

1.0	<b>PHA Information</b> PHA Name: <u>City and County of Honolulu</u> PHA Code: <u>HI003</u> PHA Type: <input type="checkbox"/> Small <input type="checkbox"/> High Performing <input checked="" type="checkbox"/> Standard <input checked="" type="checkbox"/> HCV (Section 8) PHA Fiscal Year Beginning: (MM/YYYY): <u>07/2010</u>																										
2.0	<b>Inventory</b> (based on ACC units at time of FY beginning in 1.0 above) Number of PH units: _____ Number of HCV units: <u>4391</u>																										
3.0	<b>Submission Type</b> <input checked="" type="checkbox"/> 5-Year and Annual Plan <input type="checkbox"/> Annual Plan Only <input type="checkbox"/> 5-Year Plan Only																										
4.0	<b>PHA Consortia</b> <input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below.)																										
	<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="width:35%;">Participating PHAs</th> <th rowspan="2" style="width:10%;">PHA Code</th> <th rowspan="2" style="width:25%;">Program(s) Included in the Consortia</th> <th rowspan="2" style="width:15%;">Programs Not in the Consortia</th> <th colspan="2" style="width:15%;">No. of Units in Each Program</th> </tr> <tr> <th style="width:5%;">PH</th> <th style="width:5%;">HCV</th> </tr> </thead> <tbody> <tr> <td>PHA 1:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>PHA 2:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>PHA 3:</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Participating PHAs	PHA Code	Program(s) Included in the Consortia	Programs Not in the Consortia	No. of Units in Each Program		PH	HCV	PHA 1:						PHA 2:						PHA 3:					
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5.0	<b>5-Year Plan.</b> Complete items 5.1 and 5.2 only at 5-Year Plan update.																										
5.1	<b>Mission.</b> State the PHA's Mission for serving the needs of low-income, very low-income, and extremely low income families in the PHA's jurisdiction for the next five years: To promote adequate and affordable housing, economic opportunity and a suitable living environment free from discrimination.																										
5.2	<b>Goals and Objectives.</b> Identify the PHA's quantifiable goals and objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years. Include a report on the progress the PHA has made in meeting the goals and objectives described in the previous 5-Year Plan. (SEE ATTACHMENT)																										
6.0	<b>PHA Plan Update (SEE ATTACHMENT)</b> (a) Identify all PHA Plan elements that have been revised by the PHA since its last Annual Plan submission: (b) Identify the specific location(s) where the public may obtain copies of the 5-Year and Annual PHA Plan. For a complete list of PHA Plan elements, see Section 6.0 of the instructions.																										
7.0	<b>Hope VI, Mixed Finance Modernization or Development, Demolition and/or Disposition, Conversion of Public Housing, Homeownership Programs, and Project-based Vouchers.</b> Include statements related to these programs as applicable. (SEE ATTACHMENT)																										
8.0	<b>Capital Improvements.</b> Please complete Parts 8.1 through 8.3, as applicable. (NOT APPLICABLE)																										
8.1	<b>Capital Fund Program Annual Statement/Performance and Evaluation Report.</b> As part of the PHA 5-Year and Annual Plan, annually complete and submit the <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i> , form HUD-50075.1, for each current and open CFP grant and CFFP financing. (NOT APPLICABLE)																										
8.2	<b>Capital Fund Program Five-Year Action Plan.</b> As part of the submission of the Annual Plan, PHAs must complete and submit the <i>Capital Fund Program Five-Year Action Plan</i> , form HUD-50075.2, and subsequent annual updates (on a rolling basis, e.g., drop current year, and add latest year for a five year period). Large capital items must be included in the Five-Year Action Plan. (NOT APPLICABLE)																										
8.3	<b>Capital Fund Financing Program (CFFP). (NOT APPLICABLE)</b> <input type="checkbox"/> Check if the PHA proposes to use any portion of its Capital Fund Program (CFP)/Replacement Housing Factor (RHF) to repay debt incurred to finance capital improvements.																										
9.0	<b>Housing Needs.</b> Based on information provided by the applicable Consolidated Plan, information provided by HUD, and other generally available data, make a reasonable effort to identify the housing needs of the low-income, very low-income, and extremely low-income families who reside in the jurisdiction served by the PHA, including elderly families, families with disabilities, and households of various races and ethnic groups, and other families who are on the public housing and Section 8 tenant-based assistance waiting lists. The identification of housing needs must address issues of affordability, supply, quality, accessibility, size of units, and location. (SEE ATTACHMENT)																										

9.1	<p><b>Strategy for Addressing Housing Needs.</b> Provide a brief description of the PHA's strategy for addressing the housing needs of families in the jurisdiction and on the waiting list in the upcoming year. <b>Note: Small, Section 8 only, and High Performing PHAs complete only for Annual Plan submission with the 5-Year Plan. (SEE ATTACHMENT)</b></p>
10.0	<p><b>Additional Information.</b> Describe the following, as well as any additional information HUD has requested. <b>(SEE ATTACHMENT)</b></p> <ul style="list-style-type: none"> <li>(a) <b>Progress in Meeting Mission and Goals.</b> Provide a brief statement of the PHA's progress in meeting the mission and goals described in the 5-Year Plan.</li> <li>(b) <b>Significant Amendment and Substantial Deviation/Modification.</b> Provide the PHA's definition of "significant amendment" and "substantial deviation/modification"</li> </ul>
11.0	<p><b>Required Submission for HUD Field Office Review.</b> In addition to the PHA Plan template (HUD-50075), PHAs must submit the following documents. Items (a) through (g) may be submitted with signature by mail or electronically with scanned signatures, but electronic submission is encouraged. Items (h) through (i) must be attached electronically with the PHA Plan. <b>Note: Faxed copies of these documents will not be accepted by the Field Office.</b></p> <ul style="list-style-type: none"> <li>(a) Form HUD-50077, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i> (which includes all certifications relating to Civil Rights)</li> <li>(b) Form HUD-50070, <i>Certification for a Drug-Free Workplace</i> (PHAs receiving CFP grants only)</li> <li>(c) Form HUD-50071, <i>Certification of Payments to Influence Federal Transactions</i> (PHAs receiving CFP grants only)</li> <li>(d) Form SF-LLL, <i>Disclosure of Lobbying Activities</i> (PHAs receiving CFP grants only)</li> <li>(e) Form SF-LLL-A, <i>Disclosure of Lobbying Activities Continuation Sheet</i> (PHAs receiving CFP grants only)</li> <li>(f) Resident Advisory Board (RAB) comments. Comments received from the RAB must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the recommendations and the decisions made on these recommendations.</li> <li>(g) Challenged Elements</li> <li>(h) Form HUD-50075.1, <i>Capital Fund Program Annual Statement/Performance and Evaluation Report</i> (PHAs receiving CFP grants only)</li> <li>(i) Form HUD-50075.2, <i>Capital Fund Program Five-Year Action Plan</i> (PHAs receiving CFP grants only)</li> </ul>

## PHA 5-Year and Annual Plan

### 5.2 Goals and Objectives

- 1) Goals and Objectives that will enable the PHA to serve the needs of low-income and very low-income, and extremely low-income families for the next five years

Goal: Expand the supply of assisted housing

Objectives: Apply for additional rental vouchers

Goal: Improve the quality of assisted housing

Objectives: Improve voucher management (SEMAP score: 97% for 2009 - Obtain/Maintain "high performer" rating)

Increase customer satisfaction: (Conduct annual customer surveys of tenants and landlords; establish landlord council; continue Landlord Specialist services to outreach and assist hard-to-house and other tenants; provide rentals/home education via workshops and handouts)

Concentrate on efforts to improve specific management functions: (Continue to improve on automation, streamlining and monitoring in the areas of landlord payments/leasing/HQS inspections; accelerate fraud collections; provide staff with ongoing training opportunities.)

Goal: Increase assisted housing choices:

Objectives: Provide voucher mobility counseling (at each new voucher issuance briefing, at all annual re-exam interviews, on request)

Conduct outreach efforts to potential voucher landlords (conduct annual landlord workshop in coordination with Federal/State/local agencies; utilize Landlord Specialist in outreaching to and providing services to current and potential Section 8 landlords; open invitation to property management companies/community groups to provide Section 8 informational sessions.)

Increase voucher payment standards (when leasing and success rates decrease/market rents exceed existing payment standards/funding allocation can support the increase)

Implement voucher homeownership program: (HOP has been implemented; continue to provide staffing and supportive services, develop community partnerships to encourage and help families meet homeownership goals.)

