

# REQUEST FOR HOUSING AUTHORITY ACTION



MEETING DATE:

APRIL 2, 2012

TITLE:

HOUSING AUTHORITY ANNUAL PLAN  
AND ADMINISTRATIVE PLAN REVISION

RECORDING SECRETARY USE ONLY:

APPROVED

- As Recommended  
 As Amended

CONTINUED TO \_\_\_\_\_

*Nancy A. Edwards*  
INTERIM EXECUTIVE DIRECTOR

## RECOMMENDED ACTION

1. Adopt a resolution to approve and submit the Annual Plan to the United States Department of Housing and Urban Development.
2. Approve the revision of the Administrative Plan and its submission to the Department of Housing and Urban Development.

## COMMUNITY REDEVELOPMENT AND HOUSING COMMISSION RECOMMENDATION

At its Regular Meeting of March 6, 2012, by a vote of 5:0 (Tuchler and Reyes absent), the Community Redevelopment and Housing Commission recommended that the Housing Authority adopt a resolution to approve and submit the Annual Plan to the United States Department of Housing and Urban Development, and to approve the revision of the Administrative Plan and its submission to the Department of Housing and Urban Development.

## DISCUSSION

The U. S. Department of Housing and Urban Development (HUD) requires housing authorities that administer a Housing Choice Voucher (HCV) Rental Assistance program to have an Annual Plan and an Administrative Plan. The purpose of the Housing Authority's Annual Plan is to advise HUD, program participants and members of the public of its policies and procedures to serve the needs of very low-income families. The purpose of the Administrative Plan is to describe the Authority's policies and procedures to implement the HCV program in Santa Ana.

The Annual Plan (Exhibit 1) provides detailed information about the current operations of the Housing Authority, including programs, participants, services for the upcoming year, and any operational or tenant concerns. In January 2012, Santa Ana Housing Authority (SAHA) sent a

customer service survey to 1,820 Santa Ana program participants. The survey was sent in English, Spanish and Vietnamese. We received over 700 responses to the survey, and the results will be submitted to HUD as part of the Annual Plan. In summarizing customer service, 91% of the responses rated appointments and communication as good to excellent.

The Administrative Plan serves as supporting documentation for the Annual Plan. The Authority's Administrative Plan (Exhibit 2) was last adopted in January 2011. The Administrative Plan must be revised to ensure compliance with regulatory changes made by HUD and policy and procedure changes proposed by the Authority. Procedural changes to streamline wait list maintenance were made in preparation of opening the wait list.

The changes regarding the waiting list are:

- SAHA's Local Preference will be living or working in the City of Santa Ana;
- Addition of availability of on-line application submission; and
- At SAHA's discretion, may use a lottery system and limit the number on the wait list to an amount that can be served in 2-3 years.

HUD regulations require a 45-day comment period. On January 19, 2012, notification was published that the draft plans were available for review. The public comment period ended on March 6, 2012. All comments received have been included in the final documents submitted to HUD.

### **FISCAL IMPACT**

There is no fiscal impact associated with this action.

  
Shelly Landry-Bayle  
Housing Manager  
Community Development Agency

NTE/SLB/LF/sr

- Exhibits:
1. Annual Plan
  2. Administrative Plan
  3. Resolution

**PHA 5-Year and Annual Plan**

U.S. Department of Housing and Urban Development  
Office of Public and Indian Housing

