

INSIDE THIS ISSUE:

San Bernardino Scholarships	1
FSS/ROSS Grant Workshop	2
SDHC Homeless Vouchers	3
HACLA Best Practices, FSS Awards	4
Housing Authority of San Bernardino Development	5
Go Green, EIV All Stars	6
San Luis Obispo Resident Volunteers	7
New REAC PASS Software Save the Date	8
EPIC and Finance Deadlines	9
PIH Notices	10-12
Fair Market Rates	12
HUD Systems Password Reset	13-14
Proactive Exchange Roundup	15

## Housing Authority of the County of San Bernardino Awards College Scholarships to Nine Students



The Housing Authority of the County of San Bernardino (HACSB) awarded scholarships to nine students, who are Public Housing and Section 8 Housing Choice Voucher (HCV) residents, to help them pay for their education expenses. San Bernardino Housing Authority provides \$13,500 in assistance to current residents.

For 21 years, the Housing Authority has been awarding college scholarships to students in a commitment to helping students succeed in college. Students attending a four year college or university receive a \$1,500 scholarship while community and technical vocational students receive a \$750 scholarship. The Housing Authority uses non-public funds to promote educational success among its participants.

This year's scholarship recipients are attending one of the following four-year colleges/universities: Biola University, Cal State University, San Bernardino, La Sierra University, Oakland University, University of California Berkeley and University of California Riverside. The scholarship recipients' areas of study include majors such as: anthropology, biology, criminal justice, nursing, political science, and psychology.

## PHAs Come Together for Grants Workshop

The Los Angeles Office of Public Housing hosted a Resident Opportunities and Self Sufficiency (ROSS)/ and Family Self Sufficiency (FSS) Public Housing (PH) and Section 8 Housing Choice Voucher (HCV) Grants Workshop on August 22, 2012. Multiple housing authorities shared their best practices and innovative programs used in administering these funds.

*Ed Moses, Regional Public Housing Director, greets and thanks workshop attendees for their participation*



*Attendees and participants of the ROSS/FSS Workshop photographed above.*

# San Diego Housing Commission Assists Organizations Serving Downtown Homeless With 150 Housing Vouchers

*This program uses authority granted to the San Diego Housing Commission (SDHC) Under HUD's Moving to Work (MTW) Program to test innovative local initiatives.*

**San Diego, CA**—By the end of the year, 150 homeless downtown San Diegans may find a place to call home as the San Diego Housing Commission (SDHC) prepares to distribute Section 8 Housing Choice Project-Based Vouchers to non-profit organizations that provide services and housing.

The program is SDHC's largest-ever release of project-based housing vouchers and is funded by HUD.

"We know from HUD's experience elsewhere in the country and our own recent experience that these housing vouchers can make a profound difference in helping people rebuild their lives," said SDHC President & Chief Executive Officer (CEO) Richard C. Gentry. "We saw this same effort in our partnership with the United Way Project 25, which stabilized lives and reduced the costs of public resources by millions."

Non-profit organizations selected for the housing vouchers must serve participants who are homeless within downtown San Diego.

Agencies and organizations providing supportive services to the homeless are eligible to apply for the housing vouchers, which allow them to rent units for their clients.

The Request for Proposals' (RFP) weighted rating system includes incentives for organizations assisting the chronically homeless, ensuring this vulnerable population is served.

The San Diego County Regional Task Force on the Homeless, in its annual homeless count and survey this year, identified 1,122 homeless persons in Central San Diego, mostly in the downtown area. The countywide total of 9,641 was up 6.9 percent from 2011. SDHC is able to provide the vouchers as one of 35 Moving to Work (MTW) agencies designated by HUD. The designation provides flexibility to test innovative programs that address San Diego's unique housing needs.

SDHC previously has provided 25 sponsor-based vouchers to Project 25, a United Way of San Diego County partnership with St. Vincent de Paul Village to assist homeless individuals downtown who account for some of the costliest demands on public services, such as emergency medical treatment and law enforcement.

