lệ về cách xác định tiền thuê nhà

- Tiền thuê nhà 1800$ một tháng. Rent is approved at $1800
- Tốt, hoàn hảo. Good altogether, good
- Đẻ đăng thuê nhà. Easy to rent a place

---

e. Operation and Management
Hoạt Động và Quản Lý

- Hoạt động nhân viên Housing Specialist is
- Quản lý tốt. Program manager do a
  good job

---

f. Grievance Procedures
Thủ tục khiếu nại

- Khốn nại về nhân viên. Complaint / appeal regarding
- Họ xử đe dọa nhân viên tốt. Have to treat people well

---

g. Housing Plus Program
Chương Trình Housing Plus

- Những gia đình đi học nghề. Families to get an education
- Cao niên học nghề. Senior to get educated
- Những đai di dời. Guide on education

---

h. Progress in Meeting Mission and Goals
Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

- Giúp đỡ cho người nghèo. Assist low income families
- Giúp đỡ người ở tế rộc. For poor people.
i. Other Recommendations Not Listed Above

Những Y Kiến khác không có nên trên

- Giữ Giới sạch sẽ, tốn kém, sự lỗi hại
- Giữ Giới tinh

- Keeping the house clean
  The cost
  The Importance
Resident Advisory Board Meeting Agenda
January 23, 2020

I. Welcome and Introductions

II. Explanation of the Purpose and Function of the Resident Advisory Board (24 CFR 903.13)

III. Explanation of the Housing Authority Annual Plan (24 CFR 903.3)
   a. Explanation of the Housing Choice Voucher Program Administrative Plan Update and how it relates to the Annual Plan

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

b. Housing Needs and Strategy for Addressing Housing Needs

   Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này
   
   Close to church and comfortable
   Close to bus line and shopping
   Feel comfortable walking around or moving around.

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

   Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi
   
   Toi 3 khu vực may mắn, may mắn lựa chọn với cấp điều
giây ra, hiện tại không có dịch vụ di dời ở.

I've been living in this area for more than 10 years and everything is fine so I do not want to move anywhere else.
d. Rent Determination Policies
Qui lệ về cách xác định tiền thuê nhà

---

e. Operation and Management
Hoạt Động và Quản Lý

---

f. Grievance Procedures
Thủ tục khiếu nại

---

g. Housing Plus Program
Chương Trình Housing Plus

---

h. Progress in Meeting Mission and Goals
Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu
i. Other Recommendations Not Listed Above
Những Y Kiến khác không có nên trên
Resident Advisory Board Meeting Agenda
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b. Housing Needs and Strategy for Addressing Housing Needs

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

1. Khu yên tĩnh khu an toàn
   Quiet and safe location

2. Gần nhà, xe bus, gần chợ
   Close to bus line and shopping center

3. 

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

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

   Tôi rất hài lòng ở nơi này

   I am very happy where I'm at.
d. Rent Determination Policies
Qui lé về cách xác định tiền thuê nhà

Tien thue nha 2,100 $

The rent is at $2,100 -

e. Operation and Management
Hoạt Động và Quản Lý

Kh áy ở c đé nhân viên V.N

Your agency does not have sufficient Vietnamese workers.

f. Grievance Procedures
Thủ tục khiếu nại

Nhân viên rất tốt

No complaints, housing worker is very nice

g. Housing Plus Program
Chương Trình Housing Plus


h. Progress in Meeting Mission and Goals
Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu
i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên
CITY OF SANTA ANA
SANTA ANA HOUSING AUTHORITY
20 Civic Center Plaza • P.O. Box 22030
Santa Ana, California 92702
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b. Housing Needs and Strategy for Addressing Housing Needs
   Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này
   1. Bus (tuyến gần bus)
      Close to bus line
   2. an-neighborhood
      Safe neighborhood
   3.

