



Santa Ana  
**CARES**

## **COVID-19 Resource Guide**

September 2020

### **A Comprehensive Guide to Recovery Resources:**

Business Relief  
Rental Assistance  
Utility Assistance  
Child Care Assistance  
Free COVID-19 Testing  
Senior and At-Risk Support  
*and much more ...*

**Santa Ana CARES Hotline**  
**(714) 667-CARE (2273)**  
**[www.santa-ana.org/CARES](http://www.santa-ana.org/CARES)**



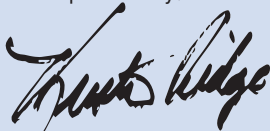
## A Message from the City Manager

On March 11, 2020, the World Health Organization (WHO) declared the coronavirus (COVID-19) a pandemic. The City of Santa Ana swiftly took action and on March 17, 2020, the City Council adopted a resolution declaring a local emergency. In addition to ordering the closure of our facilities, such as City Hall, park amenities, community centers, and more, the City Council authorized me, as the Director of Emergency Services, to enact orders and regulations necessary to protect the health and welfare of the community. Under the leadership of the City Council, I have issued several executive orders to implement policies, such as an eviction moratorium for residential and commercial tenants, temporarily postponing administrative hearings and deadlines, stopping all water service disconnections, and expanding outdoor dining for businesses.

The "new normal" has affected the way in which we deliver core services and programs to our residents, businesses, and other community members. In accordance with guidance from public health officials at the state and local level, City Hall reopened on June 1, 2020, and our staff has been providing essential services to keep our City moving forward. While our service delivery has changed significantly, we are working hard at City Hall to reimagine local government by designing our services in a way that allows us to serve you safely and effectively during the COVID-19 pandemic and beyond.

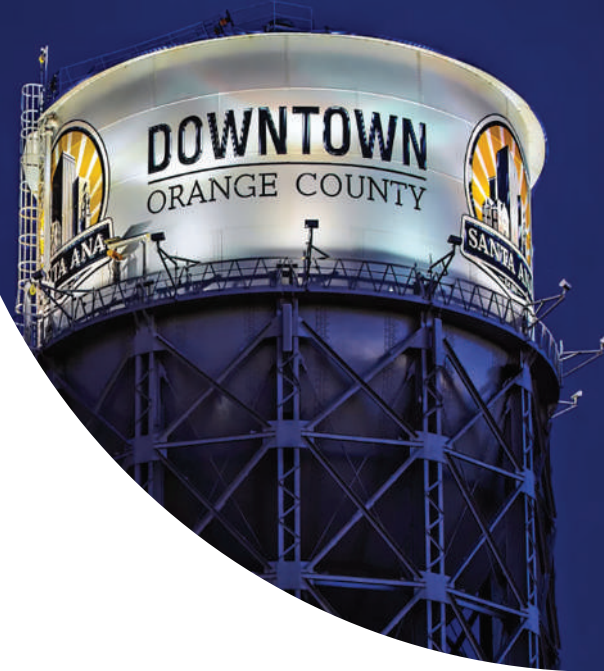
To expand on these services, we have launched the Santa Ana CARES program using federal CARES Act funds. This program will provide much-needed services to our community, including rental and utility bill assistance, business grants, free COVID-19 testing for residents, and much more. This Resource Guide will help you access these services and others that may benefit you during this challenging time.

Respectfully,



**Kristine Ridge**  
City Manager

City Manager's Office: (714) 647-5200



### Santa Ana City Council

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**Santa Ana City Hall**  
20 Civic Center Plaza  
Santa Ana, CA 92701  
[www.santa-ana.org](http://www.santa-ana.org)

## COVID-19 Hotlines and Resources

### Santa Ana CARES Hotline (714) 667-CARE (2273)

For assistance with City of Santa Ana COVID-19 support services and programs.

Available in English, Spanish and Vietnamese.

[www.santa-ana.org/CARES](http://www.santa-ana.org/CARES)

### Other COVID-19 Resources

Orange County Health Care Agency

General Questions: (714) 834-2000

Medical Questions: (800) 564-8448

[occovid19.ochealthinfo.com](http://occovid19.ochealthinfo.com)

California Statewide COVID-19 Hotline

(833) 544-2374

[covid19.ca.gov](http://covid19.ca.gov)

Centers for Disease Control and Prevention (CDC)

800-CDC-INFO | (800) 232-4636

[www.cdc.gov/coronavirus](http://www.cdc.gov/coronavirus)

Latino Health Access (Santa Ana)

For help scheduling a COVID-19 test, medical or mental health services, assistance with food or rent, a place to isolate or quarantine, or COVID-19 related questions.