After one year of a three-year pilot program, United Way found compelling results from the combination of long-term housing and supportive services in Project 25. Costs of public resources

attributable to participants in the program were reduced to \$3.4 million in 2011 from more than \$11 million in 2010.

In the case of one of those participants, James, who had been living on the streets since 1998, 54 ambulance rides in 2010 were reduced to one in 2011, and 51 emergency room visits in 2010 went to one in 2011.

SDHC also awarded 50 project-based vouchers for the Campaign to End Homelessness, a project of the Downtown San Diego Partnership and the former Centre City Development Corporation. These vouchers assisted high-risk individuals identified as vulnerable during "Registry Week," survey of downtown homeless San Diegans conducted September 19-23, 2010. Community Research Foundation, Inc., and Mental Health Systems, Inc., which help mentally ill chronically homeless individuals, assisted with the program.

For more information about SDHC's programs, please visit [www.sdhc.org](http://www.sdhc.org)

# HACLA Section 8 Investigations Share Best Practices

The Housing Authority of the City of Los Angeles (HACLA) held a "meet and greet" networking session on August 29, 2012 where several Southern California PHAs met to discuss current agency challenges, best practices, and investigations.

The purpose was to collaborate on addressing and preventing program fraud and ensure regis-

tered sex offenders are not housed under the Section 8 Housing Choice Voucher or Public Housing programs.

Discussion focused on the challenges being faced by PHAs, the effectiveness of the numerous processes being utilized, and the administration of programs with integrity.

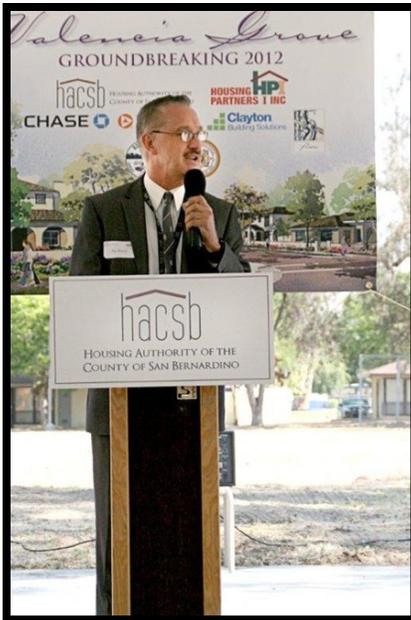
Among the resources discussed was the HUD Office of Inspector General (OIG), local law enforcement, the United States Postal Service criminal history background and credit checks, forms such as "Crime Free Addendum" and "Zero Tolerance", and applying the federal regulations along with each PHA's administrative policies.

## Congratulations to PHAs that received FY 2012 HCV FSS and FY2012 PH FSS Awards

- Housing Authority of the County of Los Angeles (HACoLA)
- Housing Authority of the City of Los Angeles
- Housing Authority of the County of San Bernardino
- Housing Authority of the County of Santa Barbara
- Housing Authority of the County of Riverside
- Oxnard Housing Authority
- Housing Authority of the City of San Buenaventura
- San Diego Housing Commission
- Housing Authority of the City of San Luis Obispo
- Housing Authority of the City of Long Beach
- Housing Authority of the City of Santa Barbara
- Area Housing Authority of the County of Ventura
- Housing Authority of the City of Santa Ana
- Orange County Housing Authority
- City of Anaheim Housing Authority
- Culver City Housing Authority
- City of Santa Monica Housing Authority
- City of Norwalk
- City of Pomona
- City of Oceanside Community Development Commission
- Imperial Valley Housing Authority



## The Housing Authority of the County of San Bernardino: Partner in Revitalization



*Ray Brewer, Los Angeles Field Office Director,  
addresses audience*

August 2<sup>nd</sup> marked the groundbreaking ceremony of a 70-year old housing community – Valencia Grove – in the city of Redlands, California. The deconstruction and demolition will make way for a modern, energy efficient housing community that will provide first time homebuyer opportunities for moderate income families and townhouse apartments for low income families. **This new development will include 115 Section 8 Housing Choice Project Based Vouchers.**

