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-50075-5Y is to be completed once every 5 PHA fiscal years by all PHAs.

A. PHA Information.

A.1 PHA Name: Housing Authority of the City of Santa Ana
PHA Code: CA093

PHA Plan for Fiscal Year Beginning: (MM/YYYY): 07/2020
PHA Plan Submission Type: ☑ 5-Year Plan Submission ☐ Revised 5-Year Plan Submission

Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information on the PHA policies contained in the standard Annual Plan, but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official websites. PHAs are also encouraged to provide each resident council a copy of their PHA Plans.

☑ PHA Consortia: (Check box if submitting a Joint PHA 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 PHA:</td>
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</table>
### B. 5-Year Plan. Required for all PHAs completing this form.

#### B.1 Mission.
State the PHA’s mission for serving the needs of low-income, very low-income, and extremely low-income families in the PHA’s jurisdiction for the next five years.

Our Mission is to provide affordable housing for the most vulnerable members of our community to use as a platform to obtain self-sufficiency and independence from our assistance.

#### B.2 Goals and Objectives.
Identify the PHA’s quantifiable goals and objectives that will enable the PHA to serve the needs of low-income, very low-income, and extremely low-income families for the next five years.

<table>
<thead>
<tr>
<th>Goal # 1:</th>
<th>Fully utilize all funding provided by HUD and apply for additional funding to serve the most vulnerable members of our community.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective # 1:</td>
<td>Utilize 100% of the Annual Budget Authority provided by HUD for each CY.</td>
</tr>
<tr>
<td>Objective # 2:</td>
<td>Apply for new funding opportunities for additional vouchers.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Goal # 2:</th>
<th>Expand participation in the Family Self-Sufficiency Program for families to use as a platform to obtain self-sufficiency and independence from our assistance.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective # 1:</td>
<td>Expand the number of active participants in the Family Self-Sufficiency Program.</td>
</tr>
<tr>
<td>Objective # 2:</td>
<td>Assist Family Self-Sufficiency Program participants to become self-sufficient and graduate from the program.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Goal # 3:</th>
<th>Ensure the accuracy, integrity and compliance of all voucher program operations.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective # 1:</td>
<td>Retain High Performer SEMAP status.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Goal # 4:</th>
<th>Increase assisted housing choices by providing quality customer service to existing landlords and conducting outreach to new landlords.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective # 1:</td>
<td>Communicate on a regular basis with active landlords by providing information on key program updates.</td>
</tr>
<tr>
<td>Objective # 2:</td>
<td>Maintain active participation in the Orange County Apartment Association and attend local events to promote participation in the program.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Goal # 5:</th>
<th>Provide equal opportunity, affirmatively further fair housing and provide regular training on fair housing for staff, owners and participants.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Objective # 1:</td>
<td>Provide an annual mandatory training for all Housing Authority staff.</td>
</tr>
<tr>
<td>Objective # 2:</td>
<td>Provide information on fair housing to owners and participants.</td>
</tr>
</tbody>
</table>

| Goal # 6: | Provide information on the Violence Against Women Act (VAWA) of 2013 to active participants and owners to ensure protection for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking. |
B.3 Progress Report. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan.

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

- For FY 2016, the Housing Authority of the City of Santa Ana (SAHA):
  - o Issued an RFP for 25 VASH Project-Based Vouchers made available under PIH Notice 2015-11. No proposals were received and SAHA was unable to submit an application for the set-aside.

- For FY 2017, SAHA:
  - o Issued an RFP for 75 HUD-VASH Project-Based Vouchers that were awarded from HUD under PIH Notice 2016-11.

- For FY 2018, SAHA:
  - o Received an award of 75 HUD-Veterans Affairs Supportive Housing Project-Based Vouchers (HUD-VASH PBVs) under PIH Notice 2016-11. Following the award, SAHA issued an RFP and awarded the 75 HUD-VASH PBVs to Jamboree Housing for the development of Santa Ana Veterans Village. The Santa Ana Veterans Village is the development of 75 permanent supportive housing units in the City of Santa Ana for homeless veterans. The project includes an investment of 75 HUD-Veterans Affairs Supportive Housing (VASH) Project-Based Vouchers from the Santa Ana Housing Authority and $343,544 in HOME Investment Partnerships Program funds. The 62,248 square foot development will provide 70 one-bedroom units and 6 two-bedroom units (of which one will be a manager’s unit) serving HUD-VASH eligible residents earning at or below 30% of the Area Median Income. All residents will receive wrap-around supportive services from the Department of Veterans Affairs and Step Up on Second as the service provider. Following the execution of the PBV HAP Contract with Jamboree for this project, the Annual Contributions Contract for SAHA will be increased from 2,699 to 2,774.
    - o On October 9, 2017, SAHA submitted a Registration of Interest for one hundred (100) HUD-VASH vouchers in response to PIH Notice 2017-17.

