

# PHA Plans

## Streamlined 5-Year/Annual Version

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

OMB No. 2577-0226  
(exp 05/31/2006)

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This information collection is authorized by Section 511 of the Quality Housing and Work Responsibility Act, which added a new section 5A to the U.S. Housing Act of 1937 that introduced 5-year and annual PHA Plans. The full PHA plan provides a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission and strategies for serving the needs of low-income and very low-income families. This form allows eligible PHAs to make a streamlined annual Plan submission to HUD consistent with HUD's efforts to provide regulatory relief to certain PHAs. Public reporting burden for this information collection is estimated to average 11.7 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, Federal Housing Administration, 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. Information in PHA plans is publicly available.

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# Streamlined 5-Year Plan for Fiscal Years 2005 - 2009

## Streamlined Annual Plan for Fiscal Year 2006

**NOTE: This PHA Plan template (HUD-50075-SA) is to be completed in accordance with instructions contained in previous Notices PIH 99-33 (HA), 99-51 (HA), 2000-22 (HA), 2000-36 (HA), 2000-43 (HA), 2001-4 (HA), 2001-26 (HA), 2003-7 (HA), and any related notices HUD may subsequently issue. Full reporting for each component listed in the streamlined Annual Plan submitted with the 5-year plan is required.**

## Streamlined Five-Year PHA Plan Agency Identification

**PHA Name:** Housing Authority of the City of Santa Ana **PHA Number:** CA 093

**PHA Fiscal Year Beginning:** (mm/yyyy) 07/2005

**PHA Programs Administered:**

**Public Housing and Section 8**     **Section 8 Only**     **Public Housing Only**  
Number of public housing units:                      Number of S8 units:                      Number of public housing units:  
Number of S8 units:

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

Participating PHAs	PHA Code	Program(s) Included in the Consortium	Programs Not in the Consortium	# of Units Each Program
Participating PHA 1:				
Participating PHA 2:				
Participating PHA 3:				

**Public Access to Information**

**Information regarding any activities outlined in this plan can be obtained by contacting:**  
(select all that apply)

- Main administrative office of the PHA
- PHA development management offices
- PHA local offices

**Display Locations For PHA Plans and Supporting Documents**

The PHA Plans and attachments (if any) are available for public inspection at: (select all that apply)

- Main administrative office of the PHA
- PHA development management offices
- PHA local offices
- Main administrative office of the local government
- Main administrative office of the County government
- Main administrative office of the State government
- Public library
- PHA website                       Other (list below)

PHA Plan Supporting Documents are available for inspection at: (select all that apply)

- Main business office of the PHA
- PHA development management offices                       Other (list below)

## Streamlined Five-Year PHA Plan PHA FISCAL YEARS 2005 - 2009 [24 CFR Part 903.12]

### A. 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. (select one of the choices below)

- X The mission of the PHA is the same as that of the Department of Housing and Urban Development: To promote adequate and affordable housing, economic opportunity and a suitable living environment free from discrimination.

### B. Goals

The goals and objectives listed below are derived from HUD's strategic Goals and Objectives and those emphasized in recent legislation. PHAs may select any of these goals and objectives as their own, or identify other goals and/or objectives. Whether selecting the HUD-suggested objectives or their own, **PHAs ARE STRONGLY ENCOURAGED TO IDENTIFY QUANTIFIABLE MEASURES OF SUCCESS IN REACHING THEIR OBJECTIVES OVER THE COURSE OF THE 5 YEARS.** (Quantifiable measures would include targets such as: numbers of families served or PHAs scores achieved.) PHAs should identify these measures in the spaces to the right of or below the stated objectives.

#### **HUD Strategic Goal: Increase the availability of decent, safe, and affordable housing.**

- X PHA Goal: Expand the supply of assisted housing  
Objectives:
- X Apply for additional rental vouchers:
  - Reduce public housing vacancies:
  - X Leverage private or other public funds to create additional housing opportunities:
    - Santa Ana Housing Authority (SAHA) will provide HCV rental assistance to assist with relocation of tenants in the proposed Santa Ana Boulevard revitalization project. This project will have multiple funding sources including HOME, local redevelopment funds, and private financing.
  - Acquire or build units or developments
- X PHA Goal: Improve the quality of assisted housing  
Objectives:
- Improve public housing management: (PHAS score)
  - X Improve voucher management: (SEMAP score) 96% Over the next 5-year period, SAHA will maintain its current status as a high-performing HA.
  - X Increase customer satisfaction:
  - X Concentrate on efforts to improve specific management functions:  
SAHA will implement computerized, hand-held data recording equipment, increasing standardization of HQS inspections.
  - Renovate or modernize public housing units:
  - Demolish or dispose of obsolete public housing:
  - Provide replacement public housing:
  - X Provide replacement vouchers:
  - X Other: SAHA will implement automated rent reasonableness program.

- X PHA Goal: Increase assisted housing choices  
Objectives:
- X Provide voucher mobility counseling: Funding permitting, SAHA will continue to provide mobility counseling to 100% of participants.
  - X Conduct outreach efforts to potential voucher landlords: SAHA will continue to recruit new owners via outreach and participation with the Orange County Apartment Owners Association.
  - Increase voucher payment standards
  - X Implement voucher homeownership program: Program has been developed, however, it has not been implemented due to funding gaps between voucher funds and home prices in local housing market.
  - Implement public housing or other homeownership programs:
  - Implement public housing site-based waiting lists:
  - Convert public housing to vouchers:
  - Other: (list below)

**HUD Strategic Goal: Improve community quality of life and economic vitality**

- X PHA Goal: Provide an improved living environment  
Objectives:
- Implement measures to deconcentrate poverty by bringing higher income public housing households into lower income developments:
  - Implement measures to promote income mixing in public housing by assuring access for lower income families into higher income developments:
  - Implement public housing security improvements:
  - Designate developments or buildings for particular resident groups (elderly, persons with disabilities)
  - X Other: SAHA will continue efforts to link HCV participants with their local neighborhood associations via briefings and informational mailings.

**HUD Strategic Goal: Promote self-sufficiency and asset development of families and individuals**

- X PHA Goal: Promote self-sufficiency and asset development of assisted households  
Objectives:
- X Increase the number and percentage of employed persons in assisted families.
  - X Provide or attract supportive services to improve assistance recipients' employability: SAHA will provide presentations by the Santa Ana W/O/R/K Center on job training and placement services.
  - X Provide or attract supportive services to increase independence for the elderly or families with disabilities. SAHA will continue to provide information and linkages to service providers such as Orange County Council on Aging (elderly) and Dayle McIntosh Center (disabled).
  - X Other: Over a 5-year period, SAHA will strive to increase participation in the Family Self-Sufficiency (FSS) Program.

## HUD Strategic Goal: Ensure Equal Opportunity in Housing for all Americans

### X PHA Goal: Ensure equal opportunity and affirmatively further fair housing

#### Objectives:

- X Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status, and disability:  
Measures SAHA will undertake over a 5-year period include the following:
  1. Provide referrals to the Fair Housing Council of Orange County when the Authority receives complaints of possible housing discrimination.
  2. Invite the Fair Housing Council of Orange County to make presentations to Authority staff regarding equal opportunities for fair housing (at least one presentation per year).
  3. Assist the City with preparation and implementation of the Analysis of Impediments to Fair Housing Choice.
  4. Include fair housing information in all tenant briefing packets.
  5. Provide fair housing information and materials at all landlord training sessions.
- X Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion national origin, sex, familial status, and disability: See above.
- X Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required: See above.
- Other: (list below)

### Other PHA Goals and Objectives: (list below)

- Ensure consistency with Santa Ana's Consolidated Plan, Santa Ana Housing Authority Agency Plan and Administrative Plan by participating in the preparation of the City's Consolidated Plan and annual action plans.
- Continue to improve customer service through the use of Total Quality Management techniques. To assist with this assessment, all Housing Choice Voucher participants will be surveyed for feedback on quality of customer service.
- Continue to provide life skills seminars to program participants.
- Maintain program integrity by ensuring all federal regulations are observed, and by aggressively investigating possible program fraud.
- Implement computerized rent-comparables program.
- Create positive awareness and expand the level of family, owner, and community support for the Housing Choice Voucher program.
- Maintain a high level of standards and professionalism in the day-to-day management of the Authority.

## **Streamlined Annual PHA Plan** **PHA Fiscal Year 2006** [24 CFR Part 903.12(b)]

### **Table of Contents**

Provide the following table of contents for the streamlined Annual Plan submitted with the Five-Year Plan, including all streamlined plan components, and additional requirements, together with the list of supporting documents available for public inspection.