In an effort to build a mixed income community, HACSB has partnered with its affiliate non-profit developer, Housing Partners I, Inc. (HPI). For the first phase of this community transformation, \$28 million has already been secured, consisting of 4% Low Income Housing

Tax Credits, tax-exempt bonds, and conventional financing. The initial phase will include 85-units and ultimately 228 units consisting of a recreational and educational facility. Utilizing an innovative modular construction format, factory built housing units will be installed to substantially accelerate the construction schedule.

The existing residents of the community are fully protected during the gradual relocation process and all families have the right to return upon completion of construction. These families, along with others, will then enjoy a much more vibrant, contemporary community.



*Civic leaders break ground*

# Go Green Seminar Hosted by the Los Angeles Office of Public Housing



*Karen Griego-West, HUD Healthy Homes Officer*

In order to support sustainability, the Office of Public Housing hosted the second annual event entitled “Go Green! Sustainable Strategies for PHAs,” on July 26, 2012.

This event featured presenters from public housing authorities and HUD.

Karen Griego-West, a HUD Healthy Homes Officer, presented information on the HUD and EPA rules and

guidelines regarding lead-based paint.

Additionally, John Borgardt from the Housing Authority of San Bernardino delivered a presentation describing its successful solar project completed with American Recovery and Reinvestment Act (ARRA) competitive funds.

Also, the Imperial Valley Housing Authority presented information about its experience as a participant in the

new Green Physical Needs Assessment Tool pilot.

Michele Simmons, HUD Environmental Officer, spoke to the group regarding international sustainability practices.

“This was a fantastic event. It’s great to come together and share ideas like this,” said Norma Nunez of the Housing Authority of the County of Los Angeles.



## EIV All Stars!

The Los Angeles Office of Public Housing CONGRATULATES the 10 Public Housing agencies with zero (0) deficiencies on the Enterprise Income Verification (EIV) System **Identity Verification Report** as of September 30, 2012, that were identified by HUD Headquarters. Thank you for a job well done.

Needles
Paso Robles
Carlsbad
Pasadena
Ventura County
Burbank
Culver City
South Gate
Hawaiian Gardens
Encinitas

## Resident Council, Housing Authority of the City of San Luis Obispo: Joint Volunteer Action Committee (JVAC) Shares great volunteer project

The Mission of the Joint Volunteer Action Committee (JVAC) of the Housing Authority of the City of San Luis Obispo (HASLO) is to assist agency staff in the performance of its duties and functions through the utilization of volunteers from the resident population and community. The JVAC was created by HASLO residents in order to enhance agency cost efficiency and productivity through the placement of volunteers in staff supervised assignments, primarily in the areas of clerical and maintenance support.

The JVAC was formed on June 1, 2011 during a regular meeting of the Resident Council. Since its inception JVAC volunteers have assisted agency staff in numerous clerical and maintenance projects at the HASLO office and at affordable housing properties in San Luis Obispo. These volunteer activities have helped conserve HASLO financial resources and promote operational and administrative efficiency and effectiveness.

The Joint Volunteer Action Committee is composed of staff members and client residents of the HASLO as well as community volunteers. The HASLO staff liaison is Sarah Castilleja, Housing Specialist.

Volunteers assist staff members in the office on a regular basis and participate in periodic landscape/cleanup projects in partnership with the agency's maintenance department.

In addition to maintaining a close level of support between HASLO staff members and JVAC residents, volunteers also work cooperatively with students at Cal Poly State University during their annual "Week of Welcome" and "Make a Difference Day" community cleanup projects at HASLO managed properties.

There are currently thirty-four (34) HASLO resident volunteers. Efforts to attract and place new volunteers to the Joint Volunteer Action Committee are ongoing.