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures
   Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

No complaints, comments.
d. Rent Determination Policies
Qui lệ về cách xác định tiền thuê nhà

| Non complaint | No complaints |

---

e. Operation and Management
Hoạt Động và Quản Lý

- good manage
- NO

- New inspection housing, cần phải gửi Thảo báo trước, năm Jan 2019

f. Grievance Procedures
Thủ tục khiếu nại

- NO

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

---

g. Housing Plus Program
Chương Trình Housing Plus

| Non

---

h. Progress in Meeting Mission and Goals
Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

| Thank you housing. |
i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có trên

[Signature]
I. Welcome and Introductions

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b. Housing Needs and Strategy for Addressing Housing Needs

   Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này:
   
   - 1. Giá tiền thuê nhà
   - 2. Gần trường học
   - 3. An ninh
   - 4. Vẻ sinh

   - Contract rent amount
   - Close to school
   - Safe location
   - Clean, sanitary place

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

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

   - Thiền tài, tội ở... trong căn nhà rất tốt, tôi không có (giúp) ý
   - Kiến nghị:

   Currently I live in a very nice unit so I don't have any comments.

d. Rent Determination Policies
Qui lệ về cách xác định tiền thuế nhà

- Housing cần thiết logging giá tiền nhà với chủ rất tốt.

- Housing needs to negotiate rent with the owner well.

e. Operation and Management
Hoạt Động và Quản Lý

- Cần thông báo mail thu tự.

- Need to send notification by mailing.

f. Grievance Procedures
Thủ tục khiếu nại

- Cần hiểu biết về chương trình. Hãy đợi nhiều hơn.

- Need to understand the change in program regulations more.

g. Housing Plus Program
Chương Trình Housing Plus

- Cần tham gia

- Need to participate.

h. Progress in Meeting Mission and Goals
Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

- Giúp cho các nhà nhỏ.

- Assist in rental assistance to have a place to live.

- Phục vụ tên, vật dụng trong nhà tốt hơn.

- Improve unit amenities and appliances.

i. Other Recommendations Not Listed Above
Những Ý Kiến khác không có nêu trên
Resident Advisory Board Meeting Agenda
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   Như cầu nhà ở và chiến lược giải quyết những nhu cầu này

   1) Tiêu nhận hợp lý, Reasonable rent

   2) Quản lý, Resident Manager

   Địa điểm nằm gần chỗ ở, Location where it is close to shopping place.

   2) Dịch vụ tiện ích, Lợi ích, Sach sẽ cung cấp

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

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

   Nếu gia đình chuyển chỗ ở sang, the—gia nh-u

   Cần quá cao, ca nhà ở, ca chủ quản lý, chi phí cao.

   Nếu Không cần chuyển chỗ ở, chúng tôi sẽ không]

   If moving to a nice area then the rent is too high, we want to move to a better area but our financial situation does not allow it.
d. Rent Determination Policies
Qui lệ về cách xác định tiền thuê nhà

Sau khi tìm được nhà, H outputs sb y để gọi thuế nhà. Nếu người thuê nhà muốn về nhà, nhà người đó sẽ nên liên hệ với biến tố nhất, nhưng tôi rất hài lòng

Lý giải về tài lúc của Housing Plus chủ đầu

e. Operation and Management
Hoạt Động và Quản Lý

Tôi khẳng định độ ổn của đề chiều ta hết nhung

việc mà tôi muốn nói. Tôi xin yêu cầu cho tôi giúp

giới có sử dụng bằng vincipia nên biết, lực Tổ

lên mưới lưu hành càng kể sự việc mặt cách ở nằm

f. Grievance Procedures
Thủ tục khiếu nại

Sau khi những trưng bàng về tăng của sử dụng

sử dụng để tiến nhiệm và giải cho hậu cần khuyên

một tháng tiền, tất cả bao hàm, cụ thể cách xây dựng

g. Housing Plus Program
Chương Trình Housing Plus

h. Progress in Meeting Mission and Goals
Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

Chúng tôi muốn ta đi việc tài cả, cùng để

nhưng đúng bởi tư thục, giống như miêu tả

sở dữ của họ, đúng đầu cả cuối có

sự khác biệt hơn.
i. Other Recommendations Not Listed Above

Những ý kiến khác không có nêu trên

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e. I don't have sufficient English to explain everything I want to say. I would like to request for a meeting with Victoria Nguyen, Vietnamese so that I can explain thoroughly my situation to avoid misunderstanding. I want to have her phone number so I can schedule a meeting with her, if necessary.