- For FY 2019, SAHA:
  - o Received an award of 100 HUD-Veterans Affairs Supportive Housing Project-Based Vouchers (HUD-VASH PBVs) under PIH Notice 2017-17 and an additional award of 105 HUD-VASH tenant-based vouchers under PIH Notice2018-07.
    - o Following the award of HUD-VASH PBVs under PIH Notice 2017-17, SAHA issued an RFP and committed the 100 HUD-VASH PBVs to three affordable housing projects including: 8 HUD-VASH PBVs committed to National CORE for the development of the Legacy Square project which will include 93 total units of which 33 will be permanent supportive housing; 3 HUD-VASH PBVs committed to HomeAid Orange County for the development of the Frances Xavier project which will include 11 units of permanent supportive housing; and 89 HUD-VASH PBVs committed to Jamboree Housing for the rehabilitation of the Budget Inn motel to create 89 permanent supportive housing units for qualified and eligible homeless veterans.
  - o In September 2018, SAHA also received an award of 50 Mainstream Vouchers following a competitive application process under 2017 Mainstream Voucher Program NOFA FR-6100-N-43.

- For FY 2020, SAHA:
  - o In November 2019, SAHA received an award of seventy (70) Mainstream Vouchers following a competitive application process under the Mainstream Voucher Program NOFA FR-6300-N-43.
  - o In November 2019, SAHA also received an award of twenty-five (25) Foster Youth to Independence Tenant-Protection Vouchers following a competitive application process under Notice PIH 2019-20.

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

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

- For FY 2017, SAHA:
  - o Certified as a Standard Performer for FY 2016. For SEMAP Indicator # 5, SAHA sampled an equal amount of housing inspections per Housing Inspector as sampled and reviewed for SEMAP Indicator # 3. This sampling was conducted on a monthly basis. This increase in the number of sampled files exceeds HUD’s minimum requirements under SEMAP and seeks to improve the quality, integrity and accuracy of SAHA’s casework and inspections.
    - o Utilized 103.5% of our Budget Authority from HUD for CY 2016.
- For FY 2018, SAHA:
  - Certified as a Standard Performer for FFY 2017. For SEMAP Indicator # 5, SAHA sampled an equitable amount of housing inspections per Housing Inspector as sampled and reviewed for SEMAP Indicator # 3. This sampling was conducted on a monthly basis. This increase in the number of sampled files exceeds HUD’s minimum requirements under SEMAP and seeks to improve the quality, integrity and accuracy of SAHA’s casework and inspections.
  - Utilized 99.6% of our Budget Authority from HUD for CY 2017.
- For FY 2019, SAHA:
  - Certified as a High Performer for FFY 2018. SAHA audited a total of 420 files under SEMAP Indicator # 3, even though the minimum sample size required by HUD was only 34 files. For SEMAP Indicator # 5, SAHA audited a total of 84 inspections even though the minimum sample size required by HUD was only 32 quality control inspections.
- For FY 2020, SAHA:
  - Certified as a High Performer for FY 18-19. SAHA audited a total of 413 files under SEMAP Indicator # 3, even though the minimum sample size required by HUD was only 35 files. For SEMAP Indicator # 5, SAHA audited a total of 84 inspections even though the minimum sample size required by HUD was only 33 quality control inspections.
  - Utilized 102.0% of our Annual Budget Authority from HUD for CY 2018.

Goal # 3: Increase assisted housing choices, portability counseling to 100% of participants, conducting outreach to potential property owner.
- For FY 2016, SAHA:
  - In December 2015, SAHA implemented a new monthly electronic Landlord Newsletter. In January, SAHA mailed a request to all of our participants for their e-mail addresses with plans to send a monthly electronic Family Self-Sufficiency Newsletter to our participants in the future.
- For FY 2017, FY 2018, FY 2019, and FY 2020, SAHA:
  - Since December 2015, SAHA has been e-mailing a monthly electronic Landlord Newsletter to all owners. In October 2016, SAHA began sending a monthly electronic Housing Plus Program Newsletter (aka Family Self-Sufficiency Program) to our participants who have provided us with their e-mail addresses.

Goal # 4: Promote self-sufficiency by increasing employment among participants, linking to supportive services to increase independence for the elderly and/or disabled, and increase participation in the Family Self Sufficiency (FSS) program.
- For FY 2016, SAHA:
  - Continued to provide referrals to the Santa Ana W/O/R/K Center for job training and placement services, providing information and linkages to the County’s Council on Aging (elderly services) and the Dayle McIntosh Center (disabled services), and conducted recruitment for the FSS program at initial voucher issuance, at annual re-examinations, and through tenant newsletters: SAHA increased the number of participants in the Family Self-Sufficiency Program and qualified for a second full-time FSS Coordinator position effective January 2016.
- For FY 2017, SAHA:
  - Hired a full-time Workforce Specialist I / FSS Coordinator effective January 4, 2017. SAHA also began requiring in an RFP for project-based vouchers that a developer enter into an agreement with the Santa Ana Work Center.
Goal # 6: Ensure assisted families obtain information, maintain housing and prevent domestic violence in accordance with Violence Against Women Act (VAWA) of 2005.