*SLO Volunteers Beautify Public Housing*

## Save the date - December 11, 2012 – 9:30 a.m.

### New Enhancements to 4.0 Physical Inspection Software Presentation and Introduction to New Online Inspection Training Public Housing Assessment System (PASS-PH/MF Inspection System)

REAC is in the process of rolling out a brand new software for our Physical Inspections. REAC wants to ensure that all stakeholders are fully aware of all the changes that are taking place. We are excited about the opportunity to be on site with you as well as HUD staff to offer training on the new software.

**Background:** HUD's Office of Public and Indian Housing, Real Estate Assessment Center (PIH-REAC), Physical Assessment Subsystems (PASS) will be offering a 4.0 Enhancement Software Presentation on the new physical inspection software for physical condition assessments for multifamily and public housing properties and introduction of the new Online Inspection Training.

**Who Should Attend?** The target audience for this training is Multifamily and Public Housing Field offices and stakeholders that may have some oversight for program operations for HUD physical inspections.

**What topics are covered?** HUD will be offering a one-day presentation session on the enhancements for 4.0 Physical Inspection Software for Multifamily and Public housing properties and the new Online Inspection Training.

The PASS internal systems have been updated to provide stakeholders with more timely and accurate results. These changes include but are not limited to the following:

- A point loss cap, which limits the number of points that single deficiency can count against the overall property score
- Real time inspection status updates
- Immediate availability of HUD approved inspections
- Built in flexibility for rapid business changes
- Online process for mitigation of Exigent Health & Safety (EHS) deficiencies

**What will the Presentation day include?** A one day event starting at 9:30 a.m. and finishing up with Questions and Answers after a lunch break. The session would include a very informative presentation, to include the new 4.0 Public Software and the new Online Inspection Training.

The presenters will provide handouts at the 4.0 Enhancement Software Presentation and overview of Online Inspection Training.

**Please Note:** The first inspections incorporating these updates will be the upcoming inspections for PHAs with fiscal year end ending (FYE) 12/31/12.

**Registration:** Please go to the link below. Please indicate whether you will attend in person or via Live Meeting. Space is limited, first come first serve. In addition, REAC will offer this presentation as a Webcast in the near future.

<http://www.hud.gov/emarc/index.cfm?fuseaction=emar.registerEvent&eventId=1531&update=N>

**Point of Contact:** Christopher Granger at [Christopher.R.Granger@hud.gov](mailto:Christopher.R.Granger@hud.gov) or 213-534-2767.

**Date/Time:** Tuesday  
December 11, 2012  
starting at 9:30 a.m.

**Location:** Los Angeles Field Office  
611 W. Sixth Street, Room 813  
Los Angeles, CA 90017

## The Energy Performance Information Center (EPIC)

Upcoming Deadline: January 31, 2013

### Reporting in EPIC

The initial reporting period lasted six weeks, and all subsequent reporting periods will last only for four weeks. PHAs will have from April 1, 2012 through May 18, 2012 to complete their initial reports. Thereafter reporting will occur on a quarterly basis according to the chart below and reports for each quarter must be completed by the last day of the reporting period.

Calendar Year Quarter	Federal Fiscal Year	Reporting Period
1	2	April 1 - April 30
2	3	July 1 - July 31
3	4	October 1 - October 31
4	1	January 1 - January 31

### Accessing EPIC

EPIC can be found at: [http://portal.hud.gov/app\\_epic](http://portal.hud.gov/app_epic). Please add this to your Favorites in your web browser for easy future access.

### Help!

Please send an email to [EPICHelp@hud.gov](mailto:EPICHelp@hud.gov), or contact Christopher Granger, Portfolio Management Specialist, at (213) 534-2767 or [Christopher.R.Granger@hud.gov](mailto:Christopher.R.Granger@hud.gov).