f. After Victoria's explanation we now understand the process and to help the worker improve for the better. This is conducive to improve the management rather than just being critical.

g. This program is great and suited for the younger people who will be working. For the elderly people it is not possible because of the requirements to complete.

h. The program has been increasingly needed to assist low-income families to have a better living condition.
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Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

1. Thiện nhận nhà ở có bố trí lý thú

2. Chứ mới có cần tiền thưởng, có nên sắp xếp khẩn cấp

3. Khuyến khích mở đường, khẩn cấp

   Chờ đợi phân chia điều kiện, cần phải nghiêm túc, vì ưu tiên có hướng

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures
Những điều kiện, và các quy luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khối những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi

   Chờ đợi phân chia, điều kiện xem xét cho những vị trí ở hậu vòm tốt hoặc ở vị trí tốt hơn với mức tiêu chuẩn hoặc ở vị trí tốt hơn với mức tiêu chuẩn
d. Rent Determination Policies
Qui lệ về cách xác định tiền thuê nhà

Việc liên quan đến việc tính tiền thuê nhà nên xem xét

e. Operation and Management
Hoạt động và Quản Lý

f. Grievance Procedures
Thủ tục khiếu nại

g. Housing Plus Program
Chương Trình Housing Plus

h. Progress in Meeting Mission and Goals
Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu
i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nêu trên

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

b. The rent - is it reasonable?
   (i) The area/location - is it safe?
   (ii) The owner - is he likeable, will he fix/repairs when needed?
   The government needs to recommend owners to accept tenant who has housing assistance.

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

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

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

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

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

h. The mission of the Housing Authority is to provide low-income families with a place to live in a better environment.
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   Khu vực cần tạo tiền thuế nhà  
   Chủ nhà thường xuyên sửa chữa
   Rent
   Owner to make repairs more often

   c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures
   Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lối trực tiếp và những thủ tục của danh sách chờ đợi
d. Rent Determination Policies
Qui lệ về cách xác định tiền thuê nhà

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

e. Operation and Management
Hoạt Động và Quản Lý

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

f. Grievance Procedures
Thủ tục khiếu nại

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

h. Progress in Meeting Mission and Goals
Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu

We want to have Vietnamese workers. Please have more Vietnamese workers here so we can correspond better.
i. Other Recommendations Not Listed Above

Những Y Kiên khác không có nêu trên

Yêu cầu Housing luôn luôn cung cấp

Tìm tin đăng tư gửi cho chúng tôi, theo như yêu cầu Việt.

Request Housing to always provide information and mail out documents translated in Vietnamese.
The Santa Ana Housing Authority is preparing our 5-Year Plan for 2020—2025 to submit to the U.S. Department of Housing and Urban Development (HUD). Housing Choice Voucher Program participants are invited to attend a Resident Advisory Board Meeting and/or complete a brief survey (see QR Code or link below) to assist and make recommendations regarding the development of the 5-Year Plan.

**Resident Advisory Board Meetings**

**Thursday, January 23, 2020**

3:00PM — 5:00PM  
20 Civic Center Plaza  
Santa Ana, CA 92701

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

Take A Survey!

Use the QR Code to the right or go to:  
www.surveymonkey.com/r/MB2ZJPC
Expand your reach with a Facebook Lead Ad.

