



Executive Director Harasz and landlords discuss housing homeless veterans at Santa Clara County Association of Realtors event.

“All The Way Home” Campaign Houses More Veterans

This month I’m pleased to highlight the “[All The Way Home](#)” campaign, our countywide partnership launched on Veterans Day 2015 with the goal of housing all of the estimated 700 homeless veterans residing in Santa Clara County by 2017.

We are making great strides.

- As of May 1, 2016, 600 veterans with Veterans Affairs Supportive Housing (VASH) program vouchers have been housed (*this represents 70% utilization of HACSC’s 853 total VASH vouchers*).
- To help make units more affordable to veterans, HACSC sought and received HUD approval to increase our VASH voucher payment standard to 120% of HUD’s fair market rent.
- HACSC spearheaded a regional landlord outreach and incentive program that is identifying permanent housing and landlords willing to work with homeless veterans.
- We applied for and received extraordinary administrative funding from HUD that enabled the hiring of our All the Way Home campaign director, Maya Esparza, as well as two housing coordinators dedicated to helping our veterans quickly locate housing.

Calling All Landlords! Rent to a veteran today

The Problem: There are over 700 homeless veterans in Santa Clara County. Some excellent opportunities are being missed with veterans. The job, health benefits, and housing. However, there are thousands of landlords that don't realize that veterans are a great tenant. Housing vouchers can help pay for the rent. They need our help.

Landlords: Calling all landlords! We have incentives for landlords to rent to local veterans.

Benefits of participating:

- Gratitude payment:** Initial unit bonus up to \$1,500
- Security deposit:** One unit with three months' worth of security deposit
- Continuity Bonus:** One unit with three months' worth of security deposit
- Re-renting vacancy gap:** Up to \$1,000 or one-half's month rent
- Rental Guarantee Fund:** Potential assistance with additional housing costs
- Control of tenant selection:** Landlords can screen and select their tenants

To learn more visit: www.allthewayhome.org
Or contact: National Counsel at: Michelle.Covert@hbs.org | (408) 678-5299
All the Way Home Campaign | [@allthewayhome](https://www.facebook.com/allthewayhome)
Help us bring our veterans All The Way Home

At the same time, Santa Clara County funds are being used to provide landlord incentives such as paying an initial unit bonus up to \$1,500, providing up to \$1,000 (*or one-half's month rent*) toward re-renting vacancy gaps, and paying security deposits. The City of San José has launched a faith-based effort to house veterans by reaching out to landlords who will rent to veterans. And the campaign has created a variety of public outreach channels including a yearlong partnership with two local radio stations, 94.5 KBAY-FM and Mix 106.5 KEZR-FM.

While all of this is great news, we still have more than 200 veterans with vouchers in hand who are desperately searching for housing. If you are a landlord interested in learning more about how you can help end veteran homelessness, please contact Christy Hang at 408.993.3078 or Christy.Hang@hacsc.org. Thank you for partnering with us to reduce delays in housing placement, decrease time spent homeless and increase housing choice for veterans.

Katherine Harasz
Executive Director

Waiting List Applicants Must Update Status

In July HACSC will be sending letters to all existing applicants currently on the agency’s federal housing program waiting lists requesting that they advise the agency whether they wish to remain on the waiting list and of other updates to their application (*changes to address, phone number or email address, for example*). Waiting lists being updated include the Housing Choice Voucher (Section 8) program, Moderate Rehabilitation program and Project Based Voucher program. The letter will provide instructions about how to update applications, which must be submitted to HACSC one of two ways: on-line or by U.S. mail. All housing program waiting lists are currently closed. HACSC has more than 17,000 families on the Section 8 program waiting list. The average wait for a household to receive a housing voucher is 8 to 10 years. More information about HACSC’s waiting lists can be found at

www.hacsc.org/section-8-housing-programs/waiting-lists-applicants/



Meet Our Staff: Customer Services Team

In this first “Meet Our Staff” column, we recognize the great work that HACSC’s Customer Services team does on a daily basis. With a goal “to provide timely and responsive service with integrity and excellence,” Customer Services team members are the first people the general public and our housing program families meet, both in person in our lobby and on the phone. They not only answer basic owner and tenant questions about rental issues and reporting family or income changes but also provide the public with general housing programs information and help HACSC partners (social service agencies and other nonprofits, for example) find the information they need to better serve HACSC clients. Customer Services team members do all this and more while supporting all HACSC departments with everything from processing monthly housing assistance checks and outgoing/incoming mail to weekly printing almost 1,000 GoSection8 listings of available units, scanning all completed new files and ordering office supplies. Our seven-member Customer Service Team has almost 95 years of combined public housing agency experience. Most of our receptionists are bilingual in English and either Spanish or Vietnamese. And they all take great pride in helping advance HACSC’s mission to keep families housed.



HACSC Customer Services Team (left to right): James Sagabaen, Francis Yip, Chau Nguyen, Alex Cardenas, Valorie Rico, Helena Nguyen and Hilda Solano.



Hang Appointed Owner Ombudsperson

Housing Programs Supervisor Christy Hang has been appointed HACSC Owner Ombudswoman. Ombudswoman Hang intercedes for Section 8 property owners when problems arise that are not resolved by the assigned housing specialist or supervisor. As a neutral party, she will research and ensure that every owner’s concerns are satisfactorily addressed. Property owners and landlords are encouraged to call their assigned housing specialist with routine questions and concerns. Ombudswoman Hang may be reached at christy.hang@hacsc.org or 408.993.3078.

Poco Way Renovation Preserves Affordability



We are excited to report that our extensive rehabilitation of Poco Way Apartments -- a 130-unit multifamily property in east San Jose’s Arbuttle neighborhood -- is complete! Rehabilitation of this 5.23-acre property was substantial on the older 15 buildings (built in 1965) and less extensive on the 7 newer buildings (built in 1996). Families in the older buildings came home to new unit walls, kitchens, appliances, flooring, windows, bathtubs, waterproofing and roof. The newer

buildings received new flooring, paint, windows, sliding doors, roof, new kitchen cabinetry and a new boiler system. The community building -- slated to reopen mid-June -- received new finishes and an improved floor plan. The entire site also received energy efficient LED lighting, refreshed landscaping and a coat of new asphalt in parking areas. In addition to the major upgrades, the property was refinanced and the ownership restructured for a total project cost of approximately \$44 million. The renovation was financed through tax-exempt bonds and 4% Low Income Housing Tax Credits. For a brief history of Poco Way Apartments, see our feature story in the [March 6, 2015, newsletter](#) on HACSC’s website.