## Upcoming financial deadlines

The FYE 9/30/2012 unaudited financial data schedule is due to be electronically transmitted to the HUD Real Estate Assessment Center (REAC) on 11/30/2012. Pursuant to the Public Housing Assessment System (PHAS) Interim rule at 24 CFR 902.62(a) (1), there will be a reduction of one point in the total PHAS score for each 15-day period past the due date. Pursuant to 24 CFR 902.62(a) (2), if the unaudited year-end financial information is not received within three months past the due date, the PHA will receive a late presumptive rating of failure for the financial condition indicator.

The FYE 3/31/2012 audited financial data schedule is due to be electronically transmitted to the REAC no later 12/31/2012. Pursuant to 24 CFR 902.62(a) (3), if the audited financial statement is not received by that date, the PHA will receive a late presumptive rating of failure for the financial condition indicator.

# Take Notice of Recent PIH Notices!

The following PIH Notices can be downloaded from the following website:

[http://portal.hud.gov/hudportal/HUD?src=/program\\_offices/public\\_indian\\_housing/publications/notices](http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/publications/notices)

## **Notice HUD PIH-2012-39**

**Issued: September 10, 2012**

### **Funding for Tenant-Protection Vouchers for Certain At-Risk Households in Low-Vacancy Areas – Request for Comments.**

This Notice provides instructions, eligibility, and selection criteria on the funding process for tenant protection vouchers for certain at-risk households in low-vacancy areas, as provided for in the “Consolidated and Further Continuing Appropriations Act, 2012” (PL 112-55), referred to hereafter as “the 2012 Appropriations Act,” enacted on November 18, 2011, and seeks public comment on these instructions and criteria. Following receipt and consideration of public comment, another notice (Final Notice) will be issued with final instructions, eligibility, and selection criteria, which may include revisions to the instructions and criteria contained in this Notice.

## **NOTICE PIH 2012-40 (HA)**

Issued: September 28, 2012

### **Assisted Living Units in the Housing Choice Voucher (HCV) Program**

This notice applies to all public housing agencies (PHA) that administer the HCV program for families that live in, or wish to live in, assisted living facilities. In accordance with the definition under Section 232(b) of the National Housing Act (12 USC 1715w(b)), an assisted living facility is a public facility, proprietary facility, or facility of a private nonprofit corporation that:

- (1) is licensed and regulated by the State (or if there is no State law providing for such licensing and regulation by the State, by the municipality or other political subdivision in which the facility is located);
- (2) makes available to residents supportive services to assist the residents in carrying out activities of daily living, such as bathing, dressing, eating, getting in and out of bed or chairs, walking, going outdoors, using the toilet, laundry, home management, preparing meals, shopping for personal items, obtaining and taking medication, managing money, using the telephone, or performing light or heavy housework, and which may make available to residents home health care services, such as nursing and therapy; and
- (3) provides separate dwelling units for residents, each of which may contain a full kitchen and bathroom, and which includes common rooms and other facilities appropriate for the provision of supportive services to the residents of the facility.

**NOTICE PIH 2012-41 (HA)****Issued: September 28, 2012****Processing Information for the Submission of Replacement Housing Factor (RHF) Plans**

This Notice applies to public housing agencies (PHAs) who are currently receiving or expect to receive Replacement Housing Factor (RHF) grants (also referred to in this Notice as “RHF funds,” especially when referring to more than one year of RHF funding). This Notice supersedes guidance previously issued on the submission of RHF Plans contained in PIH Notices 2003-10, 2004-15 and 2005-22.

This Notice also provides processing information for PHAs regarding the submission of a streamlined RHF Plan. By following these processing instructions, a PHA will meet the requirements of section 9(j) of the U.S. Housing Act of 1937, as amended (the Act) and 24 CFR parts 905 and 941.