For FY 2016, SAHA:
- Updated the definition of VAWA to include sexual assault.
- Coordinated with the County of Orange Domestic Violence office for referrals and to ensure applicants and participants are informed on all available services.
- Information on VAWA in regards to owner/tenant responsibilities and evictions is provided to all program applicants and participants and also mailed to all owners.
- SAHA’s HCV Administrative Plan details restrictions on terminating assistance for victims of domestic violence, as well as guidelines on terminating assistance for perpetrators of domestic violence.
- SAHA discussed VAWA with staff at least once annually.

For FY 2017, FY 2018, FY 2019, and FY 2020, SAHA:
- In accordance with the Violence against Women Reauthorization Act of 2013 (VAWA 2013), SAHA implemented an Emergency Transfer Plan for Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking.
- Implemented HUD-5380, Notice of Occupancy Rights under the Violence Against Women Act, HUD-5382, Certification of Domestic Violence, Dating Violence, Sexual Assault, or Stalking, and Alternate Documentation, and HUD-5383, Emergency Transfer Request for Certain Victims of Domestic Violence, Dating Violence, Sexual Assault, or Stalking.
- Coordinated with the County of Orange Domestic Violence office for referrals and to ensure applicants and participants are informed on all available services.
- Provided information on VAWA in regards to owner/tenant responsibilities and evictions to all program applicants and participants; e-mailed the information to all owners.
- SAHA’s HCV Administrative Plan details restrictions on terminating assistance for victims of domestic violence, as well as guidelines on terminating assistance for perpetrators of domestic violence.
- Trained staff on VAWA at least once annually. Staff also proactively provides information on VAWA to any program participant or applicant who may show any evidence that information on VAWA is needed.
### B.5 Significant Amendment or Modification

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

The Housing Authority of the City of Santa Ana defines “significant amendment or modification” as any that meet all of the following criteria:
- Would create a mission, goal or objective that would fundamentally change the existing mission, goals, or objectives already identified by the Housing Authority and would require formal approval by the Board of Commissioners.

Any significant deviation or modification is subject to the following requirements:
- The PHA must consult with the Resident Advisory Board (RAB) (as defined in 24 CFR 903.12);
- The PHA must ensure consistency with the Consolidated Plan of the City of Santa Ana (as defined in 24 CFR 903.15); and
- The PHA must provide for a review of the amendments/modifications by the public during a 45-day public review period (as defined in 24 CFR 903.17).
- The PHA may not adopt the amendment or modification until the PHA has duly called a meeting of its Board of Directors (or similar governing body). This meeting, at which the amendment or modification is adopted, must be open to the public.
- The PHA may not implement the amendment or modification until notification of the amendment or modification is provided to HUD and approved by HUD in accordance with HUD’s plan review procedures (as defined at 24 CFR 903.23).

### B.6 Resident Advisory Board (RAB) Comments

(a) Did the RAB(s) provide comments to the 5-Year PHA Plan?

Y N

(b) If yes, comments must be submitted by the PHA as an attachment to the 5-Year PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.

Three Resident Advisory Board meetings were held on January 23, 2020 with twenty-one (21) HCV participants who receive assistance from the Housing Authority. The meetings were conducted in three languages: English, Spanish, and Vietnamese. All active participants were mailed an invitation to participate on the Resident Advisory Board and the Resident Advisory Board provided input for the development of the 5-Year Plan. Please see attachment for RAB Comments.

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.

### B.7 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.
Instructions for Preparation of Form HUD-50075-5Y
5-Year PHA Plan for All PHAs

A. PHA Information 24 CFR §903.23(4)(e)

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

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

B. 5-Year Plan.

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

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

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

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

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

B.6 Resident Advisory Board (RAB) comments.

(a) Did the public or RAB provide comments?
(b) If yes, submit comments as an attachment to the Plan and describe the analysis of the comments and the PHA’s decision made on these recommendations. (24 CFR §903.17(a), 24 CFR §903.19)

This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937, as amended, which introduced the 5-Year PHA Plan. The 5-Year PHA Plan provides the PHA’s mission, goals and objectives for serving the needs of low-income, very low-income, and extremely low-income families and the progress made in meeting the goals and objectives described in the previous 5-Year Plan.

Public reporting burden for this information collection is estimated to average 76 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. HUD may not collect this information, and respondents are not required to complete this form, unless it displays a currently valid OMB Control Number.

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

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

Title

Mayer, City of Santa Ana

Signature

Date

APR 09 2020
Certifications of Compliance with PHA Plans and Related Regulations
(Standard, Troubled, HCV-Only, and High Performer PHAs)