Permit use of other Special Housing Types such as single room occupancy (SRO) housing; congregate housing; groups homes; and shared housing;

Implement the Project Based Voucher Program (based on availability of funding)

Goal: Promote self-sufficiency and asset development of assisted households

Objectives: Increase the number and percentage of employed persons in assisted

families (Maintain the FSS Program at required level or higher per funding/staffing availability; FSS Program benefits included in all new family/annual re-exam meetings and interviews; publicize job fairs and other special employment opportunities to Section 8 families.);

Provide or attract supportive services to improve assistance recipients' employability: (Enlist support of the Program Coordinating Committee; continue staff outreach to resource agencies; conduct/coordinate time management and other job readiness/life skills workshops.);

Provide or attract supportive services to increase independence for the elderly or families with disabilities: (Enlist active support of advocate agencies for the elderly or families with disabilities; utilize existing support from agencies active in supporting voucher families under the Mainstream Program; utilize existing elderly services within the department.);

Create and maintain asset-building initiatives through community collaborations with IDA, Home Start, Home Start Plus, OHA Programs, AUW, other Housing Agencies);

Provide homeownership program preference to families based on financial readiness;

Apply for renewal FSS funding.

Provide post-homeownership foreclosure counseling and/or referrals for further assistance to prevent foreclosure.

Goal: Ensure equal opportunity and affirmatively further fair housing

Objectives: Undertake affirmative measures to ensure access to assisted housing regardless of race, color, religion, national origin, sex, familial status, and disability: (Increase visibility of affirmative action information within the Section 8 office; schedule annual staff training related to affirmative action; participate in fair housing seminars);

Undertake affirmative measures to provide a suitable living environment for families living in assisted housing, regardless of race, color, religion, national origin, sex, familial status, and disability: (Provide information on housing availability within the entire PHA jurisdiction; provide fair housing information at annual Section 8 Landlord workshop(s); Form HUD-903.1 (Are you a Victim of Housing Discrimination? And Housing Information Form) enclosed in all Family Information Packets);

Undertake affirmative measures to ensure accessible housing to persons with all varieties of disabilities regardless of unit size required;

Continue to provide language interpreter, signing, translation services to assisted households. Utilize department's LEP Plan to provide access to program services;

Continue to affirmatively further fair housing initiatives under the Family Self-Sufficiency Program, including those stated in the Addendum to HUD and provide alternative options for discrimination complaints and information;

Affirmatively further fair housing initiatives under the Family Unification

Program, including those stated in the Addendum to HUD.

Goal: Promote the Violence Against Women's Act (VAWA) that will enable the PHA to serve the needs of assisted household members who are child and adult victims of domestic violence, dating violence, sexual assault or stalking.

Objectives: Increase awareness of VAWA to all Section 8 families and landlords by notification of the new law;

Conduct activities, services, or programs that will: help victims obtain or maintain housing; enhance victim safety and prevention; and any other related activities, services, and program either directly or through referral or notification of community services.

2) Progress in Meeting Mission and Goals:

See Attachment 10.0 (a) Progress in Meeting Mission and Goals.

## PHA 5-Year and Annual Plan

### 6.0 PHA Plan Update

#### 6.0 (a) PHA Plan elements that have been revised by the PHA since the last Annual Plan submission:

##### 5-Year Plan:

- 1) PHA Goal: Expand the supply of assisted housing  
Revisions include deleting a) Implement the Family Unification Program which was implemented during the 2005-2009 PHA Plan Year and b) Implement the Project Based Voucher Program that is already included under the Goal to increase assisted housing choices.

##### PHA Plan Elements:

- 1) Financial Resources: Estimated resources updated. Following are the sources of financial resources for the PHA Plan Year: Annual Contributions for Section 8 Tenant-Based Assistance, FSS Coordinator Fees, and Family Unification Program:

##### Financial Resources

<u>Sources</u>	<u>Planned \$</u>
<u>Annual Contributions for Section 8 Tenant-Based Assistance</u>	<u>\$47,144,065</u>
<u>Family Self Sufficiency Coordinator Fees</u>	<u>\$185,986</u>
<u>Family Unification Program</u>	<u>0**</u>
<u>Total Resources</u>	<u>\$47,330,051</u>

\*\*CY2010 included in Section 8 Tenant-Based Assistance funding.

- 2) Rent Determination: The PHA's payment standard was revised to: At or above 90% but below 100% of FMR for all bedroom sizes.
- 3) Operation and Management: Only estimated statistics updated as follows:

##### HUD Programs Under PHA Management

<u>Program Name</u>	<u>Families Served at Yr Beginning</u>	<u>Expected Turnover</u>
<u>Section 8 Vouchers</u>	<u>3700</u>	<u>200</u>
<u>Section 8 Mod Rehab</u>	<u>39</u>	<u>4</u>
<u>Mainstream Vouchers</u>	<u>175</u>	<u>15</u>
<u>Family Unification Program</u>	<u>25</u>	<u>1</u>

- 4) Violence Against Women Act (VAWA): Entire section deleted from 6.0 as there are no revisions this year.

6.0 (b) Specific locations where the public may obtain copies of the 5-Year and Annual PHA Plan:

- 1) Main administrative office of the PHA
- 2) PHA local offices
- 3) PHA website
- 4) Municipal Reference and Records Center

## **PHA 5-Year and Annual Plan**

### 7.0 Homeownership and Project-based Vouchers

#### 1) Homeownership

The PHA administers a Section 8 Homeownership Program pursuant to Section 8(y) of the U.S.H.A. of 1937, as implemented by 24 CFR part 983. The PHA limits the number of families participating in the Section 8 Homeownership Option Program to 26-50 participants. The PHA will not have eligibility criteria for participation in its Section 8 Homeownership Option Program in addition to HUD criteria. There are currently 9 HOP families receiving Section subsidy.

#### 2) Project-based Vouchers

The PHA plans to implement a Project-based Voucher (PBV) Program to help meet its goal of increasing assisted housing choices, provided funding and vouchers are available to support this new program. The PHA is also revising its PBV Administrative Plan to be in compliance with HUD PBV regulations prior to implementation of the program. The projected number and locations within the jurisdiction is still to be determined pending availability of funding and interest from developers and landlords.

## PHA 5-Year and Annual Plan

### 9.0 Housing Needs

#### **Housing Needs of Families in the Jurisdiction by Family Type**

Rating the impact of the factors listed below on the housing needs for each family type.

1 = no impact to 5 = severe impact

Family Type	Overall	Affordability	Supply	Quality	Accessibility	Size	Location
Income <=30% of AMI	23,945	5	5	2	2	3	4
Income >30% but <=50% of AMI	20,238	5	5	2	2	3	4
Income >50% but <=80% of AMI	28,104	5	5	2	2	3	3
Elderly	24,170	5	4	2	2	3	4
Families with Disabilities	8,182	5	5	2	4	3	4
Hispanic	5,061	5	5	2	2	2	3
White, non Hispanic	16,371	5	5	2	2	2	3
Black, non-Hispanic	1,611	5	5	2	2	2	3
Other Households	49,245	5	5	2	2	2	3

Overall; Family Type information is from the Consolidated Plan of the Jurisdiction (2010-2015)

#### **Housing Needs of Families on the Section 8 tenant-based Waiting List**

	# of families	% of total families
Waiting list total	4561	
Extremely low income <=30% AMI	4196	92%
Very low income (>30% but <=50% AMI)	274	6%
Low income (>50% but <80% of AMI)	6	0%
Families with children	2509	55%
Elderly families	593	13%
Families with Disabilities	1460	32%
White	775	17%
Black	137	3%
American Indian/Alaska Native	46	1%
Asian	1049	23%
Native Hawaii/Other Pacific Islander	1414	31%
Other	1140	25%

### 9.1 Strategy for Addressing Housing Needs

Strategies:

1. Maximize or increase Section 8 lease-up rates by establishing payment standards that will enable families to rent throughout the jurisdiction (within funding limits).
2. Undertake measures to ensure access to affordable housing among families assisted by the PHA, regardless of unit size required.
3. Maintain or increase Section 8 lease-up rates by marketing the programs to owners, particularly those outside of areas of minority and poverty concentration.
4. Maintain or increase Section 8 lease-up rates by effectively screening Section 8 applicants to increase owner acceptance of program.
5. Participate in the Consolidated Plan development process to ensure coordination with broader community strategies.
6. Apply for additional Section 8 units should they become available.

7. Apply for special-purpose vouchers targeted to the elderly or to families with disabilities, should they become available.
8. Continue to monitor new affordable elderly rental projects and maintain/establish close contact with project management to obtain eligibility/application/leasing information for early dissemination to elderly Section 8 families.
9. Affirmatively market to local non-profit agencies that assist families with disabilities.
10. Preference for persons with disabilities who have been receiving government-funded rental subsidy and supportive services for at least a year, are deemed to be in a stable condition, and are living in Section 8 eligible rental units.
11. Counsel Section 8 tenants as to location of units outside of areas of poverty or minority concentration and assist them to locate those units.
12. Market the Section 8 program to owners outside of areas of poverty/minority concentrations.
13. Schedule annual fair housing informational meeting for staff; include fair housing speaker/information at annual landlord workshop, participate in HUD/Legal Aid Society of Hawaii or other Fair Housing workshops arranged for housing staff, tenants, and/or landlords.