**Notice PIH 2012 – 42 (HA)****Issued: October 25, 2012****Housing Choice Voucher Family Moves with Continued Assistance**

This notice revises Section 15.d. so that Public Housing Agencies (PHAs) are required to report an action code 10 (Issuance of Voucher) on the family report (Form HUD-50058) only before an action code 1 (New Admission) and an action code 4 (Portability Move-in). Notice PIH 2012-42 (HA), posted on October 2, 2012, provided that PHAs are required to enter an action code 10 (Issuance of Voucher) before the submission of an action code 1 (New Admission), action code 2 (Annual Reexamination) when line 12b or 21c = y indicating that the family is moving into a new unit, action code 3 (Interim Reexamination) where line 12b or 21c = y, action code 4 (Portability Move-in) and action code 7 (Change of Unit). The revision to Section 15.d. of this notice is consistent with the Department’s latest guidance on reporting of action code 10 (Issuance of Voucher) detailed in PIH Notice 2011- 65 (HA). This notice continues to provide guidance on public housing agency (PHA) administrative responsibilities related to family moves with continued assistance both within a PHA’s jurisdiction and portability moves and restates Notice PIH 2011-3, which has expired.

**Notice PIH-2012-43 (HA)****Issued: October 25, 2012****Use of Operating Reserves for Capital Improvements**

This Notice extends the obligation deadline in Section 6 of Notice PIH 2012-2 to March 31, 2013. The Continuing Appropriations Act (P.L. 112-175) extended the temporary authority provided through the FY 2012 Appropriations Act of PHAs to use operating reserves above the HUD recommended level for some capital improvements. If Congress chooses to extend this provision beyond March 31, 2013 HUD will extend this notice further. All other sections of Notice PIH 2012-2 continue to remain in effect until amended, superseded, or rescinded by subsequent HUD directive or guidance.

*Continued on next page*

**Notice PIH 2012-44 (HA)**  
**Issued: October 25, 2012**  
**Section Eight Management Assessment Program Guidance**

The purpose of the notice is to clarify certain issues regarding the submission, scoring, and appeal process for the Section Eight Management Assessment Program (SEMAP).

In accordance with 24 CFR § 985.101(a), a public housing agency (PHA) must submit the HUD-required SEMAP certification form into the Management Information System (MIS) under the Public and Indian Housing Information Center (PIC) module within 60 calendar days from the end of its fiscal year. Clarified below are the submission deadlines based on the PHA's fiscal year end date:

**Fiscal Year End Date Submission Deadline**

<b>Fiscal Year End Date</b>	<b>Submission Deadline</b>
<b>March 31</b>	<b>May 30</b>
<b>June 30</b>	<b>August 29</b>
<b>September 30</b>	<b>November 29</b>
<b>December 31</b>	<b>February 29/March 1</b>

## HUD Published FY2013 Fair Market Rates

The Federal Register published on October 5, 2012, the FMRs for the Housing Choice Voucher, the Moderate Rehabilitation, project based voucher, and any other programs requiring their use. The notice provides final FY 2013 FMRs for all areas that reflect the estimated 40th and 50th percentile rent levels trended to April 1, 2013.

The Fair Market Rates for the Southern California area are located at the following website link:

<http://www.gpo.gov/fdsys/pkg/FR-2012-10-05/pdf/2012-24618.pdf>

## INSTRUCTIONS FOR RESETTING SECURE SYSTEMS PASSWORD

Please be advised that your HUD-PIH EIV Coordinator or agency User Administrator cannot reset your HUD Secure System password. For password resets, you must go to: <https://hudapps.hud.gov/reac/wass/resetPwd.html>, and provide the requested information and then click on the **Reset Password** button at the bottom of the form.

In an effort to further protect the privacy and security of data submitted to REAC by our business partners, Secure Systems passwords will begin to expire every sixty (60) calendar days. The 60-day clock will start ticking the first time a user logs in to Secure Systems on or after April 5, 2005. When a user's password expires, he/she will be presented with the "Change Password" page instead of the Secure Systems main menu. All Secure Connection users will be required to create a new password at each expiration notice.

**Note:** Passwords **must** be eight (8) characters in length, should be comprised of both mixed case letters and numbers, and are case sensitive. The new password must be different from the last ten passwords the user has had. Each time a password is changed, the 60-day clock resets.