OMB No. 2577-0226  
Expires 8/30/2011

1.0	<b>PHA Information Housing Authority of the City of Santa Ana</b> PHA Name: _____ PHA Code: <u>CA093</u> PHA Type: <input type="checkbox"/> Small <input checked="" type="checkbox"/> High Performing <input type="checkbox"/> Standard <input type="checkbox"/> HCV (Section 8) PHA Fiscal Year Beginning: (MM/YYYY): <u>07/2012</u>				
2.0	<b>Inventory</b> (based on ACC units at time of FY beginning in 1.0 above) Number of PH units: _____ Number of HCV units: <u>2658</u>				
3.0	<b>Submission Type</b> <input type="checkbox"/> 5-Year and Annual Plan <input checked="" type="checkbox"/> Annual Plan Only <input type="checkbox"/> 5-Year Plan Only				
4.0	<b>PHA Consortia</b> <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below.)				
	Participating PHAs	PHA Code	Program(s) Included in the Consortia	Programs Not in the Consortia	No. of Units in Each Program
	PHA 1:				PH HCV
	PHA 2:				
	PHA 3:				
5.0	<b>5-Year Plan.</b> Complete items 5.1 and 5.2 only at 5-Year Plan update.				
5.1	<b>Mission.</b> 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: In partnership with the U.S. Department of Housing and Urban Development (HUD) and partners from the community, we strive to provide quality stable housing opportunities to individuals and families and provide opportunities to allow economic self-sufficiency.				
5.2	<b>Goals and Objectives.</b> Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years. 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 Object: Apply for additional housing choice vouchers when available Goal#2 Improve the quality of assisted housing. Object: Provide annual customer service surveys to participants and improve management functions Goal#3 Increase assisted housing choices' Object: Provide portability counseling to 100% of participants, conduct outreach to landlords Goal#4 Provide an improved living environment Object: Link participants with local neighborhood associations Goal #5 Promote self-sufficiency Object: Link elderly disabled with supportive services and continue to market the benefits of the FSS Program Goal #6 Ensure equal opportunity and affirmatively further fair housing Object: Train staff to recognize fair housing issues within the community and ensure participants receive information				
6.0	<b>PHA Plan Update</b> (a) Identify all PHA Plan elements that have been revised by the PHA since its last Annual Plan submission: (b) Identify the specific location(s) where the public may obtain copies of the 5-Year and Annual PHA Plan. For a complete list of PHA Plan elements, see Section 6.0 of the instructions. (a) Eligibility, Selection and Admissions Policies: The SAHA has removed the local preference for mobile home coach owners and the local preference for victims of domestic violence. Operations and Management: The SAHA has adopted a Medical Marijuana Policy. (b) Main PHA Business office: Santa Ana City Hall, 20 Civic Center Plaza, 2 <sup>nd</sup> Floor, Santa Ana, CA 92701				
7.0	<b>Hope VI, Mixed Finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers.</b> Include statements related to these programs as applicable. Housing Choice Voucher (HCV) homeownership is possible and participants are encouraged to have as a goal, however, a large funding gap exists between available resources and the local for-sale market. FSS participants are still required to take homeownership classes. The Housing Authority of the City of Santa Ana will evaluate annually the number of HCVs that can be made available for project-based assistance within its jurisdiction of the City of Santa Ana. This will assist with the jurisdiction's affordable housing needs supported by the Administrative Plan and the Consolidated Plan for the City of Santa Ana.				
8.0	<b>Capital Improvements.</b> Please complete Parts 8.1 through 8.3, as applicable.				
8.1	<b>Capital Fund Program Annual Statement/Performance and Evaluation Report.</b> As part of the PHA 5-Year and Annual Plan, annually complete and submit the <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i> , form HUD-50075.1, for each current and open CFP grant and CFFP financing.				