Available 7 a.m. to 8 p.m. Monday through Sunday.

(714) 805-7838

[www.latinohhealthaccess.org](http://www.latinohhealthaccess.org)

### Get COVID-19 Information on TV

For news and information from the City of Santa Ana, watch CTV3 on Spectrum Channel 3 and AT&T U-verse Channel 99.

## COVID-19 Health Information

### State Health Orders

- Everyone in California should stay home except for essential needs, such as to get food, care for a relative or friend, to get necessary health care, necessary shopping, exercise, or to go to a job that is allowed to operate.
- If you need to go out, stay at least 6 feet from other people and wear a face covering.
- You do not need to stay 6 feet apart from people who live in your household.
- You may walk, bike, or go for a run near your home.

### Face Coverings Required

Face coverings help reduce the spread of COVID-19.

- The State of California requires everyone to wear face coverings when in indoor public spaces.
- Face coverings are required outdoors when it is not possible to maintain at least 6 feet of distance from others.
- Masks should cover both the mouth and nose.

### Other Health Tips

- Wash hands frequently.
- Avoid touching eyes, nose, and mouth with unwashed hands.
- Avoid being around people with COVID-19 symptoms.
- Avoid groups.
- Regularly clean surfaces with antibacterial cleaning supplies.

### Caring for At-Risk Individuals

Older adults and those with underlying health conditions are the most vulnerable to the virus.

- Check in on people who might be vulnerable.
- Look out for anyone who may be isolated during this time.
- Call, email, or talk through the door or closed window.
- Limit face-to-face interactions.

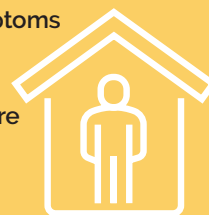
## COVID-19 Symptoms

Coronavirus symptoms include, but are not limited to:



- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

If you have any symptoms or are at risk, it is especially important to stay home and avoid in-person contact with others. Symptoms may appear 2-14 days after exposure to the virus.







## Using City of Santa Ana Services

### Santa Ana City Hall

Santa Ana City Hall reopened to the public on June 1, 2020, with additional safety measures and guidelines. City Hall is located at 20 Civic Center Plaza.

- Most counter services require an appointment, but walk-in cashier/bill payment is available. Many City services are available online, by phone, by mail, and by email.
- To make an appointment, go to [www.santa-ana.org](http://www.santa-ana.org) or call (714) 647-5400.
- All visitors are required to wear face coverings.

### Utility Bill Payment

You can make a payment at City Hall or pay online at [www.santa-ana.org/mus](http://www.santa-ana.org/mus)

### City Council and Public Meetings

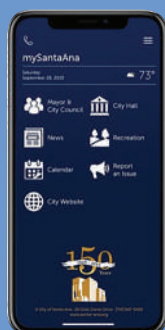
The Santa Ana City Council and City Boards and Commissions are not currently meeting in person. Meetings are taking place via videoconference or teleconference.

- City Council meetings can be viewed on the first and third Tuesdays of each month at 5:45 p.m. on Spectrum Channel 3 and AT&T U-verse Channel 99, or on the City's YouTube Channel - [www.youtube.com/cityofsantaanavideos/live](http://www.youtube.com/cityofsantaanavideos/live)
- Public comment for City Council meetings is available by email at [ecomment@santa-ana.org](mailto:ecomment@santa-ana.org) or by phone on the day of the council meeting. Dial (669) 900-9128, Meeting ID 315-965-149#, beginning at 4:30 p.m. Emails must be received by 4 p.m. on the day of Council meetings.
- More information is at [www.santa-ana.org/cc/city-meetings](http://www.santa-ana.org/cc/city-meetings)

### MySantaAna App

Download the mySantaAna app to get information on City services and to report potholes, graffiti, illegal dumping, and more right from your smartphone.

[www.santa-ana.org/residents/mysantaana-app](http://www.santa-ana.org/residents/mysantaana-app)



## Libraries

Santa Ana Main Library and Newhope Library are currently closed for in-person services, but materials are still available for check-out through curbside pickup and online.