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

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

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

1. The Plan is consistent with the applicable comprehensive housing affordability strategy (or any plan incorporating such
strategy) for the jurisdiction in which the PHA is located.
2. The Plan contains a certification by the appropriate State or local officials that the Plan is consistent with the applicable
Consolidated Plan, which includes a certification that requires the preparation of an Analysis of Impediments to Fair Housing
Choice, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable
Consolidated Plan.
3. The PHA has established a Resident Advisory Board or Boards, the membership of which represents the residents assisted by
the PHA, consulted with this Resident Advisory Board or Boards in developing the Plan, including any changes or revisions
to the policies and programs identified in the Plan before they were implemented, and considered the recommendations of the
RAB (24 CFR 903.13). The PHA has included in the Plan submission a copy of the recommendations made by the Resident
Advisory Board or Boards and a description of the manner in which the Plan addresses these recommendations.
4. The PHA made the proposed Plan and all information relevant to the public hearing available for public inspection at least 45
days before the hearing, published a notice that a hearing would be held and conducted a hearing to discuss the Plan and
invited public comment.
5. The PHA certifies that it will carry out the Plan in conformity with Title VI of the Civil Rights Act of 1964, the Fair Housing
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.
9. The PHA will comply with the Architectural Barriers Act of 1968 and 24 CFR Part 41, Policies and Procedures for the
    Enforcement of Standards and Requirements for Accessibility by the Physically Handicapped.
10. The PHA will comply with the requirements of section 3 of the Housing and Urban Development Act of 1968, Employment
    Opportunities for Low-or Very-Low Income Persons, and with its implementing regulation at 24 CFR Part 135.
11. The PHA will comply with acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property
12. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).
13. The PHA will provide the responsible entity or HUD any documentation that the responsible entity or HUD needs to carry out its review under the National Environmental Policy Act and other related authorities in accordance with 24 CFR Part 58 or Part 50, respectively.
14. With respect to public housing the PHA will comply with Davis-Bacon or HUD determined wage rate requirements under Section 12 of the United States Housing Act of 1937 and the Contract Work Hours and Safety Standards Act.
15. The PHA will keep records in accordance with 24 CFR 85.20 and facilitate an effective audit to determine compliance with program requirements.
16. The PHA will comply with the Lead-Based Paint Poisoning Prevention Act, the Residential Lead-Based Paint Hazard Reduction Act of 1992, and 24 CFR Part 35.
17. The PHA will comply with the policies, guidelines, and requirements of OMB Circular No. A-87 (Cost Principles for State, Local and Indian Tribal Governments), 2 CFR Part 225, and 24 CFR Part 85 (Administrative Requirements for Grants and Cooperative Agreements to State, Local and Federally Recognized Indian Tribal Governments).
18. The PHA will undertake only activities and programs covered by the Plan in a manner consistent with its Plan and will utilize covered grant funds only for activities that are approvable under the regulations and included in its Plan.
19. All attachments to the Plan have been and will continue to be available at all times and all locations that the PHA Plan is available for public inspection. All required supporting documents have been made available for public inspection along with the Plan and additional requirements at the primary business office of the PHA and at all other times and locations identified by the PHA in its PHA Plan and will continue to be made available at least at the primary business office of the PHA.
22. The PHA certifies that it is in compliance with applicable Federal statutory and regulatory requirements, including the Declaration of Trust(s).

Housing Authority of the City of Santa Ana
PHA Name

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, 3762).

<table>
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<th>Name of Authorized Official</th>
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<td>Mayor Miguel Pulido</td>
<td>Mayor, City of Santa Ana</td>
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<td>Miguel Pulido</td>
<td>APR 09 2020</td>
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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)

Name of Authorized Official
Mayor Miguel Pulido

Title
Mayor, City of Santa Ana

Signature

Date
APR 11 2020
CNS 3344686

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 notice is being provided so that you can ask questions, make comments, and stay informed about matters 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 current operations, programs/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 1969, Santa Ana, CA 92701 or via e-mail to comments@santaana.gov (reference “City Council meeting”) by 12:00 p.m. on Monday, the day before the meeting; e-mails received after said time will be on file for public viewing the day after the meeting.

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

Where To Get More Information — All staff reports and those required by the City of Santa Ana, the City Council of the City of Santa Ana, and the Housing Authority that you may wish to consider in making your decision are available for public inspection in the Clerk of the Council Office during regular business hours and posted on the City’s website before a Council meeting at http://www.santaana.gov/coc/granicu/02/02/20.

Si tiene preguntas en español, favor de llamar al (714) 667-6520.

Nước liên lạc của người Việt Nam liên hệ với Lã Thành Lợi tại (714) 566-2457.

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

Daisy Gomez, Clerk of the Council 2/20/20

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

February 20

all in the year 2020

I 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 *
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 NGUOI VIET. 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):

02/21/2020

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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THÔNG BÁO VỀ PHIÊN ĐIỀU TRÁN TRƯỞNG HỘI ĐỒNG THÀNH PHỐ CỦA THANH PHỐ SANTA ANA, CA

Thành phố Santa Ana khuyến khích công chứng tham gia vào quá trình thực hiện quyết định. Thông báo sau đây được cung cấp để quý vị có thể đề cử hồ, 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 trước Phien điều trần Công cộng nếu có bất kỳ câu hỏi nào.


Gọi và Nợy Hop: Với các địa chỉ được trình bày dưới đây, ngày thứ 7 tháng Tư, 2020 lúc 5:00 chiều, hoặc sau đó, tại City Council Chamber, 22 Civic Center Plaza, Santa Ana, California (92701). Tất cả những người quan tâm đến vấn đề này được thông báo để hiện diện vào thời điểm này.