If you require additional assistance, you may contact the Real Estate Assessment Center (REAC) Technical Assistance Center (TAC). Their contact information is

REAC\_TAC@hud.gov

### Contacting REAC for Assistance

The TAC serves as the primary point of contact for PIH program and business area inquiries.

Customers may [call](#) the TAC **Monday through Friday, 7:00am - 8:30pm EST.**

When calling [choose the best option](#) for your request, be logged into the REAC system, be ready to share:

- your ID number
- PHA Code
- TIN number
- FHA number
- FYE
- error message
  
- any other specific information needed to answer your inquiry.

*Continued on next page*

**Press 1** - Disaster Assistance

**Press 2** - WASS Secure Systems Problems (Password Resets, BPRs, AKCs)

**Press 3** - For Inspectors Only

**Press 4** - PIH/PIC Program Requests

**Press 5** - Public Housing Requests (Financial, Management Certifications, Resident Issues)

**Press 6** - Housing Multifamily Requests (Physical Inspection and Financial Issues)

Add the [TAC's URL](#) to your 'Favorites' and [contact us](#) to get a prompt response.

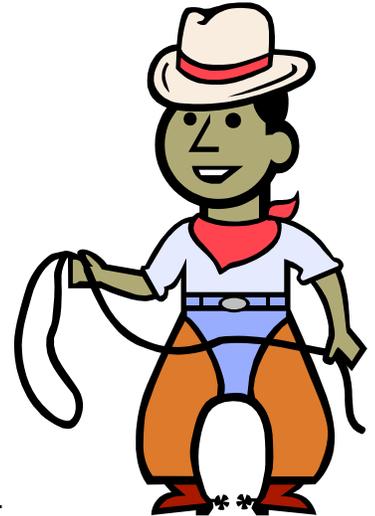
You may also reach us through email at [REAC\\_TAC@hud.gov](mailto:REAC_TAC@hud.gov). You will receive a response by return email or telephone.

**HUD security protocol PROHIBITS sending sensitive information, such as, Social Security Numbers, passwords, and other individual personal data through web, fax or email.**

When emailing REAC please copy on the email [Martha.E.Murillo@hud.gov](mailto:Martha.E.Murillo@hud.gov).

**PIH-REAC Technical Phone: 1-888-245-4860  
Assistance Center:**

# Proactive Exchange Roundup!



On September 13, 2012, the 2012 Quarter 4 Proactive Exchange was hosted by the Los Angeles Office of Public Housing. Housing authorities from Southern California gathered at the HUD Los Angeles Field Office, the HUD Santa Ana Field Office, and the HUD San Diego Field Office to share ideas and information regarding the administration of our programs.

The following topics were discussed by Housing Authority and HUD staff:

- Home For Good Initiative
- Commitment and Collaboration: Section 8... Our Landlord's Dream
- Fraud Prevention/Recovery
- Energy Performance Information Center (EPIC)
- Vacant Unit Turnaround

We encourage your participation in this event where valuable information is shared. Please feel free to submit ideas for discussion topics to Maria Granata at [maria.j.granata@hud.gov](mailto:maria.j.granata@hud.gov).

## The Office of Public Housing Welcomes Its Newest Team Member, Hien Dom, Program Analyst

Mr. Hien Dom is the newest Program Analyst to join the Los Angeles Office of Public Housing (LAOPH). He began his career at HUD in the Seattle Office of Public Housing, serving under HUD's Master of Business Administration Fellows Program. In Seattle, Hien helped to streamline internal processes and to monitor the viability of more than 40 PHAs in Washington, Idaho, and Alaska. In addition to his civilian career, Hien is currently a career Army Reservist of 14 years. He was deployed twice to the Middle East, 2009 to Iraq and 2005 to Kuwait. He is looking forward to serving with LAOPH staff and PHAs in Southern California.