Reasons for Selecting Strategies:

- 1) Funding constraints
- 2) Staffing constraints
- 3) Extent to which particular housing needs are met by other organizations in the community
- 4) Evidence of housing needs as demonstrated in the Consolidated Plan and other information available to the PHA
- 5) Influence of the housing market on PHA programs
- 6) Community priorities regarding housing assistance
- 7) Results of consultations with local or state government
- 8) Results of consultations with residents and the Resident Advisory Board
- 9) Results of consultation with landlord participants or groups
- 10) Results of consultation with advocacy groups

## PHA 5-Year and Annual Plan

### 10.0 (a) Progress in Meeting Mission and Goals

Goal: Expand the supply of assisted housing

- Apply for additional rental vouchers (250 vouchers 2005-2009) (Implement the Family Unification Program—100 vouchers and Implement the Project-Based Voucher Program, based on availability of funding)

Applied for: HUD FY2009 FSS Program Coordinator renewal funding for three (3) positions - Awarded funding for (3) positions- two renewal and one new funding award.

Applied for 100 vouchers under the Family Unification Program during FY 2008 – Grant approved for 100 vouchers; initial funding of \$1,085,328 and program implemented.

Applied in FY2009 and approved for one (1) DHAPtoHCV Program voucher. Potential voucher recipient cancelled intake interview so voucher/funding returned to HUD.

Highlights 2005-2009: Applied and received approval for 101 vouchers (100 vouchers for the Family Unification Program (FUP); program began implementation 2009. The 100 FUP vouchers are the first new “competitive” vouchers awarded to the City since 2001 (75 Mainstream Vouchers for Persons with Disabilities awarded.) Also applied for and awarded 1 voucher for the DHAPtoHCV Program-potential recipient cancelled intake interview so voucher/funding returned to HUD.

Goal: Improved the quality of assisted housing

- Improve voucher management:  
Obtained "High performer" rating for the SEMAP certification for the fiscal year ending June 30, 2009.

- Increase customer satisfaction:

An annual landlord workshop will be conducted on May 18, 2010 (this fiscal year); a tenant customer survey was not conducted due to other workload priorities. The format of the Landlord Workshop will include a HUD speaker, Fair Housing Issues, Landlord/Tenant Law speaker, Overview of the Section 8 Program, HAP/HQS information for landlords, “benefits of being a Section 8 landlords” and HQS videos. The Landlord Specialist continued to focus on landlord outreach including conducting group workshops to property management firms upon request, and assisting hard-to-house families with their rental search while the FSS staff continued to connect families to community resources for both FSS/HOP and Section 8 families in general. Section 8 management and the Landlord Specialist were also invited to speak at the annual Oahu Chapter of the National Association of Residential Property Managers (NARPM) about the

Section 8 Program. The Operations Supervisor was invited to the following meetings to provide information about the Section 8 Program to agencies serving active and potential Section 8 participants: Pacific Gateway meeting for families from the Federated States of Micronesia and “Better Start” meeting for agencies serving foster children aging out of the foster care system and their client foster children.

- Concentrate on efforts to improve specific management functions:  
Landlord payments: Payment processing has improved since the implementation of the City’s new financial software in 2007 and interfacing of the Section 8 software payments data. Fiscal deadlines have been extended by about 10 calendar days that has decreased the number of retroactive payments. Management and accounting staff continue to closely monitor HAP and administrative fee expenses and NRA to ensure that HAP and Admin Fee funding are being utilized within budgetary limits. HUD’s “HCV Leasing and Spending Projection” spreadsheets is being used to help in the HA’s monitoring. The Section 8 Coordinators throughout the State of Hawaii also held two meetings to discuss common concerns and exchange information about each other’s programs and solutions to various problems. HUD’s Field Office staff also attended the meetings and provided the PHAs with the latest HUD updates on funding, program changes and a Fair Housing orientation.

The PHA continued to place emphasis on monitoring and following up on landlord and tenant fraud collections.

Provide staff with ongoing training opportunities: Due to administrative fee constraints, the PHA limited its participation in monthly “Housing Help”-aka “Lunch’n Learn” teleconference training this fiscal year. One session that the PHA signed up for was the session on EIV Updates that included recent changes to the Rent Refinement Final Rule and the EIV Debts & Terminations Module. The PHA will continue to monitor “Housing Help” sessions and resume participation where needed as these sessions provide a wide variety of Section 8 Occupancy & Management topics including HCV sessions on: Homeownership; Managing Portability; Reasonable Accommodation; EIV; Assets & Asset Income; How to Handle Hearings; The HAP Contract, the Lease, the RFTA; Managing the FSS Program, and Effective Interviewing & Fraud Prevention. During this fiscal year, the Section 8 accountant and Program Administrator attended Section 8 HCV Financial Management training that included accountants and program managers from all of the Hawaii State Section 8 Programs as well as from the Northern Marianas, providing an opportunity for both training and sharing/discussion on common concerns. The inspection staff and Operations Supervisor also attended Lead-based Paint training. Finally, selected staff will also be attending the Section 8 software vendor’s annual conference—an opportunity to increase their knowledge of the software program, receive in-person training and updates on how to maximize use of the program, and network with other Section 8 users.

Highlights 2005-2009: The City Section 8 Program ended this 5-Year period with a “high performer” rating. During this period, the entire payments processing procedures was changed from a primarily manual process to an electronic process with the payments data from the Section 8 software program being interfaced with the City’s new financial software system. With the change-over to a more electronic process, deadlines were changed to later in the month that resulted in less retroactive changes being processed. Due to constant changes to HUD funding formulas, Section 8 management and accounting staff also increased monitoring of program HAP and administrative expenses as well as unit months leased and utilized new monitoring methods. Also due to funding fluctuations, during this period, the program experienced periods of both accelerated processing of applications, issuance of vouchers and leasing when funding drastically increased and a halt to all such processing when annual funding drastically decreased; all the while, the waiting listing remains closed since May 2005. Despite funding constraints, the PHA has made every effort to provide on-going training to the staff to improve knowledge of the Section 8 program, improve services to landlords and tenants and management of the program.

Goal: Increase assisted housing choices

- Provide voucher mobility counseling: Ongoing
- Conduct outreach efforts to potential voucher landlords: HUD, State, and City and County of Honolulu Section 8 Offices are collaborating to conduct a Landlord workshop on May 18, 2010. The PHA was also invited to speak at the annual meeting of the Oahu Chapter, National Association of Residential Property Managers (NARPM) that also provided an opportunity to network with active and potential landlords.
- Increase voucher payment standards: Due to HAP funding constraints, the Payment Standard did not change effective October 1, 2009. However, the Utility Allowance Schedules were adjusted effective January 1, 2010 as required due to rate increases.
- Implement voucher homeownership program. Section 8 Homeownership Option Program (HOP) was implemented in 2004 and during CY2009, three families achieved their dreams of homeownership. A total of twenty-three (23) families have become homeowners since 2004 (of the 23, 9 are receiving HOP subsidy). The City’s Loan Branch continues to fully support the Section 8 HOP with Down Payment loans of up to \$40,000 (an increase of \$5,000 since 2008). The City Section 8 FSS/HOP Program and City Rehab Loan Program are key partners in hosting the annual Community Homebuyer Fair on Oahu where hundreds of families learn about homeownership opportunities. One of the new homeowners for 2009 was the first family purchasing a Department of Hawaiian Home Lands home. In addition to the DHHL and City’s Down Payment loan assistance, this purchase also included financial and other support from a variety of homebuyer support programs such as NAHASDA, USDA, Alu Like IDA Program , Federal Home Loan Bank/Hi National Bank’s Home Start +, Section 8’s FSS Escrow, and Hawaii Community Foundation.

- Permit use of other Special Housing Types: There has been limited use of these Special Housing Types; however, with the implementation of the Family Unification Program, it is a good beginning rental option as many are first-time renters. When the rental market tightens up again and rents increase as it does every several years, availability of these Special Housing Types will provide greater opportunities for leasing before the family's voucher expires.
- Implement the Project-Based Voucher Program: PBV Program has not been implemented due to lack of available funding and need to update the PBV Administrative Rules

Highlights 2005-2009: Continued efforts to provide outreach to landlords with an annual Landlord Workshop presented by the City and State Section 8 offices and accepted all speaking invitations to increase awareness about the Section 8 program; increased the payment standard whenever funding and market conditions warranted such increase; revised the Administrative Plan to allow for Special Housing Types; forged partnerships to increase the number of families purchasing homes under the Homeownership Option Program.