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

M30, P.O. Box 1988, Santa Ana, CA 92701 và hoặc email tại eccomments@santa-ana.org (thäm khảo “tức hợp Hồ Động Thành phố”) trước 12:00 giờ vào thứ Hai, một ngày trước cuộc họp; các e-mail nhận được sau thời gian nêu trên sẽ có trong hồ sơ để công chứng xem vào ngày sau cuộc họp.

Cần Liên Hệ Với: Ông trước Chủ Nơi sóc (ông được cho biết các câu hỏi sau này được cung cấp cho công chứng hình ảnh ở Wand). Thông tin kinh doanh Gia Cưới (thông tin số (714) 687-2241 hoặc qua quý vị có thể gửi email direcomments@santa-ana.org.

Nơi Nhan Thống Thường Tốp: Tất cả các báo cáo của các nhận viên và bất kỳ việc vay nợ trong chương trình từ năm nay đều có sẵn cho công chứng hình ảnh ở Văn phòng Thủy Kỳ Hội đồng trong giờ làm việc thường xuyên và được đăng trên trang web của Thành phố vào thứ Sáu trước cuộc họp Hội đồng lập: http://www.santa-ana.org/coc/granicus.asp

Si tiene preguntas en español, favor de llamar al (714) 674-6520.
Nếu cần liên lạc bằng tiếng Việt, xin điện thoại cho Tony Lai số (714) 565-2627.

Nếu thắc mắc quý vị đã nhận được danh sách này ra những vấn đề mà quý vị hoặc người khác đã nhận ra tại phiên điều trần công cộng được mô tả trong Thông báo này, hoặc trong thư gửi đến Hội đồng Thành phố qua văn bản, hoặc trực tiếp điều trần công khai.

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Chief Of The Council (Thủ Kỳ Hội Động) 2/21/20
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La Autoridad de Vivienda de la Ciudad de Santa Ana le desea invitar a participar en una discusión de grupo en nuestro programa de nuestra comunidad, y discusión importante relacionados con la gestión y administración del programa de nuestra comunidad, y otros temas importantes relacionados con la familia, y otros temas que nuestro PHA, la autoridad de vivienda de la familia, y otros temas de determinación de los recursos de vivienda, políticas de inmunización, los recursos de vivienda, la autoridad de vivienda, la ciudad de Santa Ana, y otras temas de desarrollo nuestro plan de 5 años. Los temas de determinación, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, y otros temas de vivienda, 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We want your input and feedback to help us develop our 5-Year Plan. Discussion topics include: housing needs; tenant eligibility; financial resources; rent determination policies; selection and admission; housing authority; squatting; self-sufficiency; and other family and payment standards; PHA grievance procedures; family self-sufficiency; and other important issues pertaining to the management and administration of our community’s program.
The Housing Authority of the City of Santa Ana invites you to participate in a group discussion since seating is limited. If you would like to participate, please RSVP by calling 714-677-2222 no later than Thursday, January 17, 2020:

**MEETING DATE AND LOCATION:**

SANTA ANA, CA 92701

20 Civic Center Plaza, 1st Floor
SANTA ANA HOUSING AUTHORITY

Thu, Jan 23, 2020 3:00 PM – 5:00 PM

**MEETING PURPOSE:**

The Housing Authority of the City of Santa Ana is committed to the administration of our community’s program and providing important issues pertaining to the management procedures; family self-sufficiency; and other domestic, financial, resources; rent determination policies, and admission and selection standards; PHA Grievance and complaint procedures; and participation in a group discussion development of our 5-Year Plan. The Authority invites you to participate in a group discussion since seating is limited. If you would like to participate, please RSVP by calling 714-677-2222 no later than Thursday, January 17, 2020:

**MEETING DATE AND LOCATION:**

SANTA ANA, CA 92701

20 Civic Center Plaza, 1st Floor
SANTA ANA HOUSING AUTHORITY

Thu, Jan 23, 2020 3:00 PM – 5:00 PM

**MEETING PURPOSE:**

The Housing Authority of the City of Santa Ana

The Housing Authority of the City of Santa Ana

The Housing Authority of the City of Santa Ana
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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c. 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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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
   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 some information of Homeownership.

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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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Resident Advisory Board Meeting Agenda
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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 nicer 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 4-month grace period before rent amounts happen.

f. Grievance Procedures

Procedure 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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UNFAIR RENT INCREASE FROM OWNER TO TENANT
HOUSING REEXAMINATION AND INSPECTION DATES
COMMUNICATION BETWEEN OWNER, TENANT, AND PHA

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

HOUSING WAITING LIST OPEN/CLOSE
LIMITATIONS ON TENANTS LIFTED LIKE FOR STUDENTS
d. Rent Determination Policies