**Circulation Desk: (714) 647-5250**

**Information Desk: (714) 647-5264**

[www.santa-ana.org/library](http://www.santa-ana.org/library)

- Curbside pickup of library items is available from 10 a.m. to 5 p.m. Monday through Friday at the Main Library. Request up to 14 available items (including books, DVDs, audiobooks, music CDs, and hotspots) through the Library's online catalog or by calling the Main Library at (714) 647-5250.
- All in-person library programs are canceled, but virtual programs are available online.
- Loan periods have been extended to three weeks from the checkout date for all items (hotspots excluded.)
- Book drops remain open and materials can still be returned to either library location.
- Digital books, newspapers, movies, and more are available online.



## Parks, Recreation and Community Services

- Community Centers are closed to the public.
- Parks and most park amenities are now open, including swimming pools.
- All indoor permits are canceled.
- Park users should avoid groups, wear face coverings when near others, and maintain social distancing.

## Senior Meals

Free frozen meals are available for Santa Ana seniors on Tuesdays and Thursdays from 10 a.m. to 11 a.m. at the City's senior centers. Participants must register for the service by calling the senior center location where they wish to pick up the meals.

- Santa Ana Senior Center, 424 W. 3rd St., (714) 647-6540
- Southwest Senior Center, 2201 W. McFadden Ave., (714) 647-5306

## Street Sweeping

Street sweeping is operating on a normal schedule to help keep the streets clean. Parking tickets will be issued to vehicles parked on roadways during street sweeping hours.

## Free COVID-19 Testing

The City of Santa Ana is offering free COVID-19 testing for Santa Ana residents and Santa Ana College students and staff. **Testing will be provided by appointment on Saturdays and Sundays at Santa Ana College, 1530 W. 17th St.**

### Who Can Get Tested?

Anyone who lives in Santa Ana or is enrolled or employed at Santa Ana College. Must provide proof of residency, such as driver's license, utility bill or rental agreement, or proof of Santa Ana College status. There is NO insurance requirement.

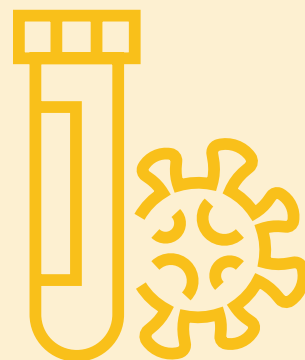
### What You Need to Know

- Residents who have an appointment can be tested in their vehicle or can walk up.
- Face coverings/masks and social distancing are required.
- Any child under age 18 must be accompanied by a parent or guardian.
- Tests are self-administered nasal swabs.
- Parent or guardian must administer the test to any child under 12 years of age.

### How to Make an Appointment

Appointments are required. Call (877) 362-9779 to schedule an appointment.

For more information, visit [www.santa-ana.org/CARES](http://www.santa-ana.org/CARES)



## Social Services

### Family Justice Center and Abuse Hotlines

The Santa Ana Family Justice Center (SAFJC) is a partnership between the Santa Ana Police Department and 17 social services organizations, providing a range of services to survivors of domestic violence, sexual assault, child abuse, human trafficking, and elder abuse.



- **Location:** Second floor of the Santa Ana Police Department administration building, 60 Civic Center Plaza, Santa Ana
- **Hours:** Monday through Friday, 8 a.m. to 5 p.m.
- **Contact:** (714) 245-8278
- **Website:** [www.santa-ana.org/family-justice-center](http://www.santa-ana.org/family-justice-center)

### Human Options 24/7 Hotline

Relationship abuse support and services.  
(877) 854-3594

### Women's Transitional Living Center Inc. 24/7 Hotline

Support for survivors of domestic violence and human trafficking.  
(877) 531-5522

### National Domestic Violence Hotline 24/7

(800) 799-7233 or text LOVEIS to 22522

### 2-1-1 Orange County (211OC)

For help finding social services, food, clothing, health care, housing, legal assistance, transportation, and more.

Dial 211

[www.211oc.org](http://www.211oc.org)

### Immigrant Defenders Law Center

Under a City-funded program, the Immigrant Defenders Law Center provides immigration legal defense services to the Santa Ana community. Whereas traditional legal service programs may identify eligibility for representation through screening for viable immigration relief, the universal representation model ensures each client, regardless of potential relief, is given an opportunity to be heard.