#### **A. ANNUAL STREAMLINED PHA PLAN COMPONENTS**

- X 1. Housing Needs
- X 2. Financial Resources
- X 3. Policies on Eligibility, Selection and Admissions
- X 4. Rent Determination Policies
- 5. Capital Improvements Needs
- 6. Demolition and Disposition
- X 7. Homeownership
- X 8. Civil Rights Certifications (included with PHA Certifications of Compliance)
- X 9. Additional Information
  - a. PHA Progress on Meeting 5-Year Mission and Goals
  - b. Criteria for Substantial Deviations and Significant Amendments
  - c. Other Information Requested by HUD
    - i. Resident Advisory Board Membership and Consultation Process
    - ii. Resident Membership on the PHA Governing Board
    - iii. PHA Statement of Consistency with Consolidated Plan
    - iv. (Reserved)
- 10. Project-Based Voucher Program
- X 11. Supporting Documents Available for Review
- 12. FY 20\_\_ Capital Fund Program and Capital Fund Program Replacement Housing Factor, Annual Statement/Performance and Evaluation Report
- 13. Capital Fund Program 5-Year Action Plan
- X 14. Other (List below, providing name for each item)
  - a. Appendix 1 Progress Report for FY 2004 Fifth Year of 2000-2004 Five-year plan
  - b. Appendix 2 Housing Choice Voucher Participants Survey
  - c. Appendix 3 Tenant Advisory Committee Comments

#### **B. SEPARATE HARD COPY SUBMISSIONS TO LOCAL HUD FIELD OFFICE**

**Form HUD-50077, PHA Certifications of Compliance with the PHA Plans and Related Regulations: Board Resolution to Accompany the Standard Annual, Standard Five-Year, and Streamlined Five-Year/Annual Plans;**

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

For PHAs APPLYING FOR CAPITAL FUND PROGRAM (CFP) GRANTS:

**Form HUD-50070, Certification for a Drug-Free Workplace;**

**Form HUD-50071, Certification of Payments to Influence Federal Transactions;**

**Form SF-LLL & SF-LLLa, *Disclosure of Lobbying Activities.***

**Executive Summary (optional)**

[903.7(r)]. If desired, provide a brief overview of the contents of the streamlined Annual Plan.

**1. Statement of Housing Needs** [24 CFR Part 903.12 (b), 903.7(a)]

**A. Housing Needs of Families on the Public Housing and Section 8 Tenant- Based Assistance Waiting Lists**

State the housing needs of the families on the PHA’s waiting list/s. **Complete one table for each type of PHA-wide waiting list administered by the PHA.** PHAs may provide separate tables for site-based or sub-jurisdictional public housing waiting lists at their option.

<b>Housing Needs of Families on the PHA’s Waiting Lists</b>			
Waiting list type: (select one)			
<input checked="" type="checkbox"/> Section 8 tenant-based assistance			
<input type="checkbox"/> Public Housing			
<input type="checkbox"/> Combined Section 8 and Public Housing			
<input type="checkbox"/> Public Housing Site-Based or sub-jurisdictional waiting list (optional)			
If used, identify which development/subjurisdiction:			
	# of families	% of total families	Annual Turnover
Waiting list total	9,702		
Extremely low income <=30% AMI	8,150	84%	
Very low income (>30% but <=50% AMI)	1,552	16%	
Low income (>50% but <80% AMI)	0	0%	
Families with children	4,815	50%	
Elderly families	1,643	17%	
Families with Disabilities	2,434	25%	
White/ non-Hispanic	2,037	21%	
White/ Hispanic	4,075	42%	
Asian-Pacific Islander/ non-Hispanic	2,910	30%	
African American/ non- Hispanic	602	6%	
American Indian/ non- Hispanic	78	1%	

<b>Housing Needs of Families on the PHA's Waiting Lists</b>	
Is the waiting list closed (select one)? <input type="checkbox"/> No <input checked="" type="checkbox"/> Yes	
If yes:	
How long has it been closed (# of months)? 8 months (closed June 30, 2004)	
Does the PHA expect to reopen the list in the PHA Plan year? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	
Does the PHA permit specific categories of families onto the waiting list, even if generally closed? <input checked="" type="checkbox"/> No <input type="checkbox"/> Yes	

**B. Strategy for Addressing Needs**

Provide a brief description of the PHA's strategy for addressing the housing needs of families on the PHA's public housing and Section 8 waiting lists **IN THE UPCOMING YEAR**, and the Agency's reasons for choosing this strategy.

**(1) Strategies**

**Need: Shortage of affordable housing for all eligible populations**

**Strategy 1. Maximize the number of affordable units available to the PHA within its current resources by:**

- Employ effective maintenance and management policies to minimize the number of public housing units off-line
- Reduce turnover time for vacated public housing units
- Reduce time to renovate public housing units
- Seek replacement of public housing units lost to the inventory through mixed finance development
- Seek replacement of public housing units lost to the inventory through section 8 replacement housing resources
- Maintain or increase section 8 lease-up rates by establishing payment standards that will enable families to rent throughout the jurisdiction
- Undertake measures to ensure access to affordable housing among families assisted by the PHA, regardless of unit size required
- Maintain or increase section 8 lease-up rates by marketing the program to owners, particularly those outside of areas of minority and poverty concentration
- Maintain or increase section 8 lease-up rates by effectively screening Section 8 applicants to increase owner acceptance of program
- Participate in the Consolidated Plan development process to ensure coordination with broader community strategies
- Other (list below):

1. Santa Ana Housing Authority (SAHA) will continue to aggressively investigate possible program fraud by participating tenants and/or owners.

2. SAHA will maximize monthly lease-up rates and shorten voucher turnovers by maintaining a pool of qualified, briefed, and pre-screened applicants from the Wait List. As a voucher becomes available, it will be immediately issued to the next available qualified applicant.



**Strategy 2: Increase the number of affordable housing units by:**

Select all that apply

- Apply for additional section 8 units should they become available
- Leverage affordable housing resources in the community through the creation of mixed - finance housing
- Pursue housing resources other than public housing or Section 8 tenant-based assistance.
- Other: (list below)

**Need: Specific Family Types: Families at or below 30% of median**

**Strategy 1: Target available assistance to families at or below 30 % of AMI**

Select all that apply

- Exceed HUD federal targeting requirements for families at or below 30% of AMI in public housing
- Exceed HUD federal targeting requirements for families at or below 30% of AMI in tenant-based section 8 assistance
- Employ admissions preferences aimed at families with economic hardships
- Adopt rent policies to support and encourage work - Family Self-Sufficiency Program
- Other: (list below)

**Need: Specific Family Types: Families at or below 50% of median**

**Strategy 1: Target available assistance to families at or below 50% of AMI**

Select all that apply

- Employ admissions preferences aimed at families who are working
- Adopt rent policies to support and encourage work - Family Self Sufficiency Program
- Other: (list below)

**Need: Specific Family Types: The Elderly**

**Strategy 1: Target available assistance to the elderly:**

Select all that apply

- Seek designation of public housing for the elderly
- Apply for special-purpose vouchers targeted to the elderly, should they become available
- Other: (list below)

**Need: Specific Family Types: Families with Disabilities**

**Strategy 1: Target available assistance to Families with Disabilities:**

Select all that apply

- Seek designation of public housing for families with disabilities
- Carry out the modifications needed in public housing based on the section 504 Needs Assessment for Public Housing
- X Apply for special-purpose vouchers targeted to families with disabilities, should they become available
- Affirmatively market to local non-profit agencies that assist families with disabilities
- Other: (list below)

**Need: Specific Family Types: Races or ethnicities with disproportionate housing needs**

**Strategy 1: Increase awareness of PHA resources among families of races and ethnicities with disproportionate needs:**

Select if applicable

- Affirmatively market to races/ethnicities shown to have disproportionate housing needs
- Other: (list below)

**Strategy 2: Conduct activities to affirmatively further fair housing**

Select all that apply

- X Counsel section 8 tenants as to location of units outside of areas of poverty or minority concentration and assist them to locate those units
- X Market the section 8 program to owners outside of areas of poverty /minority concentrations
- X Other: (list below)  
Refer all reports of possible housing discrimination to the Orange County Fair Housing Council. Awareness training will be provided to staff by representatives of the Fair Housing Council.

**Other Housing Needs & Strategies: (list needs and strategies below)**

**(2) Reasons for Selecting Strategies**

Of the factors listed below, select all that influenced the PHA's selection of the strategies it will pursue:

- X Funding constraints
- X Staffing constraints
- X Limited availability of sites for assisted housing
- X Extent to which particular housing needs are met by other organizations in the community

- X Evidence of housing needs as demonstrated in the Consolidated Plan and other information available to the PHA
- X Influence of the housing market on PHA programs
- X Community priorities regarding housing assistance
- X Results of consultation with local or state government
- X Results of consultation with residents and the Resident Advisory Board
- X Results of consultation with advocacy groups
- Other: (list below)

**2. Statement of Financial Resources**

[24 CFR Part 903.12 (b), 903.7 (c)]

List on the following table the financial resources that are anticipated to be available to the PHA for the support of Federal public housing and tenant-based Section 8 assistance programs administered by the PHA during the Plan year. Note: the table assumes that Federal public housing or tenant based Section 8 assistance grant funds are expended on eligible purposes; therefore, uses of these funds need not be stated. For other funds, indicate the use for those funds as one of the following categories: public housing operations, public housing capital improvements, public housing safety/security, public housing supportive services, Section 8 tenant-based assistance, Section 8 supportive services or other.