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

e. Operation and Management

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

f. Grievance Procedures

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

g. Housing Plus Program

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

h. Progress in Meeting Mission and Goals

MORE HOUSING VOUCHERS TO SERVE COMMUNITY
DECONCENTRATION OF WAITING LIST

i. Other Recommendations Not Listed Above

HOUSING AUTHORITIES SHOULD DEPLOY
AGENTS TO HOUSING TENANTS RESIDENT
FOR FREQUENT VISITS FOR COMMUNICATION
BECAUSE JUST RE-EXAMINATION AND
INSPECTION (2 DAYS) FOR THE ENTIRE YEAR
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   - We chose the housing we have now because it was easy to find for Section 8 & because it paid our utilities not including Electric bills. - 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 an "open enrollment" and I got priority because I was a homeless veteran—I think that is very good since veterans are at high risk of staying homeless once they become homeless.
d. Rent Determination Policies

I think the current percent is reasonable to help more 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 procedures 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 a lot.

g. Housing Plus Program

I am currently enrolled and I agree with the procedures. 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.
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   We need help to pay utilities because I pay $480.00 for Gas plus electric, about addressing it is very hard to find apartment so when I find anything available I agree.

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

   policies were very easy. There is no problem about the policies but it is very hard to find a unit available
d. Rent Determination Policies
We need higher rate because the rent is very expensive and Section 8 is very good way to find a unit but it is not enough.

e. Operation and Management
Why the program does not concern about utilities, most of us has every low income.

f. Grievance Procedures
Every thing is correct but the program care only about rent please we need program care about utilities.

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

h. Progress in Meeting Mission and Goals
Why the government doesn't has a housing city better than rent from people and government able to do that.

i. Other Recommendations Not Listed Above
There is no any help for utilities, gas plus electric
The program don't cover utilities
Thank you very much!
I. Welcome and Introductions

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

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________________________________________________________________________________________

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

________________________________________________________________________________________
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)
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<td>Mendizabal, Julio</td>
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<td>Alvarez, Aura</td>
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TENANT ADVISORY MEETING (Spanish)
# SIGN-IN SHEET

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

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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.
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   (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)

   Estoy contenta con todo.

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

---

e. Operation and Management  
(Operación y Administración)

Am i a n t e a n d v i o n

I have had great customer service.

---

f. Grievance Procedures  
(Procedimientos de quejas)

---

g. Housing Plus Program  
(Programa de housing plus)

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

Muy buen trabajo

Very good work
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   (Necesidades de vivienda y estrategia para mitigar las necesidades de vivienda)
   
   739 E. PATUAFUAP TO DO. ESTA BIEN
   PEROSUNOS AYUDAN PORMAS ESTA PEOR
   Everything is good however if we receive additional help it would be better.
   ROSA E GARCIA SALAZAR, AP-ZY-7

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

---

e. Operation and Management
(Operación y Administración)

---

f. Grievance Procedures
(Procedimientos de quejas)

No hay quejas. 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.
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   Như cầu nhà ở và chiến lược giải quyết những nhu cầu này

   ............................................................................................................................
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   ............................................................................................................................

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

   Những điều kiện, và các quy định 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

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d. Rent Determination Policies
Qui lịch 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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<td>Tran, Phu nguyen</td>
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<td>Vu, Harry</td>
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<td>Nguyen, Gal</td>
<td>669-226-8623</td>
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<tr>
<td>Nguyen, Tuyet Mai &amp; Nguyen, John</td>
<td>714-775-1466</td>
<td>2</td>
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<tr>
<td>Lam, Bach &amp; Nguyen, Tien Thanh</td>
<td>714-251-2045</td>
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<tr>
<td>Lam, Tuan &amp; Le, Bich Tuyen</td>
<td>714-271-6965</td>
<td>1</td>
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<tr>
<td>Nguyen, Christine</td>
<td>714-558-8768</td>
<td>1</td>
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(Vietnamese)

TENANT ADVISORY MEETING
I. Welcome and Introductions

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

III. Explanation of the Housing Authority Annual Plan (24 CFR 903.3)
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Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

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

2. Nhu cầu nhà, vì dịch thuế được cải cấp xem qua các kè

   Nhờ: “Provide more vouchers to meet the need of people who

   xem cho thêm voucher để giai quyết ngươi cần chỗ ở.”

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

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

This program is great
d. Rent Determination Policies
Qui lệ về cách xác định tiền thuê nhà

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

Theo thểmiş giá, tiền tăng thêm sẽ nhân hơn mỗi năm để chủ các nhà chủ quán có 'Housing'.

e. Operation and Management
Hoạt Động và Quản Lý

From time to time Housing send out notices which were lost in the mail. Please text or call to ensure we receive notice. Need more Housing got the basic card and worker.

nây có thể lụa ngơi bì, hằng các. Nếu cần thì text một.getString() để họ đăng thông tin. Điều kiện để họ nhận được tiền ngụ ở nhà cần trả

f. Grievance Procedures
Thủ tục khiếu nại

You can go most hap this is wrong for co quan, need gì thì en 'và 'vào đó'.

A box for complaints so we can drop it in.

g. Housing Plus Program
Chương Trình Housing Plus

This program is good.