Goal: Promote self-sufficiency and asset development of assisted households

- Increase number and percentage of employed persons in assisted families:
  - Continue case management of FSS participants – 160 Section 8 families are now participating in the FSS Program.
  - 88 continued to maintain employment in part and full-time jobs;
  - 20 graduated from the FSS program, 4 have secured new jobs;
  - 20 graduates received escrow savings totaling \$208,356.00;
  - 30 families reduced and/or no longer received cash welfare assistance; 140 families accrued escrow savings and 19 families started savings accounts;
  - 9 Graduates became subsidy free from cash welfare, rent subsidies, and other types of governmental assistance.
  - Invited over 1,550 families to FSS Handbook Informational Sessions and will continue to invite Section 8 families on a monthly basis and from the date based on their annual or interim re-examinations and the FSS Wait List;
- Provide or attract supportive services to improve assistance recipients' employability:
  - In Financial Literacy and Budget Management workshops for both FSS and HOP participants and Section 8 families that need emergency budgeting assistance;
  - Continue outreach services and resources by FSS staff to obtain Certification of Support from community resource agencies
  - FSS case managers continued to provide assistance to voucher holders in preparing a Personal Portfolio to help in their housing search and approach to landlords (22 families).
  - FSS staff again provided referrals for annual "Ready to Learn" program that provides school supplies to low-income children. We expect to serve over 225 children whose parents are in the FSS program;
  - FSS staff also referred FSS families to the Lens Crafters program that provided

- 5 families with free eye exams and glasses to low income individuals and their children.
- FSS staff sent out LIHEAP Utility Assistance flyers to FSS and HOP families and also distributed to Section 8 offices in Honolulu and Kapolei.
- Provide or attract supportive services for elderly and families with disability
  - Obtained Agreements with agencies who serve the disabled through the PCC and Mainstream Program for Persons with Disabilities
  - Scheduled special needs and limited English speaking FSS informational Meetings with interpreters (8 meetings) with one achieving training and her goal to become an interpreter for the Justice System;
  - Provided additional reasonable accommodation for services as needed.
- Other: Actively participated in asset building initiatives such as the IDA funding, financial literacy education and outreach, and homeownership collaboratives, EITC Tax Preparation & Information Program. FSS staff has assisted in conducting IDA informational session and actively participated with the planning and promoting of the annual EITC events/free tax preparation sites. FSS participants have over \$347,885 in escrow savings and approximately \$208,356.00 was awarded this past fiscal year. Section 8 staff also attended LEP training in October 2009.

Highlights 2005-2009: The PHA has met or exceeded the SEMAP requirement for FSS enrollment during this period. FSS staff continued to provide or attract supportive services for Financial Literacy and Budget Management classes and Time Management classes. At the end of this period to date, approximately \$900,000 in escrow savings have been paid and 105 participants have graduated from the program. In addition, there has been a total of 23 Section 8 families who achieved their goal of homeownership; only 9 (primarily persons with disabilities) who continue to receive Section 8 subsidies for homeownership expenses.

PHA Goal: Ensure equal opportunity and affirmatively further fair housing

- Undertake affirmative measures to ensure access for assisted housing regardless of race, color, religion, national origin, sex, familial status, and disability:
  - Locally produced “Housing discrimination is against the law!” posters sponsored by the City and County of Honolulu and Legal Aid Society prominently displayed throughout the Section 8 office
  - HUD’s “It’s Not an Option – It’s Fair Housing” posters also displayed at all Section 8 offices.
  - Staff will be attending Fair Housing workshops in May 2010, conducted by the City Fair Housing Officer at the annual landlord workshop.
  - HUD’s Honolulu Field Office Fair Housing Program video has been ordered to provide staff with additional information about the Fair Housing Act.
  - City’s Fair Housing Officer has been utilized as a resource to staff for all Fair Housing issues.
  - Section 8 staff has provide on-site (at tenant’s home) eligibility services as a reasonable accommodation.

- Undertake affirmative measures to provide suitable living environment for all regardless of unit size required
  - Ongoing at briefings by providing information on housing availability within the entire PHA jurisdiction and providing information on how to take action on discrimination
- Other: Provided language interpreter and signing services to assisted households. Section 8 staff attended Limited English Proficiency (LEP) training in October 2009. The City's LEP Plan which included Section 8 Program applicants and assisted households: Offered alternative options (in addition to the City's Fair Housing Officer) to families for discrimination complaints or information such as: HUD's Civil Rights Analyst, Legal Aid Society of Hawaii, Hawaii Civil Rights Commission, Disability & Communication Access Board, Hawaii Disability Rights Center, and Hawaii Centers for Independent Living.

Assisted families with visual impairments with resources to help address their visual barrier with ZOOMTEXT and related computer programs; staff also aid with national workshops by facilitating and training other FSS coordinators across the nation with Family Self-Sufficiency Initiatives, compilation of HUD reports with their Logic Model, etc. to over 100 FSS coordinators.

FSS-HOP staff also aided FSS participant of Hawaiian descent with their purchase of a 4-bedroom home Kanehili Homes on Hawaiian Homelands property; and are helping six other families with their goal to purchase their own home on Hawaiian Homelands.

Highlights 2005-2009: Provided staff with at least annual fair housing training; Fair Housing speaker invited to annual Landlord Workshop; Fair Housing posted prominently displayed in all Section 8 offices; City's Fair Housing Officer available as a resource to staff for all Fair Housing issues; Fair Housing and Housing Discrimination information included in Section 8 Family Information packets.

PHA Goal: Promote the Violence Against Women's Act that will enable the PHA to serve the needs of assisted household members who are child and adult victims of domestic violence, dating violence, sexual assault or stalking.

- Increase awareness of VAWA to all Section 8 families and landlords by notification of the new law.
  - Notices were sent to all landlords to inform them about VAWA.
  - Handouts will be provided about VAWA to landlords at the annual Landlord workshop.
  - Section 8 will have posters and resource information available at their offices.
- Conduct activities, services, programs that will: help victims obtain or maintain housing; enhance victim safety and prevention; and other related activities, services, and programs either directly or through referral or notification of community resources.
  - The Agency has taken action to ensure that victims under VAWA have had their Section 8 assistance continued.

- The Agency has partnered with the State Section 8 Program in organizing meetings with the Legal Aid Society of Hawaii and the Domestic Violence Clearinghouse to discuss VAWA and each agency's role in assisting victims covered by the Act.
- The Agency's staff including our Family Support Section and Landlord Specialist is available to assist in seeking out appropriate resources and provide referrals to resource agencies.
- The City, through its CDBG Program to provide funding for the Domestic Violence Action Center to support victims of domestic violence.

Highlights 2005-2009: VAWA implemented with Section 8 providing information to all landlords and tenants and at the annual landlord workshops and coordinated with the State Section 8 program to meet with the Legal Aid Society of Hawaii and the Domestic Violence Clearinghouse to discuss VAWA and each agency's role in assisting victims covered by the Act; Section 8 staff are available to assist families in seeking out appropriate resources and provide referrals to resource agencies; the PHA, through its CDBG Program to provide funding to support victims of domestic violence.

#### 10.0 (b) Significant Amendment and Substantial Deviation/Modification

##### DEFINITION OF "SUBSTANTIAL DEVIATION" AND "SIGNIFICANT AMENDMENT OR MODIFICATION"

The City and County of Honolulu has, in conjunction with the Resident Advisory Board, developed the following definitions as required by 24 CFR 903.7(r)(2).

"Substantial deviation" from the Agency's Five Year Plan will include:

- Any change to the Agency's Mission Statement
- Any changes to a goal or objective that is included in the Agency's Five Year Plan that would have an effect on Section 8 participants.

"Significant Amendment or Modification" to the Agency's Five Year or Annual Plan is defined as follows:

- Changes to eligibility, selection, and admissions policies;
- Additions of significant modifications to strategies and policies;
- Changes to the current Grievance or Informal Hearing Procedures;
- Changes to the current Community Services Program (Family Self Sufficiency Program).

## PHA 5-Year and Annual Plan

### 11.0 (f) Resident Advisory Board (RAB) Comments and Narrative

#### Comments:

- 1) Agree with the Plan and found nothing against it. Looks like Section 8 looked at what was best for the families. Also looked at what was within their funding budget and what could be done.
- 2) Nothing to suggest to make it better.
- 3) Has had experience where staff was not as positive and helpful as they could be and may be due to their workload.
- 4) Participation in FSS has generally been working but sometimes harder. Has gone through a “bumpy road” and felt somewhat neglected at times.
- 5) Inspectors have been very nice,
- 6) Has had nothing but positive interaction with the various Section 8 staff.
- 7) A+ rating for FSS/HOP. Really appreciate how they carried her through to HOP.
- 8) Program needs more money to help improve the program.
- 9) Suggest making comment on how timeshares affect the rental market; limiting/regulating timeshares to some degree as it drives the rental market.
- 10) Has been discouraged with his FSS participation.
- 11) Suggest each area of the Section 8 Program (e.g. rental assistance, FSS...) develop its own Mission & Vision Statements (should be from within, not without) and also re-evaluate the Mission and Vision statements each year.
- 12) Put application online.
- 13) Eliminate time period between giving landlord paperwork and waiting for inspection to be conducted.
- 14) Inspectors – some are very professional and some are not.
- 15) On the inspection notice – add who to contact (e.g. Inspection clerk name/ph #) in case tenant needs to re-schedule inspection appointment at the last minute.
- 16) Recommend an “Aloha Touch” type of customer service training for staff especially under very stressful situations.
- 17) Discussed need for federal agencies rules being more consistent with each other (e.g. asset limits different for welfare and Section 8).
- 18) Agree with most of the Plan.
- 19) Families have to make it easier for the program staff by obeying the rules.
- 20) Landlords have to “obey” the tenant’s request. Section 8 is very good for the tenants as they keep the place (rental unit) safe and tell the landlord what needs to be done. Also they help to talk to the landlord.
- 21) Overall, gives Section 8 #1 for customer service. The inspectors are very respectable—put on slippers when they enter the house. The office staff (from clerks to examiners) is very good and polite. Has never felt discriminated against or looked down upon by anyone. Always feels comfortable with staff so can ask questions if does not understand.