**Activity**

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**Click Rate**

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**Spam Reports**

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**Clicks**

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**Email Link**

https://www.surveymonkey.com/r/MB2ZJPC

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Unique Clicks

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**Resend to Non-Openers**

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**Share this campaign on social media**
Santa Ana Housing Authority 5-Year Plan Survey

**Q1**
What are your housing needs and what would you rank as your top three housing needs?
Answered: 5  Skipped: 0

- to be indoors permanently
  2/9/2020 12:13 AM

- My housing needs are: *Handicap accessibility. *Handicap modifications *Single mom considerations.
  1/10/2020 3:57 PM

- Being in a one story place
  1/7/2020 8:53 PM

- Cost Bills Location
  12/27/2019 6:10 PM

**Q2**
What recommendations do you have to more effectively address your housing needs?
Answered: 5  Skipped: 0

- an apartment for husband and I where I could have a dog serviced to live with me
  2/9/2020 12:13 AM

- I am a single mother of a disable child, just 2 in our family. It will be great if handicap adjustments or modification are considerate for persons in wheelchairs. Modification without rejection, such as bathrooms, sinks, door frames, accessibility is a need for our family.
  1/10/2020 3:57 PM

- The porting process should have some faster process.
  1/7/2020 8:53 PM
Q3
As the largest housing assistance provider in our community, what do you think the Santa Ana Housing Authority should do to address the housing needs in our community?
Answered: 5  Skipped: 0

house people who attend opportunity knocks on food stamps homeless first
2/9/2020 12:13 AM

In my personal opinion to take in consideration that family of 2, being the only source of income and having a disable child, not always allowed families like mine to have enough income to pay rent. Regards accessibility, hopefully every person in wheelchair can have an accessible place to live.
1/10/2020 3:57 PM

Work better with ex criminal that need a second chance.
1/7/2020 8:53 PM

Update income chart
12/27/2019 6:10 PM

Q4
What recommendations do you have to change or improve our Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures?
Answered: 5  Skipped: 0

build more spots
2/9/2020 12:13 AM

*People with disabilities can be on top of the list. * Income can be more reasonable and not increasing rent. Compassionate agents.
1/10/2020 3:57 PM

Do more screening to keep up dating the screening process.
1/7/2020 8:53 PM
**Q5**
What recommendations do you have to change or improve our Rent Determination Policies?
Answered: 5  Skipped: 0

- a lot more smaller apartments with lower rent and less waiting period
  2/9/2020 12:13 AM

- What SAHA open waiting list often for people with disabilities.
  1/10/2020 3:57 PM

- I believe it’s fair.
  1/7/2020 8:53 PM

- To be updated
  12/27/2019 6:10 PM

**Q6**
What recommendations do you have to change or improve our Operation and Management?
Answered: 5  Skipped: 0

- more assistance for people with learning disabilities
  2/9/2020 12:13 AM

- No answer.
  1/10/2020 3:57 PM

- Reassign new workers after a period of time
  1/7/2020 8:53 PM

- Communication. To use more paperless
Q7
What recommendations do you have to change or improve our Housing Plus Program (aka our Family Self-Sufficiency Program)?
Answered: 5  Skipped: 0

- more help for mental illness
  2/9/2020 12:13 AM
- To considerate non citizen residents.
  1/10/2020 3:57 PM
- Giving those who have completed a goal second chances.
  1/7/2020 8:53 PM
- Specific information about the benefits
  12/27/2019 6:10 PM

Q8
What recommendations do you have to encourage more assisted-families to use our assistance as a platform to obtain self-sufficiency?
Answered: 5  Skipped: 0

- more help less finical requirements
  2/9/2020 12:13 AM
- To make this more public.
  1/10/2020 3:57 PM
- To get second chances on special ocations
  1/7/2020 8:53 PM
Q9
How can we improve our progress to fulfill our mission and goals?
Answered: 5  Skipped: 0

- longer help more housing
  2/9/2020 12:13 AM

- Taking considerations the community answers.
  1/10/2020 3:57 PM

- Evaluating our goal and counseling us to have a better success.
  1/7/2020 8:53 PM

- Treat people with dignity
  12/27/2019 6:10 PM

Q10
Do you have any other recommendations to improve our program and services for you, our landlords, and our community?
Answered: 5  Skipped: 0

- patience love tolerance
  2/9/2020 12:13 AM

- Consideration and compassion for people with disabilities.
  1/10/2020 3:57 PM

- Have standard repair upgrades after so many years.
  1/7/2020 8:53 PM