<b>Financial Resources: Planned Sources and Uses</b>		
<b>Sources</b>	<b>Planned \$</b>	<b>Planned Uses</b>
<b>1. Federal Grants (FY 2005 grants)</b>		
a) Public Housing Operating Fund		
b) Public Housing Capital Fund		
c) HOPE VI Revitalization		
d) HOPE VI Demolition		
e) Annual Contributions for Section 8 Tenant-Based Assistance	\$29,208,408 HAP \$1,942,692 Admin	
f) Resident Opportunity and Self-Sufficiency Grants		
g) Community Development Block Grant		
h) HOME		
Other Federal Grants (list below)		
<b>2. Prior Year Federal Grants (unobligated funds only) (list below)</b>		
<b>3. Public Housing Dwelling Rental Income</b>		

<b>Financial Resources: Planned Sources and Uses</b>		
<b>Sources</b>	<b>Planned \$</b>	<b>Planned Uses</b>
<b>4. Other income</b> (list below)		
<b>4. Non-federal sources</b> (list below)		
<b>Total resources</b>	\$31,151,100	

**3. PHA Policies Governing Eligibility, Selection, and Admissions**

[24 CFR Part 903.12 (b), 903.7 (b)]

**A. Public Housing**

Exemptions: PHAs that do not administer public housing are not required to complete subcomponent 3A.

**(1) Eligibility**

a. When does the PHA verify eligibility for admission to public housing? (select all that apply)

- When families are within a certain number of being offered a unit: (state number)
- When families are within a certain time of being offered a unit: (state time)
- Other: (describe)

b. Which non-income (screening) factors does the PHA use to establish eligibility for admission to public housing (select all that apply)?

- Criminal or Drug-related activity
- Rental history
- Housekeeping
- Other (describe)

c.  Yes  No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?

d.  Yes  No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?

e.  Yes  No: Does the PHA access FBI criminal records from the FBI for screening purposes? (either directly or through an NCIC-authorized source)

**(2)Waiting List Organization**

a. Which methods does the PHA plan to use to organize its public housing waiting list (select all that apply)

- Community-wide list
- Sub-jurisdictional lists
- Site-based waiting lists
- Other (describe)

b. Where may interested persons apply for admission to public housing?

- PHA main administrative office
- PHA development site management office
- Other (list below)

c. Site-Based Waiting Lists-Previous Year

1. Has the PHA operated one or more site-based waiting lists in the previous year? If yes, complete the following table; if not skip to d.

<b>Site-Based Waiting Lists</b>				
<b>Development Information:</b> (Name, number, location)	<b>Date Initiated</b>	<b>Initial mix of Racial, Ethnic or Disability Demographics</b>	<b>Current mix of Racial, Ethnic or Disability Demographics since Initiation of SBWL</b>	<b>Percent change between initial and current mix of Racial, Ethnic, or Disability demographics</b>

2. What is the number of site based waiting list developments to which families may apply at one time?

3. How many unit offers may an applicant turn down before being removed from the site-based waiting list?

4.  Yes  No: Is the PHA the subject of any pending fair housing complaint by HUD or any court order or settlement agreement? If yes, describe the order, agreement or complaint and describe how use of a site-based waiting list will not violate or be inconsistent with the order, agreement or complaint below:

d. Site-Based Waiting Lists – Coming Year

If the PHA plans to operate one or more site-based waiting lists in the coming year, answer each of the following questions; if not, skip to subsection **(3) Assignment**

1. How many site-based waiting lists will the PHA operate in the coming year?
2.  Yes  No: Are any or all of the PHA's site-based waiting lists new for the upcoming year (that is, they are not part of a previously-HUD-approved site based waiting list plan)?  
If yes, how many lists?
3.  Yes  No: May families be on more than one list simultaneously  
If yes, how many lists?
4. Where can interested persons obtain more information about and sign up to be on the site-based waiting lists (select all that apply)?
  - PHA main administrative office
  - All PHA development management offices
  - Management offices at developments with site-based waiting lists
  - At the development to which they would like to apply
  - Other (list below)

**(3) Assignment**

- a. How many vacant unit choices are applicants ordinarily given before they fall to the bottom of or are removed from the waiting list? (select one)
  - One
  - Two
  - Three or More
- b.  Yes  No: Is this policy consistent across all waiting list types?
- c. If answer to b is no, list variations for any other than the primary public housing waiting list/s for the PHA:

**(4) Admissions Preferences**

- a. Income targeting:
  - Yes  No: Does the PHA plan to exceed the federal targeting requirements by targeting more than 40% of all new admissions to public housing to families at or below 30% of median area income?
- b. Transfer policies:  
In what circumstances will transfers take precedence over new admissions? (list below)
  - Emergencies

- Over-housed
- Under-housed
- Medical justification
- Administrative reasons determined by the PHA (e.g., to permit modernization work)
- Resident choice: (state circumstances below)
- Other: (list below)

c. Preferences

1.  Yes  No: Has the PHA established preferences for admission to public housing (other than date and time of application)? (If “no” is selected, skip to subsection **(5) Occupancy**)
  
2. Which of the following admission preferences does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

Former Federal preferences:

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence
- Substandard housing
- Homelessness
- High rent burden (rent is > 50 percent of income)

Other preferences: (select below)

- Working families and those unable to work because of age or disability
- Veterans and veterans' families
- Residents who live and/or work in the jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisals or hate crimes
- Other preference(s) (list below)

3. If the PHA will employ admissions preferences, please prioritize by placing a “1” in the space that represents your first priority, a “2” in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a point system), place the same number next to each. That means you can use “1” more than once, “2” more than once, etc.

- Date and Time

Former Federal preferences:

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- Victims of domestic violence

- Substandard housing
- Homelessness
- High rent burden

Other preferences (select all that apply)

- Working families and those unable to work because of age or disability
- Veterans and veterans' families
- Residents who live and/or work in the jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- Victims of reprisals or hate crimes
- Other preference(s) (list below)

4. Relationship of preferences to income targeting requirements:

- The PHA applies preferences within income tiers
- Not applicable: the pool of applicant families ensures that the PHA will meet income targeting requirements

### **(5) Occupancy**

a. What reference materials can applicants and residents use to obtain information about the rules of occupancy of public housing (select all that apply)

- The PHA-resident lease
- The PHA's Admissions and (Continued) Occupancy policy
- PHA briefing seminars or written materials
- Other source (list)

b. How often must residents notify the PHA of changes in family composition? (select all that apply)

- At an annual reexamination and lease renewal
- Any time family composition changes
- At family request for revision
- Other (list)

### **(6) Deconcentration and Income Mixing**

a.  Yes  No: Does the PHA have any general occupancy (family) public housing developments covered by the deconcentration rule? If no, this section is complete. If yes, continue to the next question.

b.  Yes  No: Do any of these covered developments have average incomes above or below 85% to 115% of the average incomes of all such developments? If no, this section is complete. If yes, list these developments on the following table:



<b>Deconcentration Policy for Covered Developments</b>			
<b>Development Name</b>	<b>Number of Units</b>	<b>Explanation (if any) [see step 4 at §903.2(c)(1)(iv)]</b>	<b>Deconcentration policy (if no explanation) [see step 5 at §903.2(c)(1)(v)]</b>

**B. Section 8**

Exemptions: PHAs that do not administer section 8 are not required to complete sub-component 3B.

**Unless otherwise specified, all questions in this section apply only to the tenant-based section 8 assistance program (vouchers, and until completely merged into the voucher program, certificates).**

**(1) Eligibility**

- a. What is the extent of screening conducted by the PHA? (select all that apply)
  - Criminal or drug-related activity only to the extent required by law or regulation
  - Criminal and drug-related activity, more extensively than required by law or regulation
  - More general screening than criminal and drug-related activity (list factors):
  - Other (list below)
  
- b.  Yes  No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?
  
- c.  Yes  No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?
  
- d.  Yes  No: Does the PHA access FBI criminal records from the FBI for screening purposes? (either directly or through an NCIC-authorized source)
  
- e. Indicate what kinds of information you share with prospective landlords? (select all that apply)
  - Criminal or drug-related activity
  - Other (describe below)

**(2) Waiting List Organization**

- a. With which of the following program waiting lists is the section 8 tenant-based assistance waiting list merged? (select all that apply)
  - None
  - Federal public housing
  - Federal moderate rehabilitation
  - Federal project-based certificate program
  - Other federal or local program (list below)

b. Where may interested persons apply for admission to section 8 tenant-based assistance?  
(select all that apply)

- X PHA main administrative office \*
  - X Other: Community partners and other service providers \*
- \* When application intake is open

**(3) Search Time**

a. X Yes  No: Does the PHA give extensions on standard 60-day period to search for a unit?

If yes, state circumstances below: As a reasonable accommodation for the disabled and for any verifiable medical issues.

**(4) Admissions Preferences**

a. Income targeting

X Yes  No: Does the PHA plan to exceed the federal targeting requirements by targeting more than 75% of all new admissions to the section 8 program to families at or below 30% of median area income?

b. Preferences

1. X Yes  No: Has the PHA established preferences for admission to section 8 tenant-based assistance? (other than date and time of application) (if no, skip to subcomponent **(5) Special purpose section 8 assistance programs**)

2. Which of the following admission preferences does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

Former Federal preferences

- X Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- X Victims of domestic violence
- Substandard housing
- Homelessness
- High rent burden (rent is > 50 percent of income)

Other preferences (select all that apply)

- Working families and those unable to work because of age or disability
- X Veterans and veterans' families
- X Residents who live and/or work in your jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)

- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- X Victims of reprisals or hate crimes
- X Other preference(s) (list below)

Owners of mobile home coaches paying space rent within the jurisdiction.  
Family re-unification program participants.  
Persons graduating from local homelessness/transitional housing program.