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

Resident Advisory Board Meeting Agenda
January 23, 2020

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   Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này
   - Tiền nhà ở 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 tiểu học cho người già. Close to school.

c. Eligibility, Selection and Admissions Policies, including Deconcentration and Waiting List Procedures
   Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi
   **The process must be methodical and error free.**
   **Worker needs to be helpful and nice.**
   **I’m very happy with the current place where I live.**
d. Rent Determination Policies
Qui lệ về cách xác định tiền thuê nhà
Về tiền thuê nhà, tỷ lệ chưa hiện nay là: chi phí 70%, người nhận hỗn hợp 20%. Hiện đang phải tăng tiền thuê chi phí 80%.

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 Vietnamese workers don't speak English. I do not know the process, please guide me.

f. Grievance Procedures
Thủ tục khiếu nại
Chia fic t' thu túc xin hổ trợ dân.

g. Housing Plus Program
Chương Trình Housing Plus
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 see housing officers.
Thank you housing worker.
i. Other Recommendations Not Listed Above
Những Ý Kiến khác không có nếu trên
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Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

- Giữ tiền thưởng nhà và sửa chữa cho housing do người luôn chú
- Hơn cảnh thay thay những vui và thay trong muốn người muốn denn di sẽ

- Requires tenant to move.

- Housing assess contract rent and requires owner to repair which causes the owner to be unhappy and

- Requires tenant to move.

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

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

Tôi cảm thấy chủ muốn đơn vị ở di đằng gần chủ tôi di làm cho tiền mẹ di ng chơi thường ngày không vui và tan mọi ngày.

I don't want to move from here because the location is close to my work even though the owner is not happy and always say things.
d. Rent Determination Policies
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 tenant cannot

f. Grievance Procedures
Thủ tục khiếu nại

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

g. Housing Plus Program
Chương Trình Housing Plus

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

h. Progress in Meeting Mission and Goals
Sự Tiến 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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Những yêu cầu và chiến lược giải quyết những nhu cầu này

1) Tiền thuê nhà
Rent

2) Khả năng cung cấp an toàn
Nhỏ có điều kiện an toàn Safe area and has many amenities

3) Quản lý được tin cậy
Manager can be trusted

Recommends Santa Ana housing for them cho

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 thấp và những thủ tục của danh sách chờ đợi

If the participants already have a place to stay then the government should be easier in qualifying the new applicant going through the elig. process.
d. Rent Determination Policies
Qui lệ về cách xác định tiền thuê nhà

"The housing office is knowledgeable and experience in evaluating rent."

e. Operation and Management
Hoạt Động và Quản Lý

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

f. Grievance Procedures
Thủ tục khiếu nại

"Please provide notification ahead of changes in the program."

ghế

"Understand the complaint procedure."

g. Housing Plus Program
Chương Trình Housing Plus

"This program is very helpful & beneficial."

We applaud this program.

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

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

   - khu yên tĩnh
   - tiền nhà rõ ràng
   - gần xe bus
   - gần chợ
   - khu an toàn

   Quiets Neighborhood
   Reasonable rent
   Close to bus line, shopping
   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. Mua nhà cho người khó khăn, thì housing không giải quyết.
2. Tôi rất hài lòng ở nơi này.

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

- Tiền thuê nhà: $1800* một tháng. Rent is approved at $1800
- Tốt, tiện lợi. Good altogether.
- Đèo đường thuận nhã. Easy to rent a place.

---
e. Operation and Management
Hoạt Động và Quản Lý

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

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f. Grievance Procedures
Thủ tục khiếu nại

- Họ xướng đòi nhà người tốt. Have to treat people well.

---
g. Housing Plus Program
Chương Trình Housing Plus

- Những gia đình đi học hoặc nghề Families to get an education.
- Các nhân hoạt động giấy.
- Những dinh dưỡng dinh dưỡng. Senior to get educated, Guide on education.

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

- Giúp đỡ cho người nghèo. Assist low income families.
- Giúp đỡ người đi tích cực. Help poor people, work hard.
i. Other Recommendations Not Listed Above

Những Ý Kiến khác không có nếu trên

- Giữ gìn sạch sẽ, tôn kém, sự lờ bời hại
- Giữ đôi giác

- Keeping the house clean
  The cost
  The Importance
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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

- 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 quy luật về sự lựa chọn để được nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi trực tiếp và những thủ tục của danh sách chờ đợi

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

1. KHU XENO TỊNH KHU AN TOÀN
   Quiet and safe location

2. GIÁM TỈNH XE BUS GẦN CHỞ
   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 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

Toi rất hài lòng ở nơi này

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

The rent is at $2,100.

e. Operation and Management
Hoạt Động và Quản Lý

Your agency does not have sufficient Vietnamese workers.

f. Grievance Procedures
Thư tục khiếu nại

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
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   Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này
   1. Bus (tuyến gần Bus) Close to bus line
   2. khu vực có an ninh 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 túc thấp và những thủ tục của danh sách chờ đợi

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

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NON complaint  No complaints
---

e. Operation and Management
Hoạt Động và Quản Lý

---
good manage
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- New inspection housing, cần phải giữ Tbl đã triển, sang Jan 2019. Thử nghiệm, ồi 4 có nhỉnh, đẩy mạnh thực.

f. Grievance Procedures
Thủ tục khiếu nại

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

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g. Housing Plus Program
Chương Trình Housing Plus

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NON
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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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Thank you housing.
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i. Other Recommendations Not Listed Above
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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. Về 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 thấp và những thủ tục của danh sách chờ đợi

   Hiện tại, tôi ở trong căn nhà rất tốt, tôi không có gì phải
   Khiếu 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 thuê nhà

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

- Housing needs to negotiate rent with the owner.