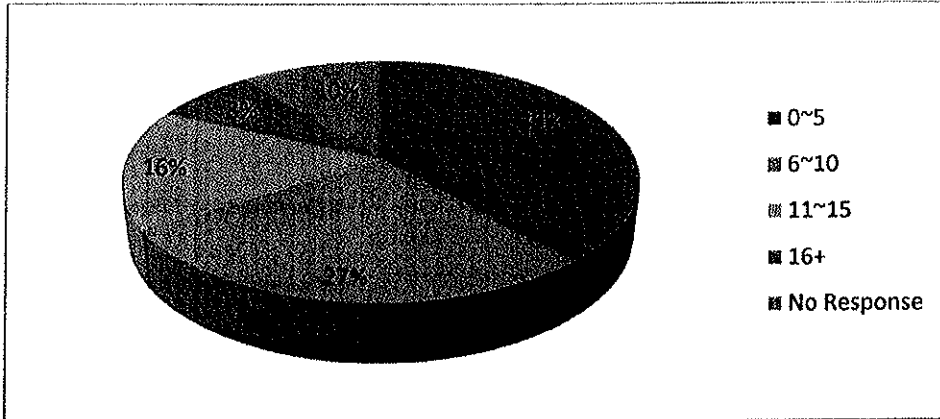
8.2	<p><b>Capital Fund Program Five-Year Action Plan.</b> As part of the submission of the Annual Plan, PHAs must complete and submit the <i>Capital Fund Program Five-Year Action Plan</i>, form HUD-50075.2, and subsequent annual updates (on a rolling basis, e.g., drop current year, and add latest year for a five year period). Large capital items must be included in the Five-Year Action Plan.</p>
8.3	<p><b>Capital Fund Financing Program (CFFP).</b>  <input type="checkbox"/> Check if the PHA proposes to use any portion of its Capital Fund Program (CFP)/Replacement Housing Factor (RHF) to repay debt incurred to finance capital improvements.</p>
9.0	<p><b>Housing Needs.</b> Based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data, make a reasonable effort to identify the housing needs of the low-income, very low-income, and extremely low-income families who reside in the jurisdiction served by the PHA, including elderly families, families with disabilities, and households of various races and ethnic groups, and other families who are on the public housing and Section 8 tenant-based assistance waiting lists. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location.</p> <p>The recently completed Housing Element of the City of Santa Ana's General Plan has identified a shortfall between supply and demand of 12,000 large rental units (3+ bedrooms). Whereas the majority of participants (54%) and applicants (46%) only require 1-bedroom units, 45% of the overall renting population in Santa Ana have households of 5 or more persons. The most recent data on housing burden (Census 2000) show moderate (30+% of income to housing costs) and severe overpayment (50+% of income to housing costs levels at: Moderate income 3 moderate 0% severe, Low income 23% moderate 2% severe, Very low income 61% moderate 12% severe and Extremely low income 82% moderate 60% severe. 50% of elderly renters are estimated to overpay for housing. Of the 3105 families on the HCV waiting list, 20% are disabled, 11% are elderly, 46% of the households have 1 or 2 members and 42% are headed by a female head of household.</p>
9.1	<p><b>Strategy for Addressing Housing Needs.</b> Provide a brief description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. <b>Note: Small, Section 8 only, and High Performing PHAs complete only for Annual Plan submission with the 5-Year Plan.</b></p>
10.0	<p><b>Additional Information.</b> Describe the following, as well as any additional information HUD has requested.</p> <p>(a) <b>Progress in Meeting Mission and Goals.</b> Provide a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year Plan.  SAHA mailed 1820 customer service surveys to participants/received over 700 responses which will be submitted as part of this plan.</p> <p>(b) <b>Significant Amendment and Substantial Deviation/Modification.</b> Provide the PHA's definition of "significant amendment" and "substantial deviation/modification"  Any change via regulation, interpretation, or other guidance that measurably changes the administration of the HCV Program.</p>
11.0	<p><b>Required Submission for HUD Field Office Review.</b> In addition to the PHA Plan template (HUD-50075), PHAs must submit the following documents. Items (a) through (g) may be submitted with signature by mail or electronically with scanned signatures, but electronic submission is encouraged. Items (h) through (i) must be attached electronically with the PHA Plan. <b>Note: Faxed copies of these documents will not be accepted by the Field Office.</b></p> <p>(a) Form HUD-50077, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i> (which includes all certifications relating to Civil Rights)  (b) Form HUD-50070, <i>Certification for a Drug-Free Workplace</i> (PHAs receiving CFP grants only)  (c) Form HUD-50071, <i>Certification of Payments to Influence Federal Transactions</i> (PHAs receiving CFP grants only)  (d) Form SF-LLL, <i>Disclosure of Lobbying Activities</i> (PHAs receiving CFP grants only)  (e) Form SF-LLL-A, <i>Disclosure of Lobbying Activities Continuation Sheet</i> (PHAs receiving CFP grants only)  (f) Resident Advisory Board (RAB) comments. Comments received from the RAB must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the recommendations and the decisions made on these recommendations.  (g) Challenged Elements  (h) Form HUD-50075.1, <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i> (PHAs receiving CFP grants only)  (i) Form HUD-50075.2, <i>Capital Fund Program Five-Year Action Plan</i> (PHAs receiving CFP grants only)</p>

### Results of Tenant's survey

Out of 1800 surveys mailed to tenants, 712 were returned (Response rate: 39.5%)

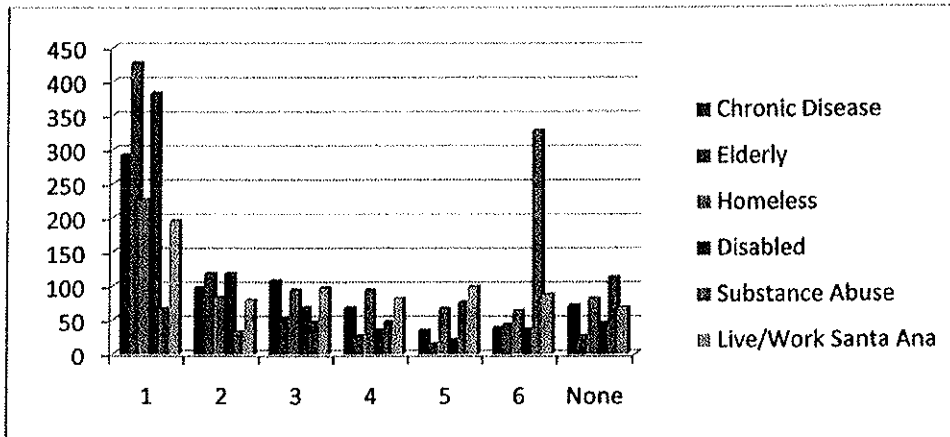
#### 1. How long have you been receiving assistance from SAHA?

