

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

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# PHA Plans

5 Year Plan for Fiscal Years 2005 - 2009  
Annual Plan for Fiscal Year 2006

**NOTE: THIS PHA PLANS TEMPLATE (HUD 50075) IS TO BE COMPLETED IN  
ACCORDANCE WITH INSTRUCTIONS LOCATED IN APPLICABLE PIH NOTICES**

## PHA Plan Agency Identification

**PHA Name:** Orange County Housing Authority

**PHA Number:** CA094

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

### 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 (including attachments) 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)  
Participating Member Cities (Final Public Housing Agency Plan)

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)

**5-YEAR PLAN**  
**PHA FISCAL YEARS 2005 - 2009**  
[24 CFR Part 903.5]

**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)

- 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.
- The PHA's mission is: (state mission here)

**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.**

- PHA Goal: Expand the supply of assisted housing  
Objectives:
  - Apply for additional rental vouchers:
  - Reduce public housing vacancies:
  - Leverage private or other public funds to create additional housing opportunities:
  - Acquire or build units or developments
  - Other (list below)
- PHA Goal: Improve the quality of assisted housing  
Objectives:
  - Improve public housing management: (PHAS score)
  - Improve voucher management: (SEMAP score) 89
  - Increase customer satisfaction:
  - Concentrate on efforts to improve specific management functions: (list; e.g., public housing finance; voucher unit inspections)
  - Renovate or modernize public housing units:
  - Demolish or dispose of obsolete public housing:
  - Provide replacement public housing:

- Provide replacement vouchers: As part of the mark-to-market effort/Opt. Outs
- Other: (list below)

PHA Goal: Increase assisted housing choices

Objectives:

- Provide voucher mobility counseling:
- Conduct outreach efforts to potential voucher landlords
- Increase voucher payment standards
- Implement voucher homeownership program:
- Implement public housing or other homeownership programs:
- Implement public housing site-based waiting lists:
- Convert public housing to vouchers:
- Other: (list below)  
Expand utilization of vouchers for Special Housing types as needed.

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

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)
- Other: (list below)

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

PHA Goal: Promote self-sufficiency and asset development of assisted households

Objectives:

- Increase the number and percentage of employed persons in assisted families:
- Provide or attract supportive services to improve assistance recipients' employability:
- Provide or attract supportive services to increase independence for the elderly or families with disabilities.
- Other: (list below)

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

- PHA Goal: Ensure equal opportunity and affirmatively further fair housing  
Objectives:
  - Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status, and disability:
  - 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:
  - Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required:
  - Other: (list below)

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

1. Increase and preserve affordable housing opportunities, especially for those most in need.
  - a. Implement strategies to provide rental assistance benefits to an optimum number of clients and maintain a 99-100% lease-up rate.
  - b. Aggressively pursue landlord outreach activities to increase the number of participating property owners and diversity of rental units for low-income renters.

## **GOALS AND OBJECTIVES ACCOMPLISHMENTS, AS IDENTIFIED IN THE 2000-2004 FIVE-YEAR PLAN**

In Section B of said Plan, OCHA identified a number of HUD strategic goals and objectives in support of its mission. Since Fiscal Year 2000, OCHA achieved significant accomplishments towards the goals and objectives outlined in the Plan:

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

### **PHA Goal: Expand the supply of assisted housing**

#### **Objectives**

- 1) Apply for additional rental vouchers
  - i) OCHA applied for, and received:
    - (1) Three competitive awards for 2,012 additional Housing Choice Vouchers
      - (i) 239 Vouchers for Opt-outs (Huntington Beach, Mission Viejo and Orange).
- 2) Leverage private or other public funds to create additional housing opportunities
  - i) OCHA applied for and received an award to utilize up to \$2 million in (State) CalWORKs funds for eligible housing-related emergency intervention services to assist up to 740 CalWORKs families from OCHA's waiting list over a three-year period.
  - ii) OCHA also received an additional \$2 million CalWORKs award and contracted with local Housing Authorities in the cities of Anaheim, Garden Grove and Santa Ana to administer comparable three-year programs in their jurisdictions.
  - iii) Through its Housing Development unit, the Housing and Community Services Department (HCS) has leveraged: Operating Reserves Funds (approx. \$4,000,000 over five years) and over \$4.6 million in HOME and CDBG funds toward development of more than 600 affordable housing units.

### **PHA Goal : Improve the quality of assisted housing**

#### **Objectives:**

- 1) Improve voucher management (SEMAP score)
  - i) Achieved consistent "High Performer" ratings in three years of SEMAP Scoring.
- 2) Increase customer satisfaction
  - i) Expanded landlord participation (3,200 in 1999) and improve responsiveness to owner/tenant inquiries. Owner participation increased to 3,700.
  - ii) Activated an "Owner Hotline" with personal assistance to owner calls.
  - iii) Owner Newsletter.
  - iv) Tenant Newsletter.
- 3) Provide replacement vouchers: As part of the mark-up-to-market effort/Opt Outs
  - i) Secured additional Voucher allocations to assist 239 at-risk tenants at three Opt out properties in the cities of Huntington Beach, Mission Viejo and Orange.