Narrative – Analysis of the recommendations and decisions made on these recommendations:

A review and analysis of the above RAB comments indicated that no changes to the PHA Plan are required.

Since there was very little change to the 5-Year Plan from the previous 5-Year Plan, RAB Board comments also did not offer many changes to the Plan. Also, several of their suggestions were already included under the PHA's Goals and Objectives.

For example, the suggestion to put applications online is already being considered as part of management's goal to improve voucher management. Another suggestion to streamline inspection processing would also fall under the PHA's goal of improving voucher management functions.

Certain suggestions were beyond the scope of the PHA's functions (e.g. recommending that federal agencies rules being more consistent); however, will be shared as appropriate opportunities arise.

Therefore, while the recommendations were considered and will be acted after cost and staffing constraints are considered, no changes to the PHA Plan will be necessary.

**PHA Certifications of Compliance with the PHA Plans and Related Regulations:  
Board Resolution to Accompany the PHA 5-Year and Annual PHA Plan**

*Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official if there is no Board of Commissioners, I approve the submission of the  5-Year and/or  Annual PHA Plan for the PHA fiscal year beginning 1/1/10, hereinafter referred to as "the Plan", of which this document is a part and make the following certifications and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the Plan and implementation thereof:*

1. The Plan is consistent with the applicable comprehensive housing affordability strategy (or any plan incorporating such strategy) for the jurisdiction in which the PHA is located.
2. The Plan contains a certification by the appropriate State or local officials that the Plan is consistent with the applicable Consolidated Plan, which includes a certification that requires the preparation of an Analysis of Impediments to Fair Housing Choice, for the PHA's jurisdiction and a description of the manner in which the PHA Plan is consistent with the applicable Consolidated Plan.
3. The PHA certifies that there has been no change, significant or otherwise, to the Capital Fund Program (and Capital Fund Program/Replacement Housing Factor) Annual Statement(s), since submission of its last approved Annual Plan. The Capital Fund Program Annual Statement/Annual Statement/Performance and Evaluation Report must be submitted annually even if there is no change.
4. The PHA has established a Resident Advisory Board or Boards, the membership of which represents the residents assisted by the PHA, consulted with this Board or Boards in developing the Plan, and considered the recommendations of the Board or Boards (24 CFR 903.13). The PHA has included in the Plan submission a copy of the recommendations made by the Resident Advisory Board or Boards and a description of the manner in which the Plan addresses these recommendations.
5. The PHA made the proposed Plan and all information relevant to the public hearing available for public inspection at least 45 days before the hearing, published a notice that a hearing would be held and conducted a hearing to discuss the Plan and invited public comment.
6. The PHA certifies that it will carry out the Plan in conformity with Title VI of the Civil Rights Act of 1964, the Fair Housing Act, section 504 of the Rehabilitation Act of 1973, and title II of the Americans with Disabilities Act of 1990.
7. The PHA will affirmatively further fair housing by examining their programs or proposed programs, identify any impediments to fair housing choice within those programs, address those impediments in a reasonable fashion in view of the resources available and work with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and maintain records reflecting these analyses and actions.
8. For PHA Plan that includes a policy for site based waiting lists:
  - The PHA regularly submits required data to HUD's 50058 PIC/IMS Module in an accurate, complete and timely manner (as specified in PIH Notice 2006-24);
  - The system of site-based waiting lists provides for full disclosure to each applicant in the selection of the development in which to reside, including basic information about available sites; and an estimate of the period of time the applicant would likely have to wait to be admitted to units of different sizes and types at each site;
  - Adoption of site-based waiting list would not violate any court order or settlement agreement or be inconsistent with a pending complaint brought by HUD;
  - The PHA shall take reasonable measures to assure that such waiting list is consistent with affirmatively furthering fair housing;
  - The PHA provides for review of its site-based waiting list policy to determine if it is consistent with civil rights laws and certifications, as specified in 24 CFR part 903.7(c)(1).
9. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.
10. The PHA will comply with the Architectural Barriers Act of 1968 and 24 CFR Part 41, Policies and Procedures for the Enforcement of Standards and Requirements for Accessibility by the Physically Handicapped.
11. The PHA will comply with the requirements of section 3 of the Housing and Urban Development Act of 1968, Employment Opportunities for Low-or Very-Low Income Persons, and with its implementing regulation at 24 CFR Part 135.

12. The PHA will comply with acquisition and relocation requirements of the Uniform Relocation Assistance and Real Property Acquisition Policies Act of 1970 and implementing regulations at 49 CFR Part 24 as applicable.
13. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).
14. The PHA will provide the responsible entity or HUD any documentation that the responsible entity or HUD needs to carry out its review under the National Environmental Policy Act and other related authorities in accordance with 24 CFR Part 58 or Part 50, respectively.
15. With respect to public housing the PHA will comply with Davis-Bacon or HUD determined wage rate requirements under Section 12 of the United States Housing Act of 1937 and the Contract Work Hours and Safety Standards Act.
16. The PHA will keep records in accordance with 24 CFR 85.20 and facilitate an effective audit to determine compliance with program requirements.
17. The PHA will comply with the Lead-Based Paint Poisoning Prevention Act, the Residential Lead-Based Paint Hazard Reduction Act of 1992, and 24 CFR Part 35.
18. The PHA will comply with the policies, guidelines, and requirements of OMB Circular No. A-87 (Cost Principles for State, Local and Indian Tribal Governments), 2 CFR Part 225, and 24 CFR Part 85 (Administrative Requirements for Grants and Cooperative Agreements to State, Local and Federally Recognized Indian Tribal Governments).
19. The PHA will undertake only activities and programs covered by the Plan in a manner consistent with its Plan and will utilize covered grant funds only for activities that are approvable under the regulations and included in its Plan.
20. All attachments to the Plan have been and will continue to be available at all times and all locations that the PHA Plan is available for public inspection. All required supporting documents have been made available for public inspection along with the Plan and additional requirements at the primary business office of the PHA and at all other times and locations identified by the PHA in its PHA Plan and will continue to be made available at least at the primary business office of the PHA.
21. The PHA provides assurance as part of this certification that:
  - (i) The Resident Advisory Board had an opportunity to review and comment on the changes to the policies and programs before implementation by the PHA;
  - (ii) The changes were duly approved by the PHA Board of Directors (or similar governing body); and
  - (iii) The revised policies and programs are available for review and inspection, at the principal office of the PHA during normal business hours.
22. The PHA certifies that it is in compliance with all applicable Federal statutory and regulatory requirements.

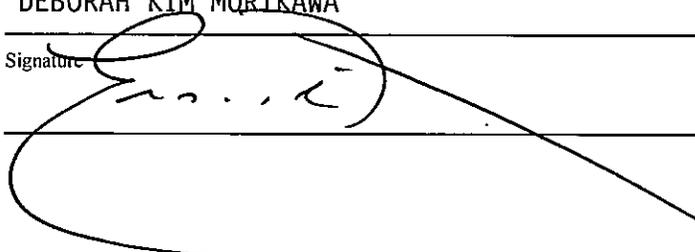
City and County of Honolulu  
 PHA Name

HI003  
 PHA Number/HA Code

5-Year PHA Plan for Fiscal Years 2010 - 2014

Annual PHA Plan for Fiscal Years 2010 - 2011

I hereby certify that all the information stated herein, as well as any information provided in the accompaniment herewith, is true and accurate. **Warning:** HUD will prosecute false claims and statements. Conviction may result in criminal and/or civil penalties. (18 U.S.C. 1001, 1010, 1012; 31 U.S.C. 3729, 3802)

Name of Authorized Official	Title
DEBORAH KIM MORIKAWA	Director, Department of Community Services
Signature	Date
	4/24/10

## 2010 PHA PLAN SECTION 8 ELEMENTS:

### 1. Eligibility, Selection and Admission Policies, including Deconcentration and Wait List Procedures.

#### Eligibility

- a. What is the extent of screening conducted by the PHA? (select all that apply)
- Criminal and drug-related activity, more extensively than required by law or regulation
- b.  Yes  No: Does the PHA request criminal records from local law enforcement agencies for screening purposes?
- c.  Yes  No: Does the PHA request criminal records from State law enforcement agencies for screening purposes?
- d.  Yes  No: Does the PHA access FBI criminal records from the FBI for screening purposes? (either directly or through an NCIC-authorized source)
- e. Indicate what kinds of information you share with prospective landlords? (select all that apply)
- Other (describe below)  
Name, address, and phone number of family's current/previous Section 8 landlords.

#### Waiting List Organization

- a. With which of the following program waiting lists is the section 8 tenant-based assistance waiting list merged? (select all that apply)
- Federal moderate rehabilitation
  - Federal project-based certificate program (when PBV program is implemented)
- b. Where may interested persons apply for admission to Section 8 tenant-based assistance? (select all that apply)
- PHA main administrative office
  - Other (list below)  
Kapolei Section 8 office

#### Search Time

- a.  Yes  No: Does the PHA give extensions on standard 60-day period to search for a unit?