3. If the PHA will employ admissions preferences, please prioritize by placing a "1" in the space that represents your first priority, a "2" in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a point system), place the same number next to each. That means you can use "1" more than once, "2" more than once, etc.

1 Date and Time

Former Federal preferences:

- Involuntary Displacement (Disaster, Government Action, Action of Housing Owner, Inaccessibility, Property Disposition)
- 2 Victims of domestic violence
- Substandard housing
- Homelessness
- High rent burden

Other preferences (select all that apply)

- Working families and those unable to work because of age or disability
- 1 Veterans and veterans' families
- 1 Residents who live and/or work in your jurisdiction
- Those enrolled currently in educational, training, or upward mobility programs
- Households that contribute to meeting income goals (broad range of incomes)
- Households that contribute to meeting income requirements (targeting)
- Those previously enrolled in educational, training, or upward mobility programs
- 2 Victims of reprisals or hate crimes
- Other preference(s) (list below)
  
- 1 Owners of mobile home coaches paying space rent within the jurisdiction.
- 1 Family re-unification program participants (when vouchers are available).
- 1 Persons graduating from local homelessness/transitional shelter program (limited to 10 per year).

4. Among applicants on the waiting list with equal preference status, how are applicants selected? (select one)

- X Date and time of application
- Drawing (lottery) or other random choice technique

5. If the PHA plans to employ preferences for “residents who live and/or work in the jurisdiction” (select one)

- This preference has previously been reviewed and approved by HUD  
 The PHA requests approval for this preference through this PHA Plan

6. Relationship of preferences to income targeting requirements: (select one)

- The PHA applies preferences within income tiers  
 Not applicable: the pool of applicant families ensures that the PHA will meet income targeting requirements

#### **(5) Special Purpose Section 8 Assistance Programs**

a. In which documents or other reference materials are the policies governing eligibility, selection, and admissions to any special-purpose section 8 program administered by the PHA contained? (select all that apply)

- The Section 8 Administrative Plan  
 Briefing sessions and written materials  
 Other (list below)

b. How does the PHA announce the availability of any special-purpose section 8 programs to the public?

- Through published notices  
 Other (list below) Through communication with community partners and other service providers.

#### **4. PHA Rent Determination Policies**

[24 CFR Part 903.12(b), 903.7(d)]

##### **A. Public Housing**

Exemptions: PHAs that do not administer public housing are not required to complete sub-component 4A.

##### **(1) Income Based Rent Policies**

Describe the PHA’s income based rent setting policy/ies for public housing using, including discretionary (that is, not required by statute or regulation) income disregards and exclusions, in the appropriate spaces below.

a. Use of discretionary policies: (select one of the following two)

- The PHA will not employ any discretionary rent-setting policies for income-based rent in public housing. Income-based rents are set at the higher of 30% of adjusted monthly income, 10% of unadjusted monthly income, the welfare rent, or minimum rent (less HUD mandatory deductions and exclusions). (If selected, skip to sub-component (2))

The PHA employs discretionary policies for determining income-based rent (If selected, continue to question b.)

**b. Minimum Rent**

1. What amount best reflects the PHA's minimum rent? (select one)

- \$0
- \$1-\$25
- \$26-\$50

2.  Yes  No: Has the PHA adopted any discretionary minimum rent hardship exemption policies?

3. If yes to question 2, list these policies below:

**c. Rents set at less than 30% of adjusted income**

1.  Yes  No: Does the PHA plan to charge rents at a fixed amount or percentage less than 30% of adjusted income?

2. If yes to above, list the amounts or percentages charged and the circumstances under which these will be used below:

**d. Which of the discretionary (optional) deductions and/or exclusions policies does the PHA plan to employ (select all that apply)**

- For the earned income of a previously unemployed household member
- For increases in earned income
- Fixed amount (other than general rent-setting policy)  
If yes, state amount/s and circumstances below:

- Fixed percentage (other than general rent-setting policy)  
If yes, state percentage/s and circumstances below:

- For household heads
- For other family members
- For transportation expenses
- For the non-reimbursed medical expenses of non-disabled or non-elderly families
- Other (describe below)

e. Ceiling rents

1. Do you have ceiling rents? (rents set at a level lower than 30% of adjusted income) (select one)

- Yes for all developments
- Yes but only for some developments
- No

2. For which kinds of developments are ceiling rents in place? (select all that apply)

- For all developments
- For all general occupancy developments (not elderly or disabled or elderly only)
- For specified general occupancy developments
- For certain parts of developments; e.g., the high-rise portion
- For certain size units; e.g., larger bedroom sizes
- Other (list below)

3. Select the space or spaces that best describe how you arrive at ceiling rents (select all that apply)

- Market comparability study
- Fair market rents (FMR)
- 95<sup>th</sup> percentile rents
- 75 percent of operating costs
- 100 percent of operating costs for general occupancy (family) developments
- Operating costs plus debt service
- The "rental value" of the unit
- Other (list below)

f. Rent re-determinations:

1. Between income reexaminations, how often must tenants report changes in income or family composition to the PHA such that the changes result in an adjustment to rent? (select all that apply)

- Never
- At family option
- Any time the family experiences an income increase
- Any time a family experiences an income increase above a threshold amount or percentage: (if selected, specify threshold)\_\_\_\_\_
- Other (list below)

g.  Yes  No: Does the PHA plan to implement individual savings accounts for residents (ISAs) as an alternative to the required 12 month disallowance of earned income and phasing in of rent increases in the next year?

## **(2) Flat Rents**

a. In setting the market-based flat rents, what sources of information did the PHA use to establish comparability? (select all that apply.)

- The section 8 rent reasonableness study of comparable housing
- Survey of rents listed in local newspaper
- Survey of similar unassisted units in the neighborhood
- Other (list/describe below)

## **B. Section 8 Tenant-Based Assistance**

Exemptions: PHAs that do not administer Section 8 tenant-based assistance are not required to complete sub-component 4B. **Unless otherwise specified, all questions in this section apply only to the tenant-based section 8 assistance program (vouchers, and until completely merged into the voucher program, certificates).**

### **(1) Payment Standards**

Describe the voucher payment standards and policies.

a. What is the PHA's payment standard? (select the category that best describes your standard)

- At or above 90% but below 100% of FMR
- 100% of FMR
- Above 100% but at or below 110% of FMR
- Above 110% of FMR (if HUD approved; describe circumstances below)

b. If the payment standard is lower than FMR, why has the PHA selected this standard? (select all that apply)

- FMRs are adequate to ensure success among assisted families in the PHA's segment of the FMR area
- The PHA has chosen to serve additional families by lowering the payment standard
- Reflects market or submarket
- Other (list below)

c. If the payment standard is higher than FMR, why has the PHA chosen this level? (select all that apply)

- FMRs are not adequate to ensure success among assisted families in the PHA's segment of the FMR area
- Reflects market or submarket
- To increase housing options for families
- Other (list below)

d. How often are payment standards reevaluated for adequacy? (select one)

- Annually
- Other (list below)

e. What factors will the PHA consider in its assessment of the adequacy of its payment standard? (select all that apply)

- X Success rates of assisted families
- X Rent burdens of assisted families
- X Other (list below) Market conditions, ability to fund all allocated vouchers.

**(2) Minimum Rent**

a. What amount best reflects the PHA's minimum rent? (select one)

- \$0
- \$1-\$25
- X \$26-\$50

b.  Yes  No: Has the PHA adopted any discretionary minimum rent hardship exemption policies? (if yes, list below)

**5. Capital Improvement Needs**

[24 CFR Part 903.12(b), 903.7 (g)]

Exemptions from Component 5: Section 8 only PHAs are not required to complete this component and may skip to Component 6.

**A. Capital Fund Activities**

Exemptions from sub-component 5A: PHAs that will not participate in the Capital Fund Program may skip to component 5B. All other PHAs must complete 5A as instructed.

**(1) Capital Fund Program**

- a.  Yes  No Does the PHA plan to participate in the Capital Fund Program in the upcoming year? If yes, complete items 12 and 13 of this template (Capital Fund Program tables). If no, skip to B.
- b.  Yes  No: Does the PHA propose to use any portion of its CFP funds to repay debt incurred to finance capital improvements? If so, the PHA must identify in its annual and 5-year capital plans the development(s) where such improvements will be made and show both how the proceeds of the financing will be used and the amount of the annual payments required to service the debt. (Note that separate HUD approval is required for such financing activities.).

**B. HOPE VI and Public Housing Development and Replacement Activities (Non-Capital Fund)**

Applicability of sub-component 5B: All PHAs administering public housing. Identify any approved HOPE VI and/or public housing development or replacement activities not described in the Capital Fund Program Annual Statement.