0-5	6-10	11-15	16+	No Response
275	193	115	54	75



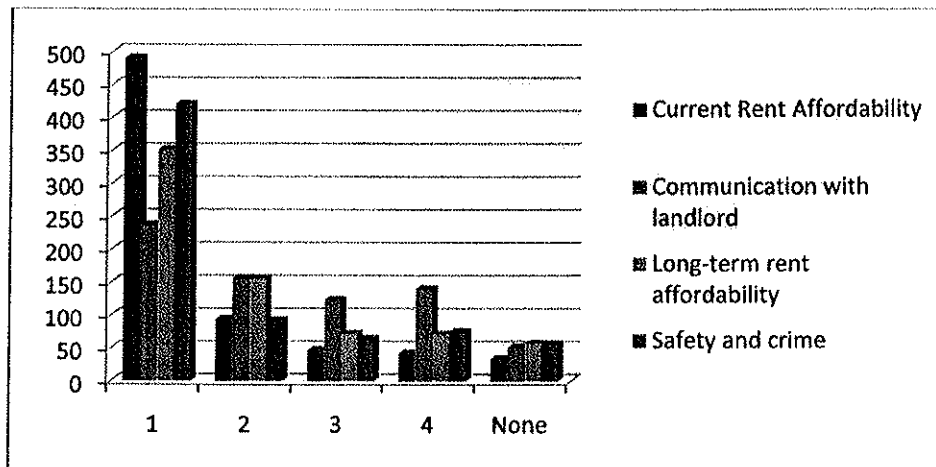
#### 2. Please rank the following groups as to whom you believe should receive priority in housing assistance (1 highest, 6 lowest)

	1	2	3	4	5	6	No Response
Chronic Disease	292	98	108	68	35	39	72
Elderly	427	119	53	27	15	44	27
Homeless	227	84	94	94	67	64	82
Disabled	383	119	69	36	22	37	46
Substance Abuse	67	33	47	48	76	328	113
Live/Work Santa Ana	196	80	98	82	99	88	69



3. Please rank (1 being most important, 4 being least important) the issues most important to you.

	1	2	3	4	No Response
Current Rent Affordability	491	95	48	43	35
Communication with landlord	238	157	124	141	52
Long-term rent affordability	352	157	73	72	58
Safety and crime	421	93	65	76	57



4. Have you experienced housing discrimination while receiving rental assistance?

Yes	No	No Response
19 (3%)	685 (96%)	8 (1%)

If you answer yes, please explain:

- The social worker had a very negative attitude.
- Manager ignores every one
- I went to ask once how much rent was and they asked are you in housing I said yes they said we don't have any vacant units then my friend called and they said they have 2 available units.
- One place I applied to rent at denied me saying they did not want to work with the Housing Assistance Program.
- An official said vacate within 7 days because the structure did not meet the buildings code as a separate Apt. it was a converted garage.
- Lady is this condominium place says I should move to apartments. She's very rude to me. Sharon is her name.
- I feel we are seen as inferior to others.

- Only a few people but I think I am the only white woman plus the fact I can't speak.
- Neighborhood disturbance, dispute with other household.
- I'm not satisfied.
- My housing was tried to be illegally terminated. My housing specialist tried to strike a deal with the landlord.
- Former landlord charged me more money in deposit to rent unit. He stated my credit was bad but it wasn't.
- Well, I've called managers at apt complex buildings and ask if they accept Section 8. And I've been laughed or a giggle before the response.
- Ethnic preference if interviewed by counselor of the name ethnic origin.
- I am not respected for having black ethnicity and am not respected not looked at as a human being. I get shares, dirty looks and very rude commentaries. It's a very hostile environment. But at the same time very discrete.
- Where I live now, wouldn't rent to me at first because first I was single second because I was female. When the owners heard it was HUD Voucher they changed their mind because the government at least could pay them.
- They failed to explained or provide translator for the question of information that is asked of her because she doesn't speak English.
- I have been discriminated by a woman who lives in my same apartment building when my children and grandchildren visit me. The manager says he/she doesn't like Mexicans.

Additional comments included:

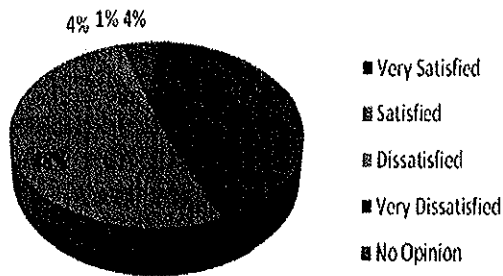
- I'm very thankful for your help with Housing, by God's grace you help me enormously, thank you.
- Very satisfied
- I am happy with my rental plan (assistance). Thank you.
- All my workers have been helping me and my family for along time. I was almost off housing but had a bad job injury still need surgery and thanks to all you there you been very helpful and patient with me.
- Housing is good for low-income and old people.
- I am very happy with "my" help. Thank you.
- Forgive me if I didn't this out correctly.
- If any response of this letter is incorrect or if I am incorrect please forgive me.
- To me, all you help is important thank you until the end of my days, if it weren't for your help, I don't know what would become of me. I am very satisfied (thankful) with your help.
- I'm comfortable and happy living in this area because there are good neighbors (the rest is illegible).

5. Overall, how satisfied are you with the following. Please check appropriate box.

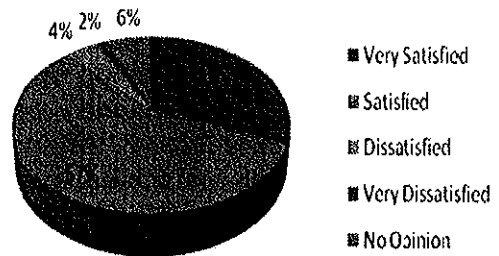
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	No Opinion
Your unit	310	342	26	4	30

Your neighborhood	223	403	32	11	43
Your landlord	264	346	32	15	55
My landlord is responsive to my questions and concerns	291	322	32	20	47

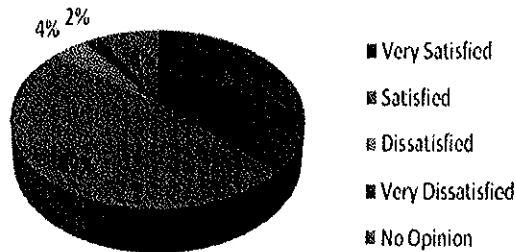
**Your unit**



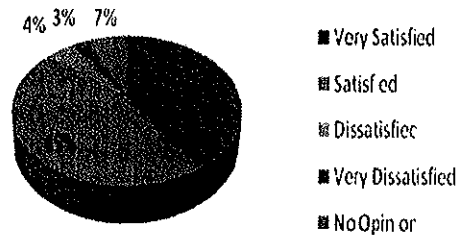
**Your neighborhood**



**Your landlord**



**My landlord is responsive to my questions and concerns**



6. Do you understand your responsibilities as a participant in the SAHA Housing Choice Voucher Program? Please check the box/boxes which indicate your responsibilities.

	Checked	Unchecked
Request approval for adding family member	513 (72%)	199 (28%)
Report change in income	660 (93%)	52 (7%)
Report change in student status	466 (65%)	246 (35%)
Report family members / moving out	573 (80%)	139 (20%)
Give owners 30 days notice to move	595 (84%)	117 (16%)



Allow others to use your mailing address	255 (36%)	457 (64%)
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7. Are you aware of the Family Self-Sufficiency (FSS) program?

Yes	No	No Response
249 (35%)	415 (58%)	48 (7%)

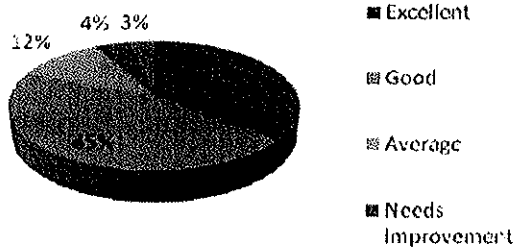
Are you interested in learning more about the FSS program?

Yes	No	No Response
406 (57%)	238 (33%)	68 (10%)

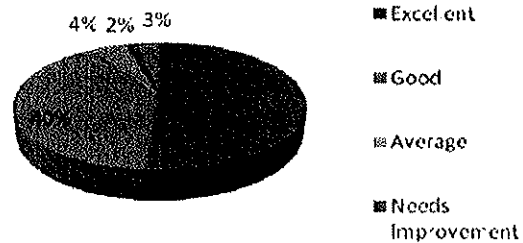
8. Please rate the Housing Authority's customer service

	Excellent	Good	Average	Needs Improvement	No Response
Telephone Calls	255	319	82	32	24
Appointments / Re-Exams	364	284	32	11	21
Written Communications	332	317	29	12	22

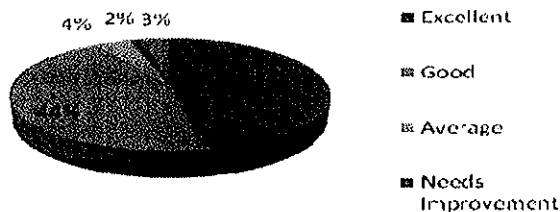
**Telephone Calls**



**Appointments / Re-Exams**



**Written Communications**



Comments and suggestions included:

- I wish there was more response when I leave phone messages- more response to phone calls.
- I would like to know why my worker was changed, she spoke Spanish.
- We are very thankful for Housing services, may God bless you for helping us.
- May God bless you all who work here.
- Thank you very much for your help
- Thank you for housing services. It has helped me survive my illness and be able to get my medications. Thanks for everything and God bless you.
- I am new to the housing program, thank you very much for offering this program.
- Right now, everything is fine. Thank you.
- The managers bother people too much.
- Housing people are very helpful
- Need more questions and response section to indicate yes or no. Number 7 more information. Responsibilities questions need you or no box to check.
- Every one there has helped me and my family with any questions or concerns. Thank you.
- Thank you all for your great asst.
- Thank you for your help during this process
- They do not return phone call back.
- Good job. Keep it up. It's bad Fridays are closed till final note.
- I want to thank everyone there all of the staff are very nice. Thank you.
- I obey the rules of SAHA Housing
- I am very grateful to have Housing Assistance. Thank you.
- I'm hoping for tenants who work with low-income to pay their partial payment due to other expense to spend in the family and also due to the current economy crisis. It is just that everything is expensive now a day. Thanks for your considerations and concerns.
- We do not understand English. We wish to have a Vietnamese worker.
- Excellent program. We appreciated very much.
- We wish to have a Vietnamese worker for we do not understand English or Spanish.
- Communication is much better if my worker speak Vietnamese and English.
- I'm very happy with my worker who is Vietnamese.
- Can I have a Vietnamese worker?
- Very happy to receive the assistance
- Very difficult to talk to any worker
- When you increase TR, we want 2 months notice. We need to save money for the increase.
- None flexible to reschedule the re-exam appointment when we have kids in school.
- Any help you can provide is highly appreciated.
- You've been very kind. I'm most grateful. I'm old and have no family in the U.S. Thank you for your help.

- Good- nothing to complain
- My worker is very professional, helpful, and patient. Happy new year and wish you all the best.
- If I can just speak to someone who speaks Vietnamese every time I call. It's my dream.
- I would like to be seen by someone who knows my language. I don't want to miss anything.
- College student must provide report card yearly as requested.
- I wish to have a Vietnamese worker.
- My family appreciates any help you can provide. Thank you.
- Much appreciated. Can't ask for more.
- Housing Specialist need to be better
- No interview via mail or phone. Everyone should be interview in the office.
- Contacting Housing Specialist should be easier via phone or email.
- Thank you for all your great work and for giving single parents the opportunity to have housing.
- Keep trying to do better
- My daughters and I truly appreciate all this program has given us. We have been through some hardships in the past. Housing has given us what no other organization can provide for us. It gives us the security of a safe home. And for this and many other reasons we will obey and follow all the rules and regulations. May God bless this organization.
- I need translator for interview every year.
- I strongly believe Santa Ana Housing should be involved where senior communities are being discriminated against and seriously neglected.
- Please call for Family Self Sufficiency. I'd like to make an appointment.
- I would like to say that SAHA has changed mine and my kids like and it is a blessing for this program. The employees and the program are helpful.
- Housing saved my life, Mary Barela is the best housing specialist in the State or California and Shelly Landry Bayle is great. Thank you for everything. I wish I could work for your firm. Thanks.
- Don't have any comments but would say thank you.
- Everything is very good.
- Thank you so much for all excellent services of your agency.
- Very good for me, thanks a lot.
- You have all done a great job. Thank you all for your work.
- As for me, all housing specialists behaved everything very good to housing members. Please keep going.
- Just want to thank so much for the help you give me as to a roof over our heads to all who needed. You're great.
- Excellent service
- I am very happy with the help I have received for my rent.
- Too much pressure is put on us with Housing paperwork. I am 81 years old.
- I have heard of the FSS program but I am not interested because I can't work. Thank you.