If yes, state circumstances below:

Family has shown efforts at locating a suitable unit; reasonable accommodation; and funding availability.

## Admissions Preferences

### a. Income targeting

- Yes  No: Does the PHA plan to exceed the federal targeting requirements by targeting more than 75% of all new admissions to the section 8 program to families at or below 30% of median area income?

### b. Preferences

1.  Yes  No: Has the PHA established preferences for admission to section 8 tenant-based assistance? (other than date and time of application) (if no, skip to subcomponent **Special purpose section 8 assistance programs**)

2. Which of the following admission preferences does the PHA plan to employ in the coming year? (select all that apply from either former Federal preferences or other preferences)

- Other preference(s) (list below)  
A Family that had its Voucher cancelled or an assisted Family that had its HAP Contract terminated due to insufficient funding and were returned to the Section 8 waiting list for a voucher; Moderate Rehabilitation families (who were selected off the wait list) who wish to move; elderly and disabled individuals will be given preference over single persons; homeless families under a HUD homeless program and disabled families under government subsidized program for persons with disabilities who have been receiving supportive services and rental subsidies under those programs for at least a year and who are not stabilized in a Section 8 eligible rental unit.

3. If the PHA will employ admissions preferences, please prioritize by placing a "1" in the space that represents your first priority, a "2" in the box representing your second priority, and so on. If you give equal weight to one or more of these choices (either through an absolute hierarchy or through a point system), place the same number next to each. That means you can use "1" more than once, "2" more than once, etc.

5 Date and Time

Other preferences (select all that apply)

- Other preference(s) (list below)
- (1) A Family that had its Voucher cancelled or an assisted Family that had its HAP Contract terminated due to insufficient funding and were returned to the Section 8 waiting list;
  - (2) Moderate Rehabilitation families (who were selected off the wait list) who wish to move;
  - (3) Elderly and disabled individuals and families will be given a preference over single persons;
  - (4) Homeless families under a HUD homeless program and disabled families under government subsidized programs for persons with disabilities who have

been receiving supportive services and rental subsidies under those programs for at least a year and who are now stabilized in a Section 8 eligible rental unit.

4. Among applicants on the waiting list with equal preference status, how are applicants selected? (select one)

- Date and time of application  
 Drawing (lottery) or other random choice technique

**Special Purpose Section 8 Assistance Programs**

a. In which documents or other reference materials are the policies governing eligibility, selection, and admissions to any special-purpose section 8 program administered by the PHA contained? (select all that apply)

- The Section 8 Administrative Plan  
 Briefing sessions and written materials  
 Other (list below)  
 Federal Register, PIH Notices

b. How does the PHA announce the availability of any special-purpose section 8 programs to the public?

- Through published notices  
 Other (list below)  
 (Notification to advocate/partnering agencies within the jurisdiction).

**2. Financial Resources (Revision)**

The following financial resources are anticipated to be available to the PHA for the support of its tenant-based Section 8 assistance program during the 2010 PHA Plan Year:

Sources	Planned \$	Planned Uses
Annual Contributions for Section 8 Tenant-Based Assistance	\$47,144,065	HAP/Escrow/Administrative expenses
FSS Coordinator Fees	\$185,986	Salary reimbursement
Family Unification Program	\$0**	
Total resources	\$47,330,051	

\*\*CY2010 funding included with Section 8 Tenant-Based Assistance

**3. Rent Determination (Revision)**

**Payment Standard**

a. What is the PHA’s payment standard? (select the category that best describes your standard)

- At or above 90% but below 100% of FMR (All BRs)  
 100% of FMR

b. If the payment standard is lower than FMR, why has the PHA selected this standard? (select all that apply)

- FMRs are adequate to ensure success among assisted families in the PHA's segment of the FMR area
- Reflects market or submarket

c. How often are payment standards reevaluated for adequacy? (select one)

- At least annually, when FMRs are revised, and there is funding availability.

d. What factors will the PHA consider in its assessment of the adequacy of its payment standard? (select all that apply)

- Success rates of assisted families
- Rent burdens of assisted families
- Other (list below)  
Current and projected HAP funding; financial impact on program; comparable rents; vacancy rates; market rent surveys.

**Minimum Rent**

a. What amount best reflects the PHA's minimum rent? (select one)

- \$26-\$50
- b.  Yes  No: Has the PHA adopted any discretionary minimum rent hardship exemption policies? (if yes, list below)  
The Family has an increase in expenses due to changed circumstances, such as medical costs, childcare, transportation, or education.

**4. Operation and Management (Revision)**

HUD Programs Under PHA Management

<u>Program Name</u>	<u>Families Served at Yr Beginning</u>	<u>Expected Turnover</u>
<u>Section 8 Vouchers</u>	<u>3700</u>	<u>200</u>
<u>Section 8 Mod Rehab</u>	<u>39</u>	<u>4</u>
<u>Mainstream Vouchers</u>	<u>175</u>	<u>15</u>
<u>Family Unification Program</u>	<u>25</u>	<u>1</u>

The PHA's Operations and Management of its Section 8 tenant-based program are governed by the following policy documents, manuals, and handbooks that contain the Agency's rules, standards, and policies: CFR, Federal Register and HUD Notices relating to the Section 8 Housing Assistance Programs and Moderate Rehabilitation Program; HUD Housing Choice Voucher Program Handbook; and the Agency's Administrative Plan (Rules and Regulations of the City and County of Honolulu, Section 8 Housing Assistance Programs.

**5. Grievance Procedures**

- Yes  No: Has the PHA established informal review procedures for applicants to the Section 8 tenant-based assistance program and informal

hearing procedures for families assisted by the Section 8 tenant-based assistance program in addition to federal requirements found at 24 CFR 982?

If yes, list additions to federal requirements below:

**INFORMAL SETTLEMENT OF DISPUTES.** Procedure for Informal Settlement. If an Applicant or Participant Family, or an Owner, disputes any action taken by the Agency, and claims that such actions adversely affect the rights, duties, welfare or status of said Family or Owner, such Family or Owner may present a written complaint to the Agency so that the dispute may be discussed informally and attempted to be settled without a hearing. The complaint must be filed with the Agency in writing within fifteen (15) calendar days after the day the dispute arose or, if there was a written notification which gave rise to the dispute, within fifteen (15) calendar days from the date on the written notice. The discussion shall be held as soon as reasonably possible after receipt of the complaint. A written summary of the discussion shall be prepared by the Agency within fifteen (15) calendar days of the date of the discussion and one copy of the summary shall be given to the complainant. The summary shall specify the names of the participants, the date of meeting, the nature of the proposed resolution of the dispute and the specific reasons therefore, and the procedures by which a hearing under Section 1-26 may be obtained if the complainant is not satisfied with the proposed resolution.

Which PHA office should applicants or assisted families contact to initiate the informal review and informal hearing processes? (select all that apply)

- PHA main administrative office
- Other (list below)  
Community Assistance Division  
Rental Assistance Branch

**6. Designated Housing for Elderly and Disabled Families.**

Not applicable to HI003, City and County of Honolulu.

**7. Community Service and Self-Sufficiency.**

Not applicable to HI003, City and County of Honolulu.

**8. Safety and Crime Prevention.**

Not applicable to HI003, City and County of Honolulu.

**9. Pets.**

Not applicable to HI003, City and County of Honolulu.

## **10. Civil Right Certification.**

Civil rights and AFFH certifications are included in the PHA Plan Certification of Compliance with the PHA Plans and Related Regulations. A Narrative Statement of actions taken to affirmatively further fair housing is also on file with a copy to the HUD Field Office.

## **11. Fiscal Year Audit.**

There were no findings in the PHA's most recent fiscal audit submitted to HUD.

## **12. Asset Management.**

Not applicable to HI003, City and County of Honolulu.

## **13. Violence Against Women Act (VAWA)**

a) Any activities, services, or programs provided or offered by an agency, either directly or in partnership with other service providers, to child or adult victims of domestic violence, dating violence, sexual assault, or stalking

Support resources provided for victims of domestic violence in the jurisdiction: The Hawaii Domestic Violence Crisis Support Resources includes the following resources: The Hawaii State Coalition Against Domestic Violence (HSCADV) and the Ohia Domestic Violence Shelter provides statewide services. The HSCADV coordinates efforts to end family violence in Hawaii by providing education and training on family violence to service providers, collects resource materials, and serves as a clearinghouse, provides technical assistance on family violence matters, and provides facilitation for member agencies. On Oahu, HSCADV member agencies providing resources and support are: DV Services, Child & Family Service, DV Clearinghouse/Legal Hotline, Victim/Witness Services, Committee on Family Violence, Family Peace Center, and the Joint Military Family Shelter. Other resources include: Child Abuse Hotline, Parent Line, Windward Spouse Abuse Center, Women In Need, Catholic Charities, Legal Aid Society of Hawaii and Volunteer Legal Services Hawaii.

b) Any activities, services, or programs provided or offered by a PHA that helps child and adult victims of domestic violence, dating violence, sexual assault, or stalking, to obtain or maintain housing.