- **Location:** 2121 N. Tustin Ave., Santa Ana
- **Contact:** (213) 634-0999 or [info@immdef.org](mailto:info@immdef.org)
- **More Information:** [www.santa-ana.org/immigration-legal-defense](http://www.santa-ana.org/immigration-legal-defense)

### Mental Health Assistance

The pandemic is changing life for all of us. You may feel anxious, stressed, worried, sad, bored, depressed, lonely, or frustrated in these circumstances. You are not alone. If you are feeling overwhelmed with sadness, depression, or anxiety, or feel like you want to harm yourself or others, call the National Suicide Prevention Hotline.  
(800) 273-8255

### Additional resources if you are in crisis:

- **Disaster Distress Helpline:** Call (800) 985-5990 (TTY 800-846-8517) or text TalkWithUs to 66746 for 24/7 support.
- **Crisis Text Line:** Text HOME to 741741 for 24/7 crisis support.
- **Orange County Crisis and Suicide Hotlines:** (866) 830-6011 and (877) 727-4747
- **CalHOPE Peer-Run Warm Line:** Call (833) 317-HOPE (4673) Monday – Friday from 7 a.m. – 11 p.m. for COVID-19 specific non-emergency support.
- **California Warm Peer Line:** Call (855) 845-7415 for 24/7 for non-emergency support to talk to a peer counselor with lived experience.

# Assistance for Renters & Landlords

## Eviction Moratorium

Landlords are prohibited from evicting their tenants for nonpayment of rent if the tenant shows that he or she is unable to pay rent due to financial impacts related to COVID-19. This applies to both residential and commercial tenants.

### How to Qualify

Prior to rent being due or at the latest within 7 days after the due date for rent, a residential tenant must notify the landlord in writing of lost income and inability to pay due to COVID-19 impacts.

### End date

**The moratorium is currently set to expire on September 30, 2020.**

### Back Rent

The eviction moratorium does not relieve affected tenants of their responsibility to pay rent or for any unpaid rent during the moratorium. Once the moratorium is over, a landlord may collect any unpaid rent, but may not charge late fees. Tenants will have up to 6 months following the expiration of the local emergency to repay any back rent due. Landlords and tenants may mutually agree to work out a payment schedule or arrangements for repayment of rent.



## CARES FOR TENANTS

The CARES for Tenants program aims to help struggling, low-income renters who have been unable to pay their rent payments by issuing a cash payment directly to your landlord or property owner. To qualify, you must be considered low-income (earn less than 80 percent of the Area Median Income - AMI) and be in need of direct rental assistance. This financial assistance is a grant and does not have to be paid back.

### How to Qualify

1. Must be a resident of the City of Santa Ana with a current lease or sublease agreement with an address in the City
2. Must have a COVID-19 related financial hardship impacting your ability to pay rent
3. Must provide documentation of your inability to pay rent due to the Coronavirus verified by a letter to your landlord.
4. Must qualify as a Low-Income Household according to the income limits below:

Family Size	Maximum Family Income (80% AMI)	Family Size	Maximum Family Income (80% AMI)
1	\$71,750	5	\$110,650
2	\$82,000	6	\$118,850
3	\$92,250	7	\$127,050
4	\$102,450	8	\$135,250

You are ineligible to apply for assistance through CARES for Tenants if any of the following apply to you:

- You receive assistance through the Housing Choice Voucher Program (also known as Section 8)
- You receive rent subsidies from a non-profit rental assistance program
- You reside in temporary housing such as a motel or homeless shelter
- You receive assistance through the CARES for Landlords program
- You receive assistance from another emergency rental relief or rental assistance program

### Required Documents

- Copy of valid photo I.D for each adult family member
- Landlord/Property Management's name and contact information (including phone number, email, and/or fax number)
- Copy of your lease or sublease agreement (or regular payment receipts to the owner or leaseholder and at least one of the following: a letter, utility statement, bill, ID or written statement for anyone in the primary household that has the unit address)
- Copy of a letter to your landlord providing notification of your inability to pay rent

Apply at: [www.santa-ana.org/CARES](http://www.santa-ana.org/CARES)





## **CARES** FOR LANDLORDS (To Pay Back Unpaid Rent)

The CARES for Landlords program helps struggling low-income renters who have been unable to pay their rent due to COVID-19 by negotiating with landlords to pay back unpaid rent.

- While the landlord applies for this type of assistance, the tenant must be considered low-income (earn less than 80 percent of the Area Median Income - AMI) and be in need of direct rental assistance. This financial assistance is a grant and does not have to be paid back.
- CARES for Landlords funds may only be used to cover rent owed (e.g. rent arrears, rent debt, or back rent) since April 1, 2020. Landlords and property owners are only eligible to apply on behalf of their Impacted Tenants.

### How to Qualify

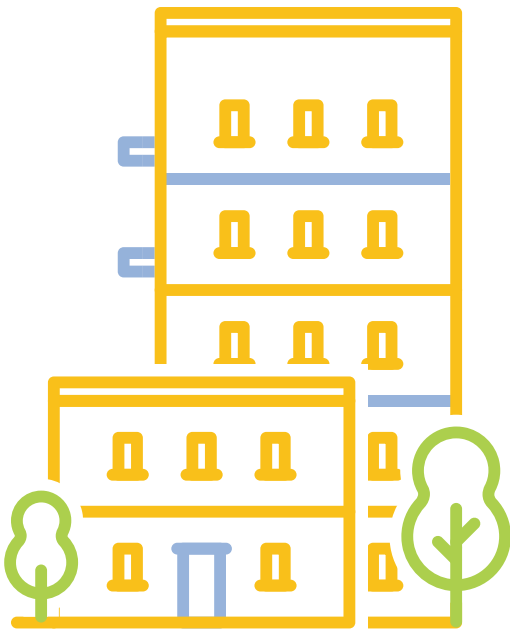
Any authorized landlord or property owner with a rental unit in Santa Ana is eligible to apply.

- The rental unit must involve a written lease agreement between a tenant and the landlord.
- The lease agreement must be signed by both the tenant and the landlord.
- The rental unit must be a full and complete rental unit (bedrooms, garage units, or accessory dwelling units are not qualified).
- The impacted tenant must be in a position of not having been able to pay rent due to COVID-19.

### Required Documents for Landlord Application:

- Impacted Tenants List
- At least one copy of a lease for every 10 tenants listed on the Impacted Tenants List
- At least one copy of the documentation on file for every 10 tenants listed on the Impacted Tenants List that demonstrates the Impacted Tenants have lost their job, had their work hours reduced, or have experienced a loss of income due to the economic or health impacts of COVID-19 and who have been unable to maintain their rent payments under their lease agreements
- Certification of Loss of Rent due to the Coronavirus
- Landlord/Property Certification Form

Apply at: [www.santa-ana.org/CARES](http://www.santa-ana.org/CARES)



### **Santa Ana CARES Hotline (714) 667-CARE (2273)**

For assistance with City of Santa Ana COVID-19 support services and programs. Available in English, Spanish and Vietnamese.

[www.santa-ana.org/CARES](http://www.santa-ana.org/CARES)



## Utility Assistance Grant

The Santa Ana CARES Utility Assistance Grant will provide up to \$500 for Santa Ana households impacted by COVID-19 that require assistance toward meeting their financial obligations related to eligible past-due utility bills. Residents must certify that their financial need is a result of COVID-19 and that they require assistance to pay their eligible, past-due utility bills.



### How to Qualify

- Be a Santa Ana resident
- Demonstrate an economic need as a result of COVID-19
- Have a past-due utility bill

### Required Documents

- Proof of residency, such as a driver's license or utility bill
- Certification of a financial impact related to COVID-19
- Utility bill

### Eligible Utilities

- Electricity (Southern California Edison - SCE)
- Natural Gas (Southern California Gas Company - SoCalGas / SCG)
- Municipal Utility Services (MUS) Billing Statement (water, sewer and refuse )
- Phone Service (Landline, VOIP, Cellular Phone, Smartphone)
- Internet Access (DSL, Cable, Satellite, Smartphone)

If you have any questions, you may contact the grant support team at [help@santa-ana-cares.com](mailto:help@santa-ana-cares.com) or by phone (714) 975-8311 Monday-Friday 9 a.m.-5 p.m.

Apply at: [www.santa-ana.org/CARES](http://www.santa-ana.org/CARES)

## Isolation Assistance

The Isolation Assistance Program keeps families safe and healthy and helps reduce the spread of COVID-19 when one or more family members in the household has tested positive for COVID-19. The program provides hotel rooms to family members who live in the same household as the COVID-positive family member. To decrease the likelihood of spreading COVID-19 to other family members, the healthy family members can receive temporary housing at a hotel while their COVID-19 family member self-isolates at home.



### How to Qualify

- Must have a family member who resides in the same household who has tested positive for COVID-19. (Must be documented by a State or County public health official or medical professional)
- Must be unable to self-isolate or quarantine at home due to overcrowding
- Must live in Santa Ana

### Program Details

- City will issue voucher upon documentation that a family member has tested positive for COVID-19. This voucher is good for 14 days.
- Provide a credit card or another form of deposit at check-in.
- The program does not include extra services from the hotel, such as food, room service, valet, parking, or laundry. You will be responsible for incidentals.