### **(1) Hope VI Revitalization**

- a.  Yes  No: Has the PHA received a HOPE VI revitalization grant? (if no, skip to next component; if yes, provide responses to questions on chart below for each grant, copying and completing as many times as necessary)
- b. Status of HOPE VI revitalization grant (complete one set of questions for each grant)  
Development name:  
Development (project) number:  
Status of grant: (select the statement that best describes the current status)  
 Revitalization Plan under development  
 Revitalization Plan submitted, pending approval  
 Revitalization Plan approved  
 Activities pursuant to an approved Revitalization Plan underway
- c.  Yes  No: Does the PHA plan to apply for a HOPE VI Revitalization grant in the Plan year? If yes, list development name/s below:
- d.  Yes  No: Will the PHA be engaging in any mixed-finance development activities for public housing in the Plan year? If yes, list developments or activities below:
- e.  Yes  No: Will the PHA be conducting any other public housing development or replacement activities not discussed in the Capital Fund Program Annual Statement? If yes, list developments or activities below:

### **6. Demolition and Disposition**

[24 CFR Part 903.12(b), 903.7 (h)]

Applicability of component 6: Section 8 only PHAs are not required to complete this section.

- a.  Yes  No: Does the PHA plan to conduct any demolition or disposition activities (pursuant to section 18 or 24 (Hope VI) of the U.S. Housing Act of 1937 (42 U.S.C. 1437p) or Section 202/Section 33 (Mandatory Conversion) in the plan Fiscal Year? (If "No", skip to component 7; if "yes", complete one activity description for each development on the following chart.)

<b>Demolition/Disposition Activity Description</b>	
1a. Development name:	
1b. Development (project) number:	
2. Activity type: Demolition <input type="checkbox"/>	
Disposition <input type="checkbox"/>	
3. Application status (select one)	
Approved <input type="checkbox"/>	
Submitted, pending approval <input type="checkbox"/>	
Planned application <input type="checkbox"/>	
4. Date application approved, submitted, or planned for submission: <u>(DD/MM/YY)</u>	
5. Number of units affected:	
6. Coverage of action (select one)	
<input type="checkbox"/> Part of the development	
<input type="checkbox"/> Total development	
7. Timeline for activity:	
a. Actual or projected start date of activity:	
b. Projected end date of activity:	

### **7. Section 8 Tenant Based Assistance--Section 8(y) Homeownership Program**

[24 CFR Part 903.12(b), 903.7(k)(1)(i)]

(1) X Yes  No: Does the PHA plan to administer a Section 8 Homeownership program pursuant to Section 8(y) of the U.S.H.A. of 1937, as implemented by 24 CFR part 982 ? (If “No”, skip to the next component; if “yes”, complete each program description below (copy and complete questions for each program identified.)

#### **(2) Program Description**

a. Size of Program

X Yes  No: Will the PHA limit the number of families participating in the Section 8 homeownership option?

If the answer to the question above was yes, what is the maximum number of participants this fiscal year? 10

b. PHA established eligibility criteria

Yes  No: Will the PHA’s program have eligibility criteria for participation in its Section 8 Homeownership Option program in addition to HUD criteria? If yes, list criteria below:

c. What actions will the PHA undertake to implement the program this year (list)?

Outreach to local lenders; Apply for federal home loan IDEA funds; Apply for funds from local government agency to meet funding gaps.

### **(3) Capacity of the PHA to Administer a Section 8 Homeownership Program**

The PHA has demonstrated its capacity to administer the program by (select all that apply):

- a.  Establishing a minimum homeowner downpayment requirement of at least 3 percent of purchase price and requiring that at least 1 percent of the purchase price comes from the family's resources.
- b.  Requiring that financing for purchase of a home under its Section 8 homeownership will be provided, insured or guaranteed by the state or Federal government; comply with secondary mortgage market underwriting requirements; or comply with generally accepted private sector underwriting standards.
- c.  Partnering with a qualified agency or agencies to administer the program (list name(s) and years of experience below).
- d.  Demonstrating that it has other relevant experience (list experience below).

## **8. Civil Rights Certifications**

[24 CFR Part 903.12 (b), 903.7 (o)]

Civil rights certifications are included in the *PHA Plan Certifications of Compliance with the PHA Plans and Related Regulations: Board Resolution to Accompany the Standard Annual, Standard Five-Year, and Streamlined Five-Year/Annual Plans*, which is submitted to the Field Office in hard copy—see Table of Contents.

## **9. Additional Information**

[24 CFR Part 903.12 (b), 903.7 (r)]

### **A. PHA Progress in Meeting the Mission and Goals Described in the 5-Year Plan**

*(Provide a statement of the PHA's progress against the goals and objectives established in the previous 5-Year Plan for the period FY 2000 - 2004. See Appendix 1)*

### **B. Criteria for Substantial Deviations and Significant Amendments**

#### **(1) Amendment and Deviation Definitions**

24 CFR Part 903.7(r)

PHAs are required to define and adopt their own standards of substantial deviation from the 5-year Plan and Significant Amendment to the Annual Plan. The definition of significant amendment is important because it defines when the PHA will subject a change to the policies or activities described in the Annual Plan to full public hearing and HUD review before implementation.

- a. Substantial Deviation from the 5-Year Plan
- b. Significant Amendment or Modification to the Annual Plan

### **C. Other Information**

[24 CFR Part 903.13, 903.15]

#### **(1) Resident Advisory Board Recommendations**

a. X Yes  No: Did the PHA receive any comments on the PHA Plan from the Resident Advisory Board/s?

If yes, provide the comments below: See Appendix 3

b. In what manner did the PHA address those comments? (select all that apply)

Considered comments, but determined that no changes to the PHA Plan were necessary.

X The PHA changed portions of the PHA Plan in response to comments  
List changes below:

X Other: (list below)  
Considered comments in revising Authority Administrative Plan.

#### **(2) Resident Membership on PHA Governing Board**

The governing board of each PHA is required to have at least one member who is directly assisted by the PHA, unless the PHA meets certain exemption criteria. Regulations governing the resident board member are found at 24 CFR Part 964, Subpart E.

a. Does the PHA governing board include at least one member who is directly assisted by the PHA this year?

X Yes  No:

If yes, complete the following:

Name of Resident Member of the PHA Governing Board: Still in selection process.  
Lillian Garofalo, previous member moved out of Authority's jurisdiction in December 2004.

Method of Selection:

X Appointment  
**The term of appointment is (include the date term expires): Unlimited**

Election by Residents (if checked, complete next section--Description of Resident Election Process)

#### **Description of Resident Election Process**

Nomination of candidates for place on the ballot: (select all that apply)

Candidates were nominated by resident and assisted family organizations

Candidates could be nominated by any adult recipient of PHA assistance

- Self-nomination: Candidates registered with the PHA and requested a place on ballot
- Other: (describe)

Eligible candidates: (select one)

- Any recipient of PHA assistance
- Any head of household receiving PHA assistance
- Any adult recipient of PHA assistance
- Any adult member of a resident or assisted family organization
- Other (list) Candidate must reside within jurisdiction.

Eligible voters: (select all that apply)

- All adult recipients of PHA assistance (public housing and section 8 tenant-based assistance)
- Representatives of all PHA resident and assisted family organizations
- Other (list)

b. If the PHA governing board does not have at least one member who is directly assisted by the PHA, why not?

- The PHA is located in a State that requires the members of a governing board to be salaried and serve on a full time basis
- The PHA has less than 300 public housing units, has provided reasonable notice to the resident advisory board of the opportunity to serve on the governing board, and has not been notified by any resident of their interest to participate in the Board.
- Other (explain):

Date of next term expiration of a governing board member:

Name and title of appointing official(s) for governing board (indicate appointing official for the next available position):

### **(3) PHA Statement of Consistency with the Consolidated Plan**

[24 CFR Part 903.15]

For each applicable Consolidated Plan, make the following statement (copy questions as many times as necessary).

#### **Consolidated Plan jurisdiction: (provide name here)**

a. The PHA has taken the following steps to ensure consistency of this PHA Plan with the Consolidated Plan for the jurisdiction: (select all that apply):

- The PHA has based its statement of needs of families on its waiting list on the needs expressed in the Consolidated Plan/s.
- The PHA has participated in any consultation process organized and offered by the Consolidated Plan agency in the development of the Consolidated Plan.

- X The PHA has consulted with the Consolidated Plan agency during the development of this PHA Plan.
- X Activities to be undertaken by the PHA in the coming year are consistent with the initiatives contained in the Consolidated Plan. (list below)
- Other: (list below)

**b. The Consolidated Plan of the jurisdiction supports the PHA Plan with the following actions and commitments: (describe below)**

**(4) (Reserved)**

Use this section to provide any additional information requested by HUD.

**10. Project-Based Voucher Program**

- a.  Yes X No: Does the PHA plan to “project-base” any tenant-based Section 8 vouchers in the coming year? If yes, answer the following questions.
- b.  Yes  No: Are there circumstances indicating that the project basing of the units, rather than tenant-basing of the same amount of assistance is an appropriate option?

If yes, check which circumstances apply:

- Low utilization rate for vouchers due to lack of suitable rental units
- Access to neighborhoods outside of high poverty areas
- Other (describe below:)

- c. Indicate the number of units and general location of units (e.g. eligible census tracts or smaller areas within eligible census tracts):

## 11. List of Supporting Documents Available for Review for Streamlined Five-Year/ Annual PHA Plans

PHAs are to indicate which documents are available for public review by placing a mark in the “Applicable & On Display” column in the appropriate rows. All listed documents must be on display if applicable to the program activities conducted by the PHA.

List of Supporting Documents Available for Review		
Applicable & On Display	Supporting Document	Related Plan Component
X	<i>PHA Certifications of Compliance with the PHA Plans and Related Regulations and Board Resolution to Accompany the Standard Annual, Standard Five-Year, and Streamlined Five-Year/Annual Plans.</i>	Standard 5 Year and Annual Plans; streamlined 5 Year Plans
X	State/Local Government Certification of Consistency with the Consolidated Plan.	5 Year Plans
X	Fair Housing Documentation Supporting Fair Housing Certifications: Records reflecting that the PHA has examined its programs or proposed programs, identified any impediments to fair housing choice in those programs, addressed or is addressing those impediments in a reasonable fashion in view of the resources available, and worked or is working with local jurisdictions to implement any of the jurisdictions’ initiatives to affirmatively further fair housing that require the PHA’s involvement.	5 Year and Annual Plans
X	Housing Needs Statement of the Consolidated Plan for the jurisdiction(s) in which the PHA is located and any additional backup data to support statement of housing needs for families on the PHA’s public housing and Section 8 tenant-based waiting lists.	Annual Plan: Housing Needs
X	Most recent board-approved operating budget for the public housing program	Annual Plan: Financial Resources
	Public Housing Admissions and (Continued) Occupancy Policy (A&O/ACOP), which includes the Tenant Selection and Assignment Plan [TSAP] and the Site-Based Waiting List Procedure.	Annual Plan: Eligibility, Selection, and Admissions Policies
	Any policy governing occupancy of Police Officers and Over-Income Tenants in Public Housing. <input type="checkbox"/> Check here if included in the public housing A&O Policy.	Annual Plan: Eligibility, Selection, and Admissions Policies
X	Section 8 Administrative Plan	Annual Plan: Eligibility, Selection, and Admissions Policies
	Public housing rent determination policies, including the method for setting public housing flat rents. <input type="checkbox"/> Check here if included in the public housing A & O Policy.	Annual Plan: Rent Determination
	Schedule of flat rents offered at each public housing development. <input type="checkbox"/> Check here if included in the public housing A & O Policy.	Annual Plan: Rent Determination
X	Section 8 rent determination (payment standard) policies (if included in plan, not necessary as a supporting document) and written analysis of Section 8 payment standard policies. <input type="checkbox"/> Check here if included in Section 8 Administrative Plan.	Annual Plan: Rent Determination
	Public housing management and maintenance policy documents, including policies for the prevention or eradication of pest infestation (including cockroach infestation).	Annual Plan: Operations and Maintenance
	Results of latest Public Housing Assessment System (PHAS) Assessment (or other applicable assessment).	Annual Plan: Management and Operations
	Follow-up Plan to Results of the PHAS Resident Satisfaction Survey (if necessary)	Annual Plan: Operations and Maintenance and Community Service & Self-Sufficiency
X	Results of latest Section 8 Management Assessment System (SEMAP)	Annual Plan: Management and Operations
X	Any policies governing any Section 8 special housing types <input type="checkbox"/> check here if included in Section 8 Administrative Plan	Annual Plan: Operations and Maintenance

<b>List of Supporting Documents Available for Review</b>		
<b>Applicable &amp; On Display</b>	<b>Supporting Document</b>	<b>Related Plan Component</b>
	Consortium agreement(s).	Annual Plan: Agency Identification and Operations/ Management
	Public housing grievance procedures <input type="checkbox"/> Check here if included in the public housing A & O Policy.	Annual Plan: Grievance Procedures
X	Section 8 informal review and hearing procedures. <input type="checkbox"/> Check here if included in Section 8 Administrative Plan.	Annual Plan: Grievance Procedures
	The Capital Fund/Comprehensive Grant Program Annual Statement /Performance and Evaluation Report for any active grant year.	Annual Plan: Capital Needs
	Most recent CIAP Budget/Progress Report (HUD 52825) for any active CIAP grants.	Annual Plan: Capital Needs
	Approved HOPE VI applications or, if more recent, approved or submitted HOPE VI Revitalization Plans, or any other approved proposal for development of public housing.	Annual Plan: Capital Needs
	Self-evaluation, Needs Assessment and Transition Plan required by regulations implementing Section 504 of the Rehabilitation Act and the Americans with Disabilities Act. See PIH Notice 99-52 (HA).	Annual Plan: Capital Needs
	Approved or submitted applications for demolition and/or disposition of public housing.	Annual Plan: Demolition and Disposition
	Approved or submitted applications for designation of public housing (Designated Housing Plans).	Annual Plan: Designation of Public Housing
	Approved or submitted assessments of reasonable revitalization of public housing and approved or submitted conversion plans prepared pursuant to section 202 of the 1996 HUD Appropriations Act, Section 22 of the US Housing Act of 1937, or Section 33 of the US Housing Act of 1937.	Annual Plan: Conversion of Public Housing
	Documentation for required Initial Assessment and any additional information required by HUD for Voluntary Conversion.	Annual Plan: Voluntary Conversion of Public Housing
	Approved or submitted public housing homeownership programs/plans.	Annual Plan: Homeownership
X	Policies governing any Section 8 Homeownership program (Section _____ of the Section 8 Administrative Plan)	Annual Plan: Homeownership
	Public Housing Community Service Policy/Programs <input type="checkbox"/> Check here if included in Public Housing A & O Policy	Annual Plan: Community Service & Self-Sufficiency
X	Cooperative agreement between the PHA and the TANF agency and between the PHA and local employment and training service agencies.	Annual Plan: Community Service & Self-Sufficiency
X	FSS Action Plan(s) for public housing and/or Section 8.	Annual Plan: Community Service & Self-Sufficiency
	Section 3 documentation required by 24 CFR Part 135, Subpart E for public housing.	Annual Plan: Community Service & Self-Sufficiency
	Most recent self-sufficiency (ED/SS, TOP or ROSS or other resident services grant) grant program reports for public housing.	Annual Plan: Community Service & Self-Sufficiency
	Policy on Ownership of Pets in Public Housing Family Developments (as required by regulation at 24 CFR Part 960, Subpart G). <input type="checkbox"/> Check here if included in the public housing A & O Policy.	Pet Policy
X	The results of the most recent fiscal year audit of the PHA conducted under the Single Audit Act as implemented by OMB Circular A-133, the results of that audit and the PHA's response to any findings.	Annual Plan: Annual Audit
	Consortium agreement(s), if a consortium administers PHA programs.	Joint PHA Plan for Consortia
	Consortia Joint PHA Plans ONLY: Certification that consortium agreement is in compliance with 24 CFR Part 943 pursuant to an opinion of counsel on file and available for inspection	Joint PHA Plan for Consortia
	Other supporting documents (optional). List individually.	(Specify as needed)



City of Santa Ana  
Housing Authority

Progress Report for FY 2004  
Fifth year of 2000 - 2004 Five-year Plan

**Goal: Expand the supply of assisted housing.**

Objective: Apply for additional rental vouchers.

Accomplishment: Santa Ana Housing Authority (SAHA) applied for additional vouchers from the U. S. Department of Housing and Urban Development (HUD) each time they were made available. The number of vouchers administered by SAHA has risen from 1,900 to 2,558 during the past five years.

Objective: Leverage private or other public funds to create additional housing opportunities.

Accomplishment: No new housing opportunities constructed during the past year using Housing Authority funding.

**Goal: Improve the quality of assisted housing.**

Objective: Improve voucher management.

Accomplishment: SAHA met its goal of increasing its SEMAP score, hitting the target of 96% for the past year. This is an increase of 10 percentage points from the beginning of the five-year period.

Objective: Increase customer satisfaction.

Accomplishment: In a survey of all program participants conducted in November 2004, 91% "strongly agreed" or "agreed" that SAHA meets their expectations of customer service.

Objective: Concentrate on efforts to improve specific management functions.

Accomplishment: Increased Program Integrity efforts, utilizing both anti-fraud training for staff and an external private investigation firm.

Accomplishment: Implemented new web-based voucher management system, ensuring quick access to accurate tenant and owner data.

**Goal: Increase assisted housing choices.**

Objective: Provide voucher mobility counseling.

Accomplishment: SAHA provided mobility counseling to 100% of tenants.

**Goal: Improve community quality of life and economic vitality.**

Objective: Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required.

Accomplishment: As stated in SAHA's Administrative Plan, exceptions are made as reasonable accommodations to persons with disabilities, including higher payment standards for modified units and voucher extensions to find new units.

**Santa Ana Housing Authority  
 Housing Choice Voucher  
 Participants Survey  
 Fall 2004**

In late October 2004, a survey was mailed out to all 2,500 participating Housing Choice Voucher families. The survey was produced in English, Spanish, and Vietnamese.

Results are summarized below.

Question 1: How long have you been receiving assistance from SAHA?

<b>English</b>	<b>Spanish</b>	<b>Vietnamese</b>	<b>Total</b>
4.9 yrs	5.7 yrs	4.1 yrs	4.9 yrs

Question 2: Please prioritize the following groups as to whom you believe should receive housing assistance (1 highest, 7 lowest)

	<b>English</b>	<b>Spanish</b>	<b>Vietnamese</b>	<b>Total</b>
Low-income	1.91	1.83	2.46	2.07
Elderly	2.57	1.94	2.06	2.19
Physically Disabled	2.95	2.53	2.43	2.64
Mentally Disabled	3.38	3.27	3.13	3.26
Homeless	3.15	2.83	4.39	3.46
Chronic Disease	4.80	3.42	4.04	4.09
Substance Abuse	6.25	7.00	6.81	6.69

Question 3: Santa Ana needs more programs to assist persons in becoming more self-sufficient (example: job training, job placement, financial counseling)

	<b>English</b>	<b>Spanish</b>	<b>Vietnamese</b>	<b>Total</b>
Strongly Agree	79%	68%	48%	65%
Agree	33%	36%	43%	37%
Disagree	08%	<0%	10%	06%
Strongly Disagree	<0%	<0%	<0%	<1%

Question 4: Have you experienced housing discrimination while receiving rental assistance?

	<b>English</b>	<b>Spanish</b>	<b>Vietnamese</b>	<b>Total</b>
Strongly Agree	32%	<0%	03%	12%
Agree	<0%	22%	05%	09%
Disagree	26%	22%	73%	40%
Strongly Disagree	42%	56%	19%	39%

Question 5: The authority meets your expectations of customer service in these areas:

Telephone calls:

	<b>English</b>	<b>Spanish</b>	<b>Vietnamese</b>	<b>Total</b>
Strongly Agree	48%	64%	65%	59%
Agree	43%	23%	28%	31%
Disagree	04%	08%	02%	05%
Strongly Disagree	04%	05%	04%	04%

Appointments/Re-examinations:

	<b>English</b>	<b>Spanish</b>	<b>Vietnamese</b>	<b>Total</b>
Strongly Agree	48%	63%	65%	59%
Agree	43%	24%	28%	32%
Disagree	04%	09%	02%	05%
Strongly Disagree	04%	04%	04%	04%

Notifications by mail:

	<b>English</b>	<b>Spanish</b>	<b>Vietnamese</b>	<b>Total</b>
Strongly Agree	48%	64%	65%	59%
Agree	43%	23%	28%	31%
Disagree	04%	09%	02%	05%
Strongly Disagree	04%	05%	04%	04%

Question 6: If you were designing an Authority-sponsored Homeownership program, what is an appropriate amount of down-payment to be paid by the family?

	<b>English</b>	<b>Spanish</b>	<b>Vietnamese</b>	<b>Total</b>
\$0 - \$5,000	75%	83%	70%	76%
\$5,000 - \$10,000	25%	13%	19%	19%
+\$10,000	<0%	<0%	11%	04%

Question 7: What are **your** personal barriers to homeownership? (check all that apply)

Housing Prices      Credit History      Down-payment      Job History      Other

Housing Prices and Down-payments were the most common answer, across all three language groups. Job history scored higher in the Vietnamese group than the others. For a small number of Spanish speakers, immigration status was a barrier.

Question 8: Would you be willing to leave Orange County in order to purchase your own home?

	<b>English</b>	<b>Spanish</b>	<b>Vietnamese</b>	<b>Total</b>
Yes	52%	43%	32%	42%
No	31%	57%	68%	52%
No reply	17%	<0%	<0%	06%

Question 9: Would you be willing to purchase a home in a multi-family development?

	<b>English</b>	<b>Spanish</b>	<b>Vietnamese</b>	<b>Total</b>
Yes	60%	50%	67%	59%
No	36%	50%	33%	40%
No reply	04%	<0%	<0%	01%

Question 10: Would you be interested in a program in which a portion of your rent would apply to the unit's purchase?

	<b>English</b>	<b>Spanish</b>	<b>Vietnamese</b>	<b>Total</b>
Yes	86%	73%	75%	48%
No	14%	27%	23%	21%
No reply	<0%	<0%	<2%	01%

Written Comments from  
Housing Choice Voucher  
Survey  
Fall 2004

**English:**

I don't receive much money from Social Security, not enough money.

I'd like to buy a house or townhouse very much.

I notice that we (assisted people) don't get treated the same. Noise levels are higher from people across the way and below yet we get called if I drop a plate or book for being too loud. I don't like to complain about others; stay to myself.

Very hard to save money when a single parent, and disabled, low income family. If a program would help us in saving a portion of rent to purchase a unit, it would be a dream come true for my family and me.

I would like to buy a house with land because where I live I still owe on the mobile home and I rent the space.

When HUD payments to landlord are one day late, I get no calls, just an eviction notice on my door. When other tenants are late they get a polite phone call/reminder from the landlord. HUD rent may be higher than rent charged non-HUD tenants.

The old owner of my apartment didn't do anything to fix my apartment problem unless he had to each year for the housing inspection.

I'm very grateful for Housing's help. I really needed this. Thanks.

SAHA has done outstanding work in providing housing assistance to the disabled.

Buying a house is easy, but keeping it is difficult.

I have no way to be included in questions 8, 9, and 10 (homeownership). I live alone with no savings. I am 75 years old. HMO and doctors are in the County so as long as I can drive it's convenient.

If you or Housing helps or have any program to own their house instead of renting I think that's better than renting especially with a big family and low income family.

I don't care for multi-developments in certain areas (deserts, remote, far away places) but I am open-minded to a certain extent.

While trying to find a home I was told by some managers that I had too many children. That hurt. My landlord once told me that I'll not be able to go any where else to live.

I have received no comments from anyone about my receiving help with my rental assistance. (This was in reply to question about discrimination)

I know this is just a survey, but I can afford house payments. As you can see, I have been in my home for almost seven years. I would love the opportunity to purchase a home. (This respondent listed "credit history" and "down payment" as personal barriers to homeownership)

I think it's a little late for me to think about homeownership (70+ years in age), because I live in a senior community where I am around people who are concerned and helpful so I may be able to live alone and not be a burden or going to a nursing home even if my health is sort of bad.

My fifteen-year-old son, we still are sleeping together in a one-bedroom apartment.

I have applied for housing in Orange and Tustin and was looked at strangely when upon the application I stated I currently live in Santa Ana, and am Hispanic and have teenage sons.

I've worked very hard and long hours for low wages all my life. I'm now in my mid-eighties with a monthly Social Security that is low, and space rent for the mobile home which I own going up each year. If I didn't have the much-appreciated help with my rent, from the rental assistance program, I'm not sure what I'd do, or where I'd be. Thanks to all involved more than anyone knows.

You have to be to the point... some discrimination to the owners of large wealth. Managers agreeing to side money in hook-ups. I don't agree because seniors get bad setbacks.

I've been fortunate to be able to receive assistance & I appreciate it very much. I know that I have the chance now to re-start my life financially and to better care for my four kids. Without this assistance I would probably be homeless and in fear of my kids' well being. Thank you.

Sometimes some workers are rude (unprofessional) when we call to ask questions. I think that our workers should have a lot of patience and time when we don't understand a question or a document.

I would love to have a program where a portion of my rent would go to a unit's purchase to be able to rent to own.

I really definitely agree on question 10 (rent to own). I wish a portion of all rent would go to a unit's purchase so we could be off housing and really give room to other people who need the assistance.

I am very interested in purchasing a home. If you are able to orient me in some ways to help me with the type of income I have and as a single parent then I would greatly be interested.

Thank you. Your program has been very helpful, and I'm very happy with it.

Some Authority staff made people who depend on housing have low self-esteem and feel useless. They made them feel bad and ashamed, so they might quit the program.

Regarding homeownership... fantastic! I would try so hard! No discrimination here. On job training, people need to learn English and be willing to work. I did not speak English until the first grade... six years old.

Even though I successfully completed my goals while on housing, I could have benefited from an earlier stage of housing assistance. I needed guidance and resources and I was ignorant to all the help I could have gone to from the start.

Many apartment complexes don't want to offer Section 8, because of the stereotype it holds. Unfortunately, a few bad apples spoil the whole bunch. My family, I think, is looked at differently by authority staff, like as if we're taking advantage of it because we're white, speak English, and are in college working towards degrees. Hello, this is the OC where no one can hardly afford to live anymore!

I think there should be a program to help a low-income family purchase a home by using the housing voucher to pay the house payment instead of the rent.

I think it's a wonderful idea of opening a program that would help people buy houses because paying rent is like throwing the money away. It would motivate people to work harder and try to get a better job by getting an education. They would become self-sufficient faster.

I really would like to buy something to own somehow. Your help is greatly appreciated.

Question #2 (rank the groups in order of who should receive assistance) is not a fair question as all of them are equally in need. However, there are probably other programs that could assist the mentally and physically disabled.

This survey was hard to understand. I feel Santa Ana housing has done a great job for me. I'm very grateful. I just don't like paying for parking. Thanks.

The rent increase now is becoming too high. One almost uses one whole paycheck to pay rent and the other check is now left for housing bills & necessities. Sometimes one



doesn't have money for groceries and you end up at the parents for dinner and now for two people no matter what age the child is they can be 15 or up they have to share the room. It would be nice to have listing of homes one can rent or buy.

On Question #2 (rank the groups in order of who should receive assistance), it should be determined on a case-by case basis.... Five-star customer service.

Authority staff, mostly at front window, not very nice. Takes time helping. Because of slow assistance, it made us look like we're late to our appointments.

When I looked for a place to live many complexes say so rudely "No HUD!"

I am happy with your assistance, in every part of your office, so keep up the good work.

We are the people who receive housing. There are plenty of owners that require us to pay extra money in cash for the rent. Otherwise, if we do not pay the extra money to the owner, they won't let us live there. I hope you will soon investigate this situation and capture the cheaters. I hope the City of Santa Ana will build the apartments so you can accept us in and we will live longer. Thank you very much!

I was discriminated against because I have a big family (five children).

In order to help the people in need and our citizens, we have to weed out the fraud and abuse by those not supposed to receive these benefits.

I live in a mobile home that I own but pay monthly space rent that increases 6% each year while I receive a 2% increase in my social security income. I feel property owners take unfair advantage of tenants. We were not consulted when the foreign invasion was allowed and live in an area where American-born citizens are the great minority and we are forced to accept the foreign peoples' manners instead of them accepting ours.

Parking spaces are limited. Also my language is not the same as the manager or the security. So security would tow my family members' cars if they visited me, but when someone else parked on my assigned space then the security and manager spoke to him or her and let them go without towing their cars.

The first unit I moved into didn't want to rent to me because others in the past were problem tenants, but I assured them I would not be like them. They ended up renting to me under the program and were very happy with me.

Raising the payment of rent is the difficult problem.

I haven't been discriminated against by anyone. I own my mobile home and I have lived here for about 25 years. I am 91 years old and I would to stay here in Plaza Village Park.

I have lived in other counties before but prefer living in Orange County (plus my family lives here). So unless given no other choice in the matter, I have no plans to move elsewhere. Even with all the harassment I have had to cope with the last four years.

**Spanish:**

Well, I am unable to go out of the county due to my job. I am also of an age where it wouldn't be easy starting a new job.

I don't feel I have been discriminated against. I cannot buy a home as I am an ill elderly person.

I earn little money and everything is so expensive to dream about buying a home.

I would like to live in a small house with a garden. Pardon, it's what I dream. I barely make it, so I couldn't buy a house. I appreciate what you have done for me.

When I was looking for the apartment I currently live in I felt the manager of the place discriminated against me because when I asked about this place she answered there were no vacancies, but my brother was with me and said he needed the apartment and the lady offered to show him one. Why? Well, because he was making \$60,000 a year. She didn't know he was my brother and when she found out she had to rent it to me since I was there first.

I'd like to participate 100% with help to buy a home or a place to live and be self-sufficient for me and my children to leave the program.

The only thing I have experienced is that owners do not know about this program.

My comment is that owners abuse tenants when they find out the person is on Section 8 and treat you like trash.

Loans from the government with low interest rates.

Sorry for not answering all the questions. For the moment I am okay here. I couldn't tell you maybe late, only God knows that is why I don't answer your question.

I would like the government to put more interest into the problem with housing here in California. Lower the house prices, why are they so expensive? They are houses that are fixer-uppers and in a few years you have to renovate them again.

I've experienced discrimination and bad treatment from the manager's husband. He always offends me and has a bad attitude. He always takes a long time to fix things.

As a single parent with three children I am interested in a rent-to-own program. I would even make an effort to pay a little more.

Because of our age we couldn't due to our income.

Yes (I have experienced discrimination) because they make excuses not to rent to us when they find out we are receiving rental assistance and they have many requirements.

**Vietnamese:**

Everything is fine. I have never felt that I am a victim of discrimination.

No discrimination whatsoever.

No discrimination from the SAHA. I am 63 years old. I don't have any income other than \$640.00 from the UIB. I don't think there is a chance for me to own a home in my lifetime.

No input. Thank for the good work

I am happy with your performance. There was no discrimination from any one.

Your services have been excellent. Thank you.

We don't believe that we ever have been discriminated. We especially received clear explanation of policies from our housing specialist so that we can follow the rules.

It would be pleased to purchase a unit and make monthly payment so that lives would not be disrupted, especially for people who are 65 years old.

We do not think about assets since we're over 70 year old.

Manager is giving housing tenant difficult time with renting.

Always give me a hard time about paperwork and threatened to terminate my housing assistance. I'm afraid, worried, and disappointed.

There's a problem between owner and tenant. The owner feels that because the tenant is paying little rent therefore he/she feels it's not important to make repairs right away. Repairs are always done slowly and not always happily.

Lower my rent portion.

The housing tenants are the disadvantaged ones. They are the ones that are not able to buy a house and help themselves out. This is a disadvantage for the elderly and disabled persons.

We are old and have long-term illnesses. We don't even have \$1,000.

Please have your rent comparable rents readjust accordingly to the request of the landlords so we can avoid moving out and moving into another unit. This would have saved your agency time.

The program only sounds good on theory. In reality it is not practical (rent-to-own). IF there is an assisted home purchasing program and have the participants' children assist with their mortgage. This will reduce the burden of the government.

I would like to sign up for the buying your own home program sponsored by the Authority. Please respond to let me know how to proceed.

From my observation, the Santa Ana Housing Authority is a well-organized agency and treats people kindly.

The staff asks for information several times but did not arrive at the correct conclusion.

Now I am old and receiving SSI benefit so I do not have the ability to purchase a house. I only want to continue receiving the rental assistance from the Authority like right now. My family greatly appreciates all the help provided.

SAHA staff is doing a good job.

We are too old and have no comments. We just want to thank you very much for helping us.

No idea on 6,7,8,9,10 (homeownership questions) because no money.

Housing Authorities need to help the poor.

My spouse and I are over sixty-five and receiving SSI. We would like to know if we could be eligible for housing assistance programs.

My owner, property Manager, housing officers make me feel satisfactory.

No, I have not experienced such discrimination mentioned in question 4.

I have any comments due to I am eighty year old, and I don't know how long I can live.

Housing staff provides fast services, especially the Vietnamese officers are very nice to us.

Good survey.

I want to become a homeowner. Unfortunately, I can't afford the house due to I am very old (seventy year old), and my income from SSI is too low. I hope that I may own a small mobile home.

Housing Authority provide good services to its customers.

Question 2: The Housing Assistance program should prioritize assistance to the low income families and help them become more self-sufficient by providing job training, job placement due to they have ability to work.

To my family, I don't think all these questions are realistic due to the fact that my spouse and I are going to see my maker and our son has mental problem and we don't know how long he will live.

**Santa Ana Housing Authority  
Comments from Tenant Advisory Meeting  
November 6, 2004**

**English Group:**

**SURVEY**

All need assistance. Substance abuse is lowest.

Customer service: Good, sometimes hard to get real person on phone after transfer. Mail response is good.

Job training. Interested in WORK Center presentations. Advanced skills training. Will there be exceptions to income increases?

Discrimination: Resistance to Section 8... Other HA s reputations can hurt the market. Landlords don't like SS/SSI as income sources.

Homeownership: \$5,000 most popular amount of down-payment.

Barriers to ownership: High prices, credit history, down payment.

Willing to move out of Orange County.

Multi-family ok? Yes, but more problems than with SFH.

**IMPACT OF HOUSING PROGRAMS:**

More crime if people lose assistance. Will cost more to incarcerate than to house. Children will be under stress... more likely to have to be in foster care. Again, more \$\$\$.

Newsletter: Good response. Would like to see it quarterly. Notification of regulation changes. Enjoyed "Mary's Corner". Local news on Housing, Redevelopment, other City news.

### **Spanish Group:**

Who should receive assistance? Low income, elderly, disabled (those unable to work).  
Substance abuse, if on a recovery program.

Job training? Yes. Very interested.

Discrimination? Mutual respect is not always there. Landlords raise rent if tenants report  
repair needs.

Customer service: would like a Spanish speaking receptionist, but current one is very  
nice. Don't like voice mail.

Down-payment: \$0 - \$5,000 most popular.

Barriers? Housing prices, low paying jobs, credit history... all factors listed apply.

Relocate? Yes.

Multi-family ? Yes.

Rent to own? Yes.

NEWSLETTER. Interesting to hear about fraud cases. Many stories are out there.  
Would like info on job training, WORK Center, etc.

IMPACT OF HOUSING PROGRAMS: Homelessness, substance abuse, despair. More  
crime, more theft. Education will suffer. Overcrowding can lead to child abuse. Health  
issues... bathing/ laundry. Would like to see rent control.

Housing assistance helps people become more self-sufficient.

## **Vietnamese Group:**

### **SURVEY**

Who should receive assistance?

Low income (10), Elderly (7), Disabled (5), Mentally Ill (1), Substance abuse (0),  
Chronic disease (0), Homeless (0)

More job training? 19 yes, 1 no (not housing's responsibility)

Discrimination? 100% no.

Customer service: 100% satisfied in all three service areas.

How much \$\$\$ for homeownership down-payment? \$0-\$5,000 (16), \$5,000 - \$10,000  
(1), over \$10,000 (1)

Personal barriers: High prices (10), credit history (0), Down payment (6), Job History (2)

Willing to leave Orange County to purchase home? Yes (5), No (3)

Willing to purchase multi-family unit? Yes (20), No (0)

Rent to own program? Yes (20), No (0)

Comments: Gov't owned apartments would cut down on rent increases.

### **IMPACT OF HOUSING PROGRAM**

W/out housing, homeless population will grow.

Old people will lose independence and their housing will cost more.

Crime will increase.

Substance abuse will increase.

Education will be interrupted.

Could lead to civil unrest.

Destroy family structure.