The PHA provides support and resources by providing information about VAWA and making referrals to resource agencies. The PHA has also initiated meetings with resource agencies to learn more about services in the community that are available to child or adult victims of domestic violence, dating violence, sexual assault or stalking.

c) Any activities, services, or programs provided or offered by a public housing agency to prevent domestic violence, dating violence, sexual assault, or to enhance victim safety in assisted families.

The PHA continues to provide information by notifying families and landlords about VAWA. Landlords are also provided information about VAWA at the annual Section 8 Landlord workshop. The PHA also continues to seek out resources that can be distributed to Section 8 families. In addition through its CDBG Program, the PHA provides funding for the Domestic Violence Action Center to support victims of domestic violence. The following agencies received CDBG funds for domestic violence services this year: Domestic Violence Action Center, Parents and Children Together, and Windward Spouse Abuse Shelter.



Proposals (RFP) process. Served as a Project Officer for a \$280,000 renovation of a protected class multi-family facility.

- 4) Affirmatively furthered fair housing education by conducting 2-fair housing seminars to a total of 60-property managers, tenant advocates, housing security guards, and government housing staff emphasizing the need to comply with requests for reasonable accommodations for protected classes such as mental disabilities, English-second-language cultural diversity, comfort animals, and physical security in common areas. A Powerpoint presentation titled "*A Practical Approach to Fair Housing*" has been distributed to interested parties.
- 5) Supported the local Legal Aid Society of Hawaii (LASH) in its fair housing outreach efforts by referring potential complainants for their processing.
- 6) Reviewed the current survey and analysis, "*Analysis of Fair Housing Impediments*" to identify impediments and recommend mitigative actions. One sub-component of the report was the "*City and County of Honolulu Action Plan 2003-2008,*" in part, summated below:

Impediment 1: Insufficient inventories of affordable housing units on each island, especially rental units. It was recommended that the Fair Housing Office, and all entities involved with providing affordable rental units come together to understand and develop meaningful strategies to address this impediment. The Fair Housing Office could advocate for more units, especially for individuals often challenged to find housing, such as mentally and physically disabled, families with children, and those with service and comfort animals.

Impediment 2: Applicants are unaware of rights and resources and do not follow up with authorities if they are denied their rights. The survey indicated that only 11% of residents who believed they were victimized by discrimination in a rental process took action to report or rectify the situation. It was recommended that the Fair Housing Office provide more outreach, in a manner that enhances comprehension, to both landlords as well as tenants, encourage complainants to submit pre-complaint applications, and work with HUD to increase awareness of the toll-free complaint telephone number commonly found in the rental classified sections of the newspapers.

Impediment 3: Fair housing policies between the state and various counties lack standardization which causes substantial difficulty in developing sufficient housing supply, qualifying clients, identifying enforcement issues, and developing education campaigns. It was recommended that the Fair Housing Office begin the process of identifying fair housing policies and procedures that are contradictory or lack standardization.

Section 8 Rental Assistance Branch  
Community Assistance Division  
City and County of Honolulu

**Addendum to HCV Administrative Plan  
For Affirmatively Furthering Fair Housing**

In accordance with the General Section of the SuperNOFA, (Section III, C.3.g.), listed herein is the Addendum that promotes compliance to the 2008 Housing Choice Voucher (“HCV”) Family Self-Sufficiency (FSS) Program Coordinators Grant. This Addendum outlines the steps the Section 8 Rental Assistance Branch of the City and County of Honolulu (City) will continue to Affirmatively Further Fair Housing (AFFH).

The Fair Housing Officer of the City and County of Honolulu updated the Fair Housing Narrative annually for the Consolidated Plan of the City and the Annual PHA Plan. A copy of the narrative is attached. Complainants of discrimination can be assured of having access to the Fair Housing Officer of the City. Additionally, grievances can also be heard by or filed with the entities/agencies listed below:

- A) Civil Rights Analyst, U. S. Department of Housing & Urban Development (HUD), Honolulu Hub;
- B) Legal Aid Society of Hawaii (LASH),
- C) Hawaii Civil Rights Commission;
- D) Disability & Communication Access Board, Department of Health;
- E) Hawaii Disability Rights Center (Hawaii’s Protection and Advocacy System for People with Disabilities / Hawaii’s Client Assistance Program)
- F) Hawaii Centers for Independent Living (HCIL) (A non-profit organization run by and for persons With disabilities)

Signage informing community members of their rights and responsibilities under fair housing laws will be posted at all Public Housing sites, at City funded programs offering housing assistance and at the Administrative Services Office of the City and County of Honolulu’s Department of Community Services.

The following are the methods that the City’s Section 8 HCV and FSS-HOP programs will use to Affirmatively Further Fair Housing:

- 1) **Advertise extensively in the community for the coordinator and specialist positions:** The City advertised for the FSS Coordinator positions (Community Services Specialists) in the local newspapers, public job banks, and on the Internet. When openings reoccur, the City will advertise via the methods described herein. The Department of Human Resources of the City and County of Honolulu maintains records of position advertisements.
- 2) **Market the program to all eligible persons, including persons with disabilities and persons with limited English proficiency:** The City will continue to market their specialty programs to applicants on the Section 8 Wait List who attend Section 8 Orientations. These orientations provide applicants with the general information and requirements of the HCV Program and introduce them to supplemental programs and resources which can assist them in leasing up, in maintaining their HCV-Voucher, and enhancing their Section 8 participation:
  - A) Get Ready to Get Leased Up with Section 8;
  - B) Develop Rental Portfolios to help “at risk or hard to serve” families secure a lease;
  - C) Information for the prevention of Violence Against Women Act (VAWA);
  - D) The Family Self-Sufficiency (FSS) Program;
  - E) The Homeownership Option Program (HOP).

## **Addendum to 2008 HCV Administrative Plan**

### **Page -2-**

Advance access to these informational resources allows applicants, especially **Persons** with disabilities and **Persons** with limited English proficiency, an opportunity to expedite enrollment in Section 8's specialty programs and to receive a wide array of resource assistance. Invitations to applicants on the Section 8 Wait List and attendance lists for applicants to Section 8 HCV program orientations and for all of their specialty programs (including FSS) are maintained on file for review at the Section 8 Rental Assistance Branch. To request access in other non-English languages (including Braille and hearing impaired devices), please contact Judy Pulido at 808-768-7090.

- 3) **Making buildings and communications that facilitate applications and service delivery accessible to persons with disabilities:** Both Section 8 Offices are accessible to **Persons** with disabilities, through the use of wheelchair ramps, elevators, chair lifts and an assistance buzzer. Reasonable accommodations will also be made for **Persons** with special needs and/or disabling conditions who require an advocate and/or accessible sites and times to receive an orientation, between the hours of 8:00 a.m. – 6:00 p.m. (daylight hours that promote safety to and from their residence). If necessary, accommodations will be made on Saturdays or at partnering resource sites that are within the geographical area of applicant's residences. Upon request, all Housing Authority mailings from the City will be made available in an accessible format that complies with reasonable accommodation mandates. These measures will be provided at the request of the applicant or program participant.
  
- 4) **Providing fair housing counseling services or referrals to fair housing agencies:** The Section 8 HCV program and its specialty programs provide brochures, packets regarding the grievance process, and information about fair housing in program handbooks. Access to this information is also available upon request through program duration. To ensure equal access and availability of resources, applicants and/or program participants' area offices are also provided with alternate options to hear and/or file a grievance. Staff from the Section 8 HCV PHA will also follow up with complainant regarding service. The HCV FSS staff will maintain documentation regarding the referral.
  - A) A supervisor or administrative personnel of the Section 8 Rental Assistance Branch;
  - B) Fair Housing Officer of the City and County of Honolulu;
  - C) Civil Rights Analyst, U. S. Department of Housing & Urban Development (HUD), Honolulu Hub;
  - D) Legal Aid Society of Hawaii (LASH),
  - E) Hawaii Civil Rights Commission;
  - F) Disability & Communication Access Board, Department of Health;
  - G) Hawaii Disability Rights Center (Hawaii's Protection and Advocacy System for People with Disabilities / Hawaii's Client Assistance Program)
  - H) Hawaii Centers for Independent Living (HCIL) (A non-profit organization run by and for persons with disabilities)
  
- 5) **Informing participants on how to file a fair housing complaint, including providing the toll-free number for the Housing Discrimination Hotline: 1-800-669-9777:** Applicants and participants of the Section 8 program and its specialty programs receive information on how to file a fair housing complaint and/or grievance information at numerous occasions and throughout program participation per the following:
  - A) At Section 8 Initial Program Orientations, applicants receive a oral presentation on how to file a fair housing complaint and/or grievance;