Apply at: [www.santa-ana.org/CARES](http://www.santa-ana.org/CARES)





## Resources for Workers



### Santa Ana WORK Center

Are you looking for a job? The Santa Ana WORK Center provides jobseekers with access to current job openings, internet, fax machine and copiers to use for your job search effort. Services are now available by appointment only. No walk-ins will be permitted.

- **Location:** 801 W. Civic Center Drive, Suite 200, Santa Ana
- **Contact:** (714) 565-2600
- **More Information:** [www.santa-ana.org/work-center](http://www.santa-ana.org/work-center)

### Child Care Assistance

This program provides \$100 per week for child care to parents returning to work, through October 31, 2020. Residents, with the assistance of City staff, will coordinate with a network of licensed child care providers to locate facilities with available space.

#### How to Qualify

- Household Income has been reduced by 25% or more during the pandemic OR
- Cannot work due to loss of child care due to COVID-19 AND
- Must be a Santa Ana Resident with children under the age of 13 living in same household

#### How to Apply

Call Santa Ana WORK Center at (714) 565-2600 from 8 a.m. to 12 p.m. to begin the screening process.

### Applying for Unemployment Insurance

Employment Development Department (EDD) program benefits are available to workers and employers whose earnings have been impacted by COVID-19.

[www.edd.ca.gov](http://www.edd.ca.gov)

### EDD Pandemic Unemployment Assistance

As part of the federal CARES Act, the new Pandemic Unemployment Assistance (PUA) program helps unemployed Californians who would not typically be eligible for State unemployment benefits. This includes business owners, self-employed workers, independent contractors, and those with limited work history who are out of business or their services are significantly reduced as a direct result of the pandemic. [www.edd.ca.gov/about\\_edd/coronavirus-2019/pandemic-unemployment-assistance.htm](http://www.edd.ca.gov/about_edd/coronavirus-2019/pandemic-unemployment-assistance.htm)

## Resources for Businesses



### COVID-19 Small Business Incentive Grant (up to 5 employees)

The COVID-19 Small Business Incentive Program will provide up to \$5,000 for Santa Ana Businesses with 5 or fewer employees, including the owners. The grant is used as a reimbursement for eligible business expenses and applicants must be able to provide proof (receipts) for those expenses.

- Up to \$5,000 for businesses with a commercial/industrial/office location - certificate of occupancy required
- Up to \$2,500 for home-based businesses - home occupation permit required

The business must submit an attestation stating that it has been negatively impacted by COVID-19 and needs the grant funds for the business to remain solvent. Household income maximums, per person, are:

- |                           |                           |
|---------------------------|---------------------------|
| • For 1 person, \$71,750  | • For 5 people, \$110,650 |
| • For 2 people, \$82,000  | • For 6 people, \$110,850 |
| • For 3 people, \$92,250  | • For 7 people, \$127,050 |
| • For 4 people, \$102,450 | • For 8 people, \$135,250 |

#### How to Qualify

- Must be located in Santa Ana
- Microenterprise with 5 or fewer employees, including the owner(s)
- Must have a current business license
- Must have a certificate of occupancy/home occupation permit
- Complete a business consultation or workshop with the Orange County Small Business Development Center (SBDC) - [www.orangecountysbdc.org](http://www.orangecountysbdc.org)
- Must have/obtain a Data Universal Numbering System (DUNS) Number - [www.fedgov.dnb.com/webform](http://www.fedgov.dnb.com/webform)

#### Required Documents

- City of Santa Ana business license
- City of Santa Ana certificate of occupancy or home occupation permit
- State Identification Card or Driver's License
- Verification of completion of a business consultation or business workshop with the Orange County SBDC
- Most recent IRS Form 1040 U.S. Individual Tax Return AND IRS Form 4506-T Request for Transcript of Tax Return, for all household family members 18 years and older
- IRS Form W-9 Form Request for Taxpayer Identification and Certification
- Invoices/receipts of business expenses and verification of payment in the form of canceled checks, bank statements, and/or credit card statements for grant reimbursement
- Lease agreement or rental agreement, for reimbursement of rent expenses

Apply at: [www.santa-ana.org/CARES](http://www.santa-ana.org/CARES)



## Small Business and Non-Profit Grant (up to 25 employees)

The Santa Ana CARES Small Business and Non-Profit Grant provides up to \$10,000 for Santa Ana businesses and non-profit organizations with 25 or fewer full time equivalent (FTE) employees. Businesses that receive any small business grants, such as the COVID-19 Small Business Assistance Program Grant, are limited to a cumulative total amount of \$10,000 in grants. Businesses must be able to provide proof (receipts) that funds received were spent in accordance with program requirements.

### Eligibility

- Must be a for-profit independently operated business or a non-profit business located in Santa Ana
- Maximum of twenty-five (25) FTE employees or fewer, including the owner
- Must have been in operation as of March 1, 2020
- No active code violations

### Required Documents

- Valid City business license
- Valid certificate of occupancy
- Valid identification
- Bank Statements for February 2020 and May 2020 (additional bank statements may be requested)
- Statement showing planned use of funds
- Employee list as of February 2020 and employee list as of May 2020
- Non-Profit Form 990 or Non-profit letter (if a non-profit organization)



## Restaurant and Bar Relief Grant (up to 10 employees)

The Santa Ana Restaurant & Bar Relief Grant is aimed at assisting restaurants and bars within the City of Santa Ana that have been affected by COVID-19. It provides up to \$10,000 for Santa Ana businesses with ten (10) or fewer full-time equivalent (FTE) employees. Businesses that receive any City small business assistance grants are limited to a cumulative total amount of \$10,000 in grants. Businesses must be able to provide proof (receipts) that funds received were spent in accordance with program requirements.

### Eligibility

- Must be a for-profit independently operated restaurant or bar located in Santa Ana
- Maximum of ten (10) FTE employees, including the owner(s)
- Must have been in operation as of March 1, 2020
- No active code violations

### Required Documents

- Valid City business license
- Valid certificate of occupancy
- Valid identification
- Bank Statements for February 2020 and May 2020 (additional bank statements may be requested)
- Statement showing planned use of funds
- Employee list as of February 2020 and as of May 2020

## Arts Relief Grant

The Santa Ana COVID-19 Arts Relief Program is aimed at assisting individual artists and arts-related non-profit organizations within the City of Santa Ana that have been affected by COVID-19. The funding will aid those individuals and organizations that need assistance in surviving and recovering through this pandemic, in the form of grants. The grant size for the COVID-19 Arts Relief Program will be based on demonstrated need and allocated as follows:

- up to \$50,000 per applicant for arts-related non-profit organizations
- up to \$1,000 per applicant for individual artists

Apply for these programs at [www.santa-ana.org/CARES](http://www.santa-ana.org/CARES)



## How to Qualify

The non-profit applicant must prove that their organization has been affected by COVID-19 in one of the following ways:

- Sales/revenues/incomes from the non-profit are down 25% or more compared to the previous three months (Prior to March 1, 2020)
- The non-profit has had to lay off at least one of its employees (full or part time)
- The non-profit was forced to shut down by the state or local government

The individual artist applicant must prove that they have been affected by COVID-19 in one of the following ways:

- Experienced a loss of income due to COVID-19 because of: cancelled or terminated performances, exhibitions, program, classes, events, residencies, and/or contracts; organizational closures; or loss of non-arts supplemental income or job

Call or go online for additional eligibility requirements.



## Outdoor Retail, Dining, Hair Salons and Personal Care Services

The City is allowing Santa Ana restaurants, retailers, hair salons, and personal care services to expand their operations outdoors to help these businesses continue to operate in a manner that will prevent the spread of COVID-19.

Licensed restaurants, food establishments, and retail businesses in Downtown Santa Ana may temporarily expand dining and retail operations onto sidewalks and parking spaces on City roads or parking lots. All licensed restaurants, food establishments, and retail businesses citywide may temporarily expand dining and retail operations on private commercial property by utilizing up to 50 percent of the off-site private parking spaces servicing the property.

Hair salons and personal care services may operate on sidewalks and private parking lots. Food trucks may operate, with permission, on private parking lots and some City-owned parking lots.

The businesses don't need a permit to operate in these outdoor spaces but must follow new City guidelines.

For more information, visit [www.santa-ana.org/CARES](http://www.santa-ana.org/CARES)

## Commercial Eviction Moratorium

Landlords are prohibited from evicting their tenants for nonpayment of rent if the tenant shows that he or she is unable to pay rent due to financial impacts related to COVID-19. This is for both residential and commercial tenants.