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 hay đổi luật hơn.
- Need to understand the changes in program regulations more.

g. Housing Plus Program
Chương Trình Housing Plus
- Cần tham gia.
- Need to participate.

h. Progress in Meeting Mission and Goals
Sự Tiến Hành của Các Nhiệm vụ và Mục tiêu
- Giúp cho cơ sở 3.
  - Assist in rental assistance to have a place to live.
- Phù hợp, tuân, vật dụng trong nhà tốt hơn.
  - Improve unit amenities and appliances.

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

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

   i. Tiêu chí hợp lý
   Location where it is close to shopping

   ii. Địa chỉ nơi tiện lợi
   A place where it provides the necessary amenities, clean/sanitary place

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

   Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi
d. Rent Determination Policies
Qui lệ về cách xác định tiền thuê nhà

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

e. Operation and Management
Hoạt động và Quản Lý

f. Grievance Procedures
Thủ tục khiếu nại

Sau khi nghỉ theo trình bày, từng cauSUPERVISOR

 çı, để khiếu nại, và ghi cho nhân viên urug một tháng tiện, tất đế nhận, có thông 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
i. Other Recommendations Not Listed Above
Những Y Kiến khác không có nêu trên

- I don't have sufficient English to explain everything I want to say. I would like to request for a meeting with Victoria Nguyen, Viennamesz 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.
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. Một số nhu cầu nhà ở cơ bản

2. Người có thu nhập thấp, khó khăn về mặt tài chính

3. Người lớn tuổi và người khuyết tật

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 thấp và những thủ tục của danh sách chờ đợi

Chuẩn bị phương án chọn lọc, giúp đỡ những người nghèo, những người bị khuyết tật...
d. Rent Determination Policies
Qui lệ về cách xác định tiền thuê nhà

Việc tính tiền thuê nhà tùy theo tình hình việc nằm nặng nhất

e. Operation and Management
Hoạt Động và Quản Lý

f. Grievance Procedures
Thủ tục khiếu nại

thu nhập tốt nên việc làm cho những người mới vào hoạt động cho

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

Mục tiêu chưa đạt được liệu có liên quan đến việc không thực hiện

một công việc tốt đẹp.
i. Other Recommendations Not Listed Above
Những Ý Kiến khác không có trên

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

b. The rent is reasonable?
   \[\text{The owner is likeable, will he fix/repairs when needed?}\]
   \[\text{The area/location is it safe?}\]
   The government needs to recommends owners to accept tenant who has housing assistance.

b. The rent is reasonable?
   \[\text{The owner is likeable, will he fix/repairs when needed?}\]
   \[\text{The area/location is it safe?}\]
   The government needs to recommends owners to accept tenant who has housing assistance.

c. The government has to pay more for the properties in the 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 SABA has very few Vietnamese workers but they’ve done a great job.

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

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

h. The mission of the Housing Authority is to provide low-income families with a place to live in a better environment.
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Nhu cầu nhà ở và chiến lược giải quyết những nhu cầu này

Rent

chủ nhà thuyên xuyên sửa chữa

owner to make repairs more often

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

Những điều kiện, và các qui luật về sự lựa chọn để được gia nhập vào chương trình, bao gồm giải tán khỏi những khu vực với nguồn lợi tức thấp và những thủ tục của danh sách chờ đợi
d. Rent Determination Policies
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 a complaint that when we call workers, we need the worker to answer the phone.

---
g. Housing Plus Program
Chương Trình Housing Plus

We want to have Vietnamese workers. Please have more Vietnamese workers here so we can correspond better.

---
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

Yêu cầu Housing luôn luôn cung cấp

Hchg tin đăng từтели cho chúng tôi theo thời gian 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
Resident Advisory Board Meetings and Survey

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

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

From Name Santa Ana Housing Authority

From Address jbrown@santa-ana.org

Reply-to Address jbrown@santa-ana.org

Email Link https://conta.cc/2sGAAzU

Lists HCV Participants as of 10-11-2019

Open Rate

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Expand your reach with a Facebook Lead Ad

Capture the attention of future fans by creating a Facebook Lead Ad.

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Click Rate: 8.2%
### Click-Through Distribution

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**Resend to Non-Openers**

**Schedule Posts**

Share your email newsletter with your fans and followers across all your social networks.
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

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

1/10/2020 3:57 PM
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.

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

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

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

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

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

1/7/2020 8:53 PM
Do more screening to keep up dating the screening process.
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

https://www.surveymonkey.com/results/SM-H8GW3377T7/
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