



OC Universal Public Housing Authority (PHA) Application Frequently Asked Questions (FAQ)

FAQ Question	FAQ Answer
Referrals and Eligibility	
Is the OC Universal Public Housing Authority (PHA) Application for project-based housing only?	The OC Universal PHA Application is for all project-based and tenant-based voucher referrals matched through the Coordinated Entry System (CES), excluding Housing and Urban Development-Veteran Affairs Supportive Housing (HUD-VASH). HUD-VASH referrals will continue to be referred by the Department of Veterans Affairs (VA) using the appropriate application as instructed by the public housing authority receiving the application.
Is the OC Universal PHA Application available for people who are at-risk of homelessness?	Applicants will only receive and complete the OC Universal PHA Application if they are matched through CES. If participants do not have a housing match from CES to a project-based or tenant-based voucher opportunity, they should not complete the OC Universal PHA Application.
If a client is deemed ineligible, will the PHA email all parties that client is ineligible and will there a way to request an appeal?	Following the proper consent protocols, the PHA will contact everyone that is involved in the application process if an applicant is determined ineligible. It is important to communicate any changes in services providers or contact information with the PHA. When applicants are determined ineligible, there is an appeal process. The denial letter will indicate appeal process and deadline.
Do applicants need to be matched through CES first or do they fill this application out to initiate a match through CES?	Applicants must be matched through CES before completing the OC Universal PHA Application.
How will service providers be made aware when the client has been matched?	CES will match the participant in the Homelessness Management Information System (HMIS) and send an email to the appropriate service provider points of contact notifying them of the match, next steps in the application process, and the application documents (including the OC Universal PHA Application) that must be completed and submitted to proceed with the application process. Applicants will have two-weeks to complete the application but should be encouraged to submit the application as soon as possible.
For debts owed to a PHA, are there any situations where an applicant can be determined eligible by the PHA if a payment plan is in place?	Applicants would have to clear debt owed to the PHA before being determined eligible.
Application	
When will we begin using the new application?	The OC Universal PHA Application was implemented on October 1, 2023 and will be used by all project-based and tenant-based voucher applicants matched through CES on or after October 1, 2023.
Which PHAs will accept the OC Universal PHA Application?	All four PHAs in Orange County (Anaheim Housing Authority, Garden Grove Housing Authority, Orange County Housing Authority and Santa Ana Housing Authority) agreed to accept the OC Universal PHA Application for all referrals received through CES.

Is there a difference between Housing and Urban Development (HUD) and the OC Universal PHA Application?	The OC Universal PHA Application is a HUD compliant application.
On the application, it asks for the Head of Household's ID number. What is the Household's ID number?	This is a unique identifier issued by the PHA to the applicant if determined to be eligible for housing assistance. Please leave the Household ID blank when submitting the application to the PHA.
Do you want applications sent even if all supporting documents have not been obtained or would you prefer to wait for the fully completed application with all supporting documents?	Please submit the OC Universal PHA Application as complete as possible with all available supporting documents. At minimum, it is important to submit a complete and signed Tenant Information Form. Supporting documents can be provided as follow-up during the review process. If applicants have applied for supporting documents, please submit the receipt of application. Complete applications with all supporting documents help finish the application process more quickly.
When a person is matched to an opportunity from a PHA with specific documents required from that PHA, will the blank documents be sent with the match email?	Any available application documents will be included by CES in the match email. The PHA may also request additional documents during the application process based on the information provided on the OC Universal PHA Application. The PHA will notify the applicant of any additional documents and will allow applicant two-weeks to provide the requested verification.
Is the new universal application replacing the application we have been filling out with applicant or do we need to complete both applications?	The OC Universal PHA Application will replace all previous versions of the PHA applications completed by applicants matched through CES. Please complete all application documents included in the match email and any additional documents requested by the PHA.
On the What You Should Know About EIV guide, is the name and signature required?	Only the signature is required on the What You Should Know About EIV guide.
Is the EIV used yearly for verification of wages?	EIV is not a verification of wages. This form is used to confirm that information submitted is true and accurate. Verification of income, from the income source, is still required to be provided by the applicant.
Is there a universal disability verification form?	The Universal Disability Form is under development and is expected to be available soon.
Background Checks and Warrants	
How do you do the criminal and sex offender checks. How detailed is the check?	Anaheim Housing Authority has a fingerprint background check completed in person using a national database. Garden Grove Housing Authority will go back five years through the police department first then use a private company for any background check findings. Orange County Housing Authority will look back five years during the background check. Santa Ana Housing Authority goes back three months based on responses to questions on a background check form.
How do warrants affect the applicant's eligibility?	Active warrants means that the person is a fugitive of the law. For Anaheim Housing Authority and Santa Ana Housing Authority, all warrants must be cleared prior to eligibility. For Garden Grove Housing Authority and Orange County Housing Authority, applicants must acknowledge a need to clear the warrant.

Some applicants do not know they have a warrant. How can services providers help applicants know if they have a warrant?	To see if the applicant has an active warrant, search for their name on the appropriate County Sherriff's website. For example, in Orange County, you can search on the Orange County Sheriff's Department website .
Other	
Are applicants required to find housing in the PHA's jurisdiction?	The Anaheim Housing Authority, Garden Grove Housing Authority, Orange County Housing Authority, and Santa Ana Housing Authority have a mobility agreement which allows voucher holders to find housing through Orange County.
Will the OC Universal PHA Application change the residency preferences?	The OC Universal PHA Application will not change the residency preferences of the PHA.

If you have additional questions about the Universal PHA Application, please contact:

Anaheim Housing Authority	(714) 765-4320
Garden Grove Housing Authority	(714) 741-5150
Orange County Housing Authority	(714) 480-2700
Santa Ana Housing Authority	(714) 667-2284