### How to Qualify

Commercial tenants have 30 days after the due date for rent to notify the landlord in writing of lost income and inability to pay due to COVID-19 impacts.

### End date

**The moratorium is currently set to expire on September 30, 2020.**

### Back Rent

The eviction moratorium does not relieve affected tenants of their responsibility to pay rent or for any unpaid rent during the moratorium. Once the moratorium expires, a landlord may collect any unpaid rent, but may not charge late fees. Tenants will have up to 6 months following the expiration of the local emergency to repay any back rent due. Landlords and tenants may mutually agree to work out a payment schedule or arrangements for repayment of rent.

## City Business License Payment Extension

Santa Ana Business License holders with an annual tax due date of March 31 through June 30 have been granted a 90-day extension from the due date to make payment without penalties or interest. This extension includes business license accounts with Business Improvement District (BID) charges.

Customers can make use of our free online payment portal at [www.santa-ana.org/businessstaxbillpay](http://www.santa-ana.org/businessstaxbillpay) or they may renew by mail addressing envelopes to:

**CITY OF SANTA ANA**  
P.O. Box 1964  
Santa Ana, CA 92702

For specific inquiries on your account, please send emails to [BusinessTax@santa-ana.org](mailto:BusinessTax@santa-ana.org) or call (714) 647-5447.





Every 10 years, people across the country fill out the Census in order to have an accurate count of all people in the United States. The Census determines federal funding for important community services that help support our families and fair share of representation in our county, state and Washington D.C.

Everyone is required to fill out the 2020 Census. There are three ways to do so:

- ✉ **By Mail** – Mail your paper form that was sent to your home.
- 📞 **By Phone** – Call **844-330-2020** and pick your preferred language.
- 🌐 **Online** – Visit [www.census.gov](http://www.census.gov) and fill out the form online.

For more information, call **714-647-5200**.

## Santa Ana Community Resource Phone Numbers

**Building Inspection Request Line**  
714-667-2738

**City Manager**  
714-647-5200

**Fire Department**  
714-573-6000  
(call 911 for emergencies)

**Mayor and City Council**  
714-647-6900

**Parks & Recreation**  
714-571-4200

**Planning & Building, Planning Division**  
(Environmental Review, Historic Preservation & New Development)  
714-667-2700

**Police Department**  
714-245-8665  
(call 911 for emergencies)

**Public Library**  
714-647-5250

**Public Works Emergency Repairs**  
(after hours)  
714-834-4211

**Public Works Information**  
714-647-5690

## Maintenance Services

**Curb & Sidewalks**  
714-647-3380

**Graffiti Removal**  
877-786-7824

**Graffiti Task Force**  
714-245-8769  
(Police Department)

## Water Resources

**Sewer/Storm Drain Maintenance**  
714-647-3380

**Water Administration**  
714-647-3320

**Water & Sewer Permits**  
714-647-5026

**Water Customer Service and Billing**  
714-647-5454

**Water Engineering**  
714-647-3320

**Water Maintenance & Construction**  
714-647-3346

**Water Production**  
714-647-3382

**Water Quality & Conservation**  
714-647-3341

**Water Service & Main Location**  
714-647-3320

**Traffic and Transportation**  
Signal Repairs - (8 am.- 5 pm. Weekdays)  
714-647-5621

**Signal Repairs - Police Department**  
(Evenings/Weekends)  
714-834-4211

**Street Work Permits**  
714-647-5039

**Traffic Operations**  
714-647-5619

## Refuge Collection

**New Trash Cart/Order Dumpster**  
714-558-7761

**Recycle Used Car Oil & Filter**  
714-558-7761

## Public Works

**General Maintenance and Repairs**  
714-647-3380

**Sanitation**  
714-647-3380

**Shopping Cart Removal**  
714-667-2780

**Street Lights**  
714-647-3380

**Street Sweeping**  
714-647-3368

**Trees**  
714-647-3380

**Weed Abatement**  
714-647-3309

## Other Helpful Numbers

**Bus Information**  
714-636-7433

**Noise Complaints**  
714-834-4211

**Overcrowding**  
714-667-2780

**Poison Center**  
800-876-4766



## Connect with Us on Social Media

- [facebook.com/CityofSantaAna](https://facebook.com/CityofSantaAna)
- [instagram.com/cityofsantaana](https://instagram.com/cityofsantaana)
- [twitter.com/CityofSantaAna](https://twitter.com/CityofSantaAna)

[www.santa-ana.org](http://www.santa-ana.org)