### **PHA Goal: Increase assisted housing choices**

#### **Objectives:**

- 1) Provide voucher mobility counseling
- 2) Updated Mobility MOU/Agreement with neighboring PHAs to facilitate processing and advise households of mobility opportunities and procedures.
- 3) Conduct outreach efforts to potential voucher landlords
  - i) Held several owner conferences and trainings.
  - ii) Collaborated with Apartment Association of Orange County to participate in local apartment trade shows.
- 4) Increase Voucher Payment Standards where warranted by high rents, or necessary for reasonable accommodation
  - i) Adopted two levels of Payments Standards to assist in higher cost areas.
- 5) Expand utilization of vouchers for Special Housing types as needed
  - i) Modified Administrative Plan to include special housing types and shared housing

- ii) Collaborated with the County's Social Services Agency to add a component for emancipated youth in its Family Unification Program.
- iii) Developed CalWORKs Housing Services Program to assist clients receiving TANF to increase success in obtaining rental units.
  - (1) CalWORKs Housing Services Program ended prior to the three-year term, due to State budget reductions that severely impacted the County of Orange Social Services Agency. During its operation, OCHA utilized approximately 60% of the authorized \$4 million funding to assist more than 1,200 households with program benefits. This represents 80% of the original number of households targeted for assistance by the four Housing Authorities in Orange County.
- iv) Refer and coordinate Homeownership counseling.

**PHA Goal: Promote self-sufficiency and asset development of assisted households.**

**Objectives:**

- 1) Provide or attract supportive services to improve assistance recipients' employability through the FSS Enhancement program
  - i) Expanded supportive services and staffing for FSS case management by applying for and receiving additional funds through annual SuperNOFA applications.
  - ii) Established an ad hoc committee to review and redefine elements of the FSS program and realistic graduation requirements to provide greater support to families.
- 2) Provide or attract supportive services to increase independence for the elderly or families with disabilities
  - i) Partnered with local utility companies to provide materials and postage for OCHA to send utility discount notifications to all assisted households.
  - ii) Collaborated with the Orange County Office On Aging to include information about available services and resources in tenant newsletters and included this information in mailing HAP payments to landlords.
  - iii) Utilized tenant newsletters and other methods to refer participants and applicants to a variety of resources available through the "Info Link OC" hotline along with other information or service providers.

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

**PHA Goal: Ensure equal opportunity and affirmatively further fair housing**

**Objectives:**

- 1) Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion national origin, sex, familial status, and disability: In conjunction with the Orange County Fair Housing Council
  - i) Coordinated with the Fair Housing Council to provide training updates for staff.
  - ii) Provided extensive outreach in soliciting applications during the opening of OCHA's Wait List in June 2001:
    - (a) Networked with, and provided information and training to more than 180 community organizations and agencies that assisted in outreach to special needs and all potential applicants.
- 2) Collaborated with community organizations and cities to provide more than 72 locations for interested residents to obtain an application and materials.
  - (a) Conducted training for service providers to assist applicants in obtaining and completing applications.
- 3) 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, or disability
  - i) Implemented the Owner Hotline to market the program to landlords and thereby expanded OCHA's referral list to optimize housing choices and success for households receiving a Housing Voucher.
  - ii) Conducted additional outreach in all communities to expand housing options:

- (a) Collaborated with three local PHAs to enhance outreach activities to owners and to coordinate Mobility opportunities for participating households.
    - (b) Maintained outreach activities and communication with local apartment associations, produced owner newsletters, and hosted a second annual conference for landlords.
  - iii) Increased and monitored effectiveness of separate Voucher Payment Standards where warranted by high rents, or as necessary for reasonable accommodation.
  - iv) Amended Administrative Plan to include:
    - (a) Enhanced procedures regarding reasonable accommodation.
    - (b) Expanded housing choices for households to include shared housing.
    - (c) Expanded guidelines concerning “Conducting Business in Accordance With Core Values and Ethical Standards.”
- 4) Training updates for staff on affirmative measures to ensure accessible housing to persons with all varieties of disabilities, regardless of unit size required
  - i) Provided staff with training from the Fair Housing Council to ensure success of affirmatively furthering fair housing initiatives and goals.
  - ii) Coordinated with numerous County agencies and community-based organizations to assist special needs clients and provided special accommodations when necessary.
  - iii) Collaborated with two community based service providers to add shared housing options and special housing types for developmentally disabled and other special needs clients.
- 5) Amended OCHA’s Administrative Plan to further delineate and expand procedures regarding Reasonable Accommodation.