## **Addendum to 2008 HCV Administrative Plan**

### **Page -3-**

- B) Applicants receive oral information at a Section 8 Voucher Program Briefing and in the Family Responsibilities Packet distributed at the briefing;
  - C) Prospective FSS participants who attend a FSS Information Briefing receive an oral presentation about the Fair Housing process and grievance procedures. Details are also included in the FSS Handbook.
  - D) The Fair Housing Hotline number (1-800-669-9777) will be added to the FSS Handbook and to the FSS "Certification of Understanding" form. Participants will sign this form to acknowledge receipt of the FSS Handbook and ask applicant or participant ask for feedback as to what their rights are and understanding the information provided orally and in the handbook. The signed acknowledgement will be placed in participant's file.
  - E) Participants will receive this information and the toll-free phone number throughout program duration to ensure their rights have not been violated and that they have the right to file a fair housing complaint and/or grievance. To ensure that the applicant or participant understands his/her rights, staff will verbally ask for feedback as to what their rights are and, if needed, link them with a follow-up meeting to one of the alternate options identified in this Addendum (that the applicant or participant selects), to ensure their rights are addressed. Staff will also advise applicant/participant, if he/she wishes, staff can attend with them to the resource appointment for moral support. Thereafter, staff will document the meeting and outcome of the appointment if he/she attended the meeting.
  - F) Alternate Options: As stated in this Addendum, families are also presented with alternate options on where and how to file a grievance at a Section 8 orientation and throughout program participation;
  - G) A Housing Discrimination Hotline placard is also placed at all of the City's Section 8 locations to ensure applicants and participants that an option and/or hotline phone number is available that they can 1) jot or write down on a piece of paper (if they choose to do so) and/or 2) Ask the receptionist at the Section 8 office, provide them with a copy of the number and 3) to validate to the applicant or participant that the public housing authority must adhere to "Fair Housing Compliance" regulations.
- 6) Recruit landlords and service providers in areas that expand housing choice to program participants.**
- A) The Housing Authority employs a landlord specialist who meets with landlords and property managers across the City and County of Honolulu to expand rental-housing choices for program applicants and participants.
  - B) Twice a year, Section 8 HCV Staff meet with the Honolulu Board of Realtors and National Association of Real Property Managers (NARPM) to educate and recruit new landlords and potential home sellers, especially in areas not usually utilized by applicants and participants;
  - C) Current and prospective landlords from the City and County of Honolulu are invited to an Annual Landlord Workshop and are educated about the HCV Program and about the other Specialty programs, including FSS.
  - D) Statistics regarding the recruitment of new landlords and demographic information on all Section 8 homeowners are maintained in the Section 8 HCV Honolulu offices.

The City's Section 8 FSS and HOP programs will continue to promote non-discrimination and affirmatively further fair housing opportunities.

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Section 8 Rental Assistance Branch  
Community Assistance Division, City and County of Honolulu

**Addendum to HCV Administrative Plan  
For Affirmatively Furthering Fair Housing for the  
Family Unification Program (FUP)**

In accordance with the Threshold Requirements under Section III.C.4.b. (1) through (3) (Specific Steps to Affirmatively Furthering Fair Housing) of the FY2008 General Section, listed herein, is the Addendum to ensure compliance to the 2008 Family Unification Program (FUP) of (FR-5233-N-01). This Addendum outlines the reasonable steps that the Section 8 Housing Choice Voucher (HCV) Program of the City and County of Honolulu (City) will comply to ensure Affirmatively Furthering Fair Housing (AFFH) is promoted for the Family Unification Program. The Specific Steps to Affirmatively Furthering Fair Housing are:

**Step (a): Identifying and ensuring certification of FUP eligible families and youth that may be on the PHA's waiting list and ensuring that the family or youth maintain their original position on the waiting list after certification.**

1. The PHA will review its HCV wait list to search and identify individuals, families and youth 18 through 21 years that appear to meet the eligibility criteria for the Family Unification Program (FUP). The PHA will then meet with the Department of Human Services' Public Child Welfare Agency (PCWA) regarding eligibility and referrals for entry in the PHA's HCV FUP program.
2. If a FUP family or youth is on the PHA's HCV regular wait list, their name will continue to be maintained on the PHA's Section 8 regular HCV wait list so that the FUP family or youth applicant will not lose placement on the regular HCV wait list. If the FUP family or youth is participating in FUP and when openings occur, the FUP participant will be notified about the openings on the regular HCV wait list and they will have an opportunity to transfer to the regular HCV program for continued housing assistance and Section 8's specialty programs.

**Step (b): Appropriately placing all FUP eligible families and youth referred from the PCWA on the HCV waiting list in order of first come first served.**

1. If the PHA's regular Section 8 HCV wait list is open; FUP eligible families will be added to the list and coded as FUP eligible. If the PHA's regular Section 8 HCV wait list is closed, the list will be reopened to recruit FUP families or youth that have been referred from a PCWA. The PHA will code these participants as FUP eligible and place them on the regular Section 8 wait list on a first come, first served list.
2. If the FUP family or youth is on the PHA's regular HCV wait list, their name will continue to be maintained on the list so that the FUP participant will not lose their placement on the regular Section 8 HCV wait list. If the FUP family is selected for the regular Section 8 HCV program while participating in FUP, they will be provided the opportunity to transfer and enroll in Section 8's regular HCV program for continued housing assistance and services to other specialty programs under Section 8's umbrella (such as FSS, HOP, etc.).

**Step (c): Informing applicants on how to file a fair housing complaint including the provision of the toll free number for the Housing Discrimination Hotline: 1-800-669-9777.**

Applicants and participants of the PHA's Section 8 HCV program and its specialty programs, i.e. FUP, FSS, and HOP, all receive verbal and written information on how to file a fair housing complaint and/or grievance information at an initial Section 8 Informational Briefing. They also receive this information on numerous occasions throughout the participation in the various programs, per the following:

1. Signage informing community members of their rights and responsibilities under the fair housing laws are posted at all of the PHA's Public Housing sites, at City funded programs offering housing assistance, program services, and at the Administrative Services Office of the City and County of Honolulu's Department of Community Services.
2. At the PHA's Section 8 Informational briefings, applicants receive an oral presentation on how to file a fair housing complaint and/or grievance. They also receive a handout informing them of compliance in promoting Affirmatively Furthering Fair Housing. The handout lists AFFH toll-free number (1-800-669-9777) to call if they feel they have been treated unfairly or wish to file a complaint through a verbal process or written process.
3. Applicants also receive AFFH handouts in their responsibility packets and/or handbooks at all Section 8 Briefings (includes specialty briefings such as FSS, HOP and FUP).
  - a. The Fair Housing Hotline number (1-800-669-9777) will be added to the FUP Handbook and its "Certification of Understanding" form. Participants will sign a form acknowledging receipt of the 1) FUP Handbook (which has the AFFH Hotline Number), and 2) To receive feedback as to what their rights are and understanding of the information provided orally and in written format that is defined and listed in their handbook. A copy of the form is also given to the participant and the original form will be placed and maintained in the participant's file.
  - b. Participants also receive AFFH information and the toll-free phone number (1-800-699-9777) throughout their program duration to ensure their rights have not been violated and that they have the right to file a fair housing complaint and/or grievance at any time they feel they have been treated unfairly. To ensure that the applicant or participant understands his/her rights, staff will also ask verbally for feedback as to what their rights are. And, if applicable, link the participants to a follow-up meeting to an alternate agency of their choice as identified in this Addendum (that the applicant or participant selects), to ensure their rights are addressed. Staff will also advise applicant/participant, if he/she wishes, staff is willing to attend that meeting with them to the referral for moral support. Thereafter, staff will document the meeting and outcome of the appointment if he/she attended the meeting.

- c. Alternate Options: As stated in this Addendum, families are also presented with alternate options on where and how to file a grievance at a Section 8 orientation and throughout program participation;
- d. A Housing Discrimination Hotline placard is also placed at all of the City's Section 8 locations to ensure applicants and participants that an option and/or hotline phone number is available that they can 1) jot or write down on a piece of paper (if they choose to do so) and/or 2) Ask the receptionist at the Section 8 office, provide them with a copy of the number and 3) to validate to the applicant or participant that the public housing authority must adhere to "Fair Housing Compliance" regulations.
- e. To ensure the PHA is affirmatively furthering fair housing is promoted, the PHA will also provide access to fair housing counseling services and referrals to alternate fair housing agencies and programs: These measures will aid in ensuring equal access and availability of resources with alternative options to hear and/or file a grievance. Staff from the Section 8 HCV PHA's FUP program will also follow up with complainant regarding service. The FUP program will maintain documentation regarding the referral and outcome of service from any one or more of the following:
  - By a supervisor or administrative personnel of the Section 8 Rental Assistance Branch or Fair Housing Officer of the City and County of Honolulu;
  - Civil Rights Analyst, U. S. Department of Housing & Urban Development (HUD), Honolulu Hub;
  - Legal Aid Society of Hawaii (LASH),
  - Hawaii Civil Rights Commission;
  - Disability & Communication Access Board, Department of Health;
  - Hawaii Disability Rights Center (Hawaii's Protection and Advocacy System for People with Disabilities / Hawaii's Client Assistance Program)
  - Hawaii Centers for Independent Living (HCIL) (A non-profit organization run by and for persons with disabilities)

To ensure compliance in affirmatively furthering fair housing requirements of 24 CFR Section 903.7(o), