

**From:** [April Popovich](#)  
**To:** [Tamra Young](#)  
**Subject:** URGENT: Written Public Comment for April 16 Meeting - Technical Failure.  
**Date:** Thursday, April 16, 2026 3:54:07 PM

---

**CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.**

I am writing to submit my public comment for today's Board of Commissioners meeting. I was present on the remote meeting at 2:00 PM, but when I was called on, technical issues prevented my audio from being heard by the Board.

I am submitting this written statement to be entered into the permanent record for today's meeting (April 16, 2026). I am a single mother of three and I am putting on the record a systemic pattern of misinformation and neglect that has brought my family to a housing crisis point.

#### HACB Board Meeting Phone Statement

"Good afternoon, Chairman Cooper and Members of the Board. My name is April Garcia. I am a single mother of three, and I am calling to put on the record a systemic pattern of misinformation and neglect that has brought my family to a crisis point.

Before I begin, I want to clarify that staff members Luz, Juan, and Joel have been professional and helpful. However, their efforts are being undermined by a systemic pattern of misinformation and a total lack of responsiveness from executive leadership.

1. Dangerous Miscommunication: Due to a massive failure to communicate the actual paperwork required for a transfer, I was almost left homeless for 24 hours on April 30th. While this was 'fixed' this morning, it only happened after I was forced to escalate. This pattern of misinformation has gone on for over a year regarding my disabled son's accommodation. It was even stated by Selicia that this was never communicated to me.

2. Administrative Negligence: In October 2024, staff negligence caused me to miss a 3-bedroom unit, leaving my disabled son in a 2-bedroom home for 18 months longer

than medically necessary. The overcrowding has split my family; my older children sometimes have to sleep at other locations just to pass their classes.

3. Bad Faith Gatekeeping: I have written proof that my property manager told me my son's medical needs were 'not an emergency' and that her private lawyers had to 'approve' his disability. This agency sat back and let a private landlord override a doctor's medical orders for a year.

4. Records Withholding and Evidence of Lies: I requested my records on March 25th. After weeks of delay, I was provided a file a few hours ago. However, the internal Memo Log is blank for October 2024. My caseworker claimed she contacted my manager about an open unit that month, but there is no record of that communication in this file. Either the worker was untruthful, or the agency is withholding logs to hide negligence.

5. Administrative Silence: I have sent three urgent emails to Director Larry Guanzon with no response. Angie Little's only reply failed to address the systemic issues I brought up.

6. Financial Overcharges: I asked to clarify if I should be receiving a 400\$ disability deductions for my child

I have filed a formal complaint with the California Civil Rights Department. I am asking this Board to order an immediate audit of my file, the release of unredacted communication logs, and a correction of my rent worksheet before my 10:00 AM signing on Monday. Thank you."