- We are very pleased with the support and services we receive.
- I am very happy and grateful for my housing assistance. Thank you.
- The only thing is that my calls aren't answered when I leave messages.
- I said no to No.7 because I am not of the age to study nor the time. I dedicate my time to my children.
- Everything is fine your work is excellent.
- Everything is fine.
- No question, your information is satisfactory. Thank you for providing it.
- Forgive me for not answering number 7 because I do not know but if you think it's good please decide, I will give authorization. Thank you.
- I like the system you have everything is in order and reliable, thank you.
- I am very pleased to e a participant of the SAHA program. Thank you.
- Thank you for your help, everything is excellent.
- I don't understand question number 7.
- I love this program and I am lucky to be a part of it.
- I been having problems with my unit. I have lots of roches. They fumigated 2 times and I have also both raid. I did it for 2 weeks and there's still coming a lot.
- When a person becomes elderly let them mail in their reexamination paper work like we used to instead of now bringing it to the office.
- Please let me see a worker who speaks the same language when exchanging paperwork and to better understand.
- Due to inflation in the cost of living please re-evaluate HAP payment.
- When calling worker and was not able to contact worker please ask the worker to return call.
- Thank you to the Housing Authority for assisting us in the past years.
- My family thanks the housing authority for their help.
- The housing authority has been providing excellent service.
- Please give me a Vietnamese worker so that I can communicate and speak to the authority.
- Please hire Vietnamese worker. Thank you.
- We are very happy with the service provided by the SAHA and we are also very happy with the worker.
- To communicate in Vietnamese when calling or written communication send to us is the best. Thank you very much.
- SAHA and landlord both treat me very well.
- Excellent
- When I need to contact personnel at the housing department almost always I have to leave messages. There are times when I had to wait until the nest day to receive return calls. Please improve in the area.
- Provide newsletter regarding changes in the program
- Please let me know the time frame needed to provide notice to landlord prior to moving. Before it was 45 days, is it 60 days now?
- The Housing Authority has helped a lot during the interview process. I sincerely thank all the effort given.

- Each annual interview, as priority for the senior with disability and hard of hearing, please provide translation for the interview.
- Please provide translation for the seniors.
- Very difficult to get an appointment over the phone because of transferring to another number and had to wait a long time but without return calls even though I left messages.
- There are some question about I did not understand.
- Very good
- I rent a unit with the section 8 voucher, the garage has a remote but sometimes it works and sometimes it doesn't and the door is old and heavy. The automatic garage door opener/tracking is too weak to open the garage door. The neighbor came to help but could not repair it. Suggested to owner to replace it with a new one and the owner didn't agree to it. The owner said "if I replace it with a new one, you pay 50% of the cost of the door." This is not my house so why should I pay 50% of the repair cost, I didn't break it. Also, I'm 82 years old, where I get the money to pay for 50% and when I pay for it I cannot take it with me when I move. Request owner to repair if the rental did not break it and it broke by itself. Is my situation falls into the category of the rich has money to buy a house and then suppress the poor to collect more money from the poor? My neighbor, his garage door is just as old as mine, suddenly it broke into half, the owner told him he has to pay for 50% of the repair cost, what is this law? I would like to ask because I'm insignificant and don't know where to ask. Please explain to me.
- The housing program is great- helps very low income families. Please continue the program.
- Thanks to the housing authority. Please open to help more people who are in need of assistance.
- I'm very satisfied with the staff.
- We are elderly couple and unable to learn English. Please transfer our files to a Vietnamese worker. It would be easier for us to communicate.
- Please give Vietnamese worker for communication.
- I wish to receive the answers from the official when leaving the message.
- Should transfer file of people who don't speak English to their native speaker so there's no translation need at interview.
- The apt complex where I live, there are those who have housing assistance and also babysit. This is not fair for those who work and have to pay taxes. There are people who receive SSI benefit due to disability but they also babysit in their home. Please send out inspection/worker to investigate. Contact the landlord or manager to get this information. I'm reporting the truth.
- I hope that SAHA will continue to provide assistance to people that needed.
- Overall, my opinion is good.
- My family and I are very grateful for the assistance and thank you for all the workers for your good service and help my family.
- Please transfer my case to a Vietnamese worker because I'm not fluent in English and every time I come for the Interview, I have to pay for a translator service. It's very difficult.

- Interview during summer time so family members can help
- Housing programs should be for the disabled and elderly and everyone else should come second.
- Please give more assistance to the aiding elderly and homeless people.
- Workshop for 1<sup>st</sup> time home buyers or manager workshops
- Thank you for been there for me and my son and I really appreciated.
- Have not had many phone connections, but can't think of any problems in the past. Had an orientation with Victoria in Nov. 2011.
- I am very grateful for having this housing program available to me and my family. It truly is a great help and a blessing.
- Need a neighborhood watch and more communication in the facility.
- On the occasion of the Vietnamese New Year of the Dragon. We are always grateful to all of you of SAHA. You always being nice to us. We always comply with all decisions from your office.
- Question 6 should answer with yes or no. it make more sense for them to understand.
- More activities such as Bingo, exercises, manager who speaks Spanish.
- This is the first time I've had problems with my contract. In August 2011 I didn't have (the number) to my apartment office and didn't receive an answer from new my worker, but for this time, thank you.
- Everything is very well.
- We would like a social worker who speaks our language. That's how it was few months ago, but with the new worker it's hard to communicate.
- I can't read the writing.
- We need to communicate with workers in Spanish.
- Personally, I am very satisfied with this program.
- I don't understand-receive approval to add a family member?
- Thank you for all your help. I need help and don't know how to do it.

RESOLUTION NO. 2012-

**A RESOLUTION OF THE HOUSING  
AUTHORITY OF THE CITY OF SANTA ANA  
APPROVING THE ANNUAL PLAN AND  
REVISION OF THE ADMINISTRATIVE PLAN  
FOR FISCAL YEAR 2012-2013**

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 an 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 Annual Plan is to advise HUD, program participants and members of the public of its policies and procedures to serve the needs of very low-income families.

C. The purpose of the Authority's Administrative Plan is to describe the Authority's policies and procedures to implement the HCV program in Santa Ana.

D. The Annual Plan provides information about the current operations of the Authority including programs, participants, services for the upcoming year, and any operational or tenant concerns. In January 2012, the Authority sent a customer service survey to 1820 Santa Ana program participants. The survey was sent in English, Spanish and Vietnamese. Over 700 responses to the survey were received and the results will be submitted to HUD as part of the Annual Plan.

E. The Administrative Plan serves as supporting documentation for the Annual Plan. The Authority's Administrative Plan was last adopted in January 2011. The Administrative Plan must be revised to ensure compliance with regulatory changes made by HUD and policy and procedure changes proposed by the Authority. Procedural changes to streamline waiting list maintenance were made in preparation of opening the waiting list. The changes regarding the waiting list include the following: removal of the local preference for Santa Ana mobile home coach owners; removal of the local preference for Victims of Domestic Violence; adding availability of on-line application submission; and, at Authority's discretion, the use of a lottery system and limiting the number of people on the waiting list to an amount that can be served in 2-3 years.

F. HUD regulations require a forty-five (45) day comment period. On January 19, 2012, notification was published in the Orange County Register that the draft plan was available for public review. The public comment period will end on March 6, 2012. Further, a public hearing was held by the Community Redevelopment and Housing Commission on March 6, 2012, and all comments received at the hearing are included in the final documents to be submitted to HUD.

Section 2. The fiscal year 2012-2013 Annual Plan 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 3. The revision of the Administrative Plan of the Housing Authority of the City of Santa Ana is hereby approved and adopted. Said Administrative 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 \_\_\_\_ day of \_\_\_\_\_, 2012.

\_\_\_\_\_  
Miguel A. Pulido  
Chair

APPROVED AS TO FORM:  
Authority General Counsel

By: \_\_\_\_\_  
Lisa E. Storck  
Assistant Counsel

AYES:	Boardmembers:	_____
NOES:	Boardmembers:	_____
ABSTAIN:	Boardmembers:	_____
NOT PRESENT:	Boardmembers:	_____

**CERTIFICATION OF ATTESTATION AND ORIGINALITY**

I, MARIA D. HUIZAR, Secretary to the Housing Authority, do hereby attest to and certify the attached Resolution No. 2012-\_\_ to be the original resolution adopted by the Housing Authority of the City of Santa Ana on March \_\_\_\_, 2012.

Date: \_\_\_\_\_

\_\_\_\_\_  
Maria D. Huizar, Recording Secretary  
Housing Authority of the City of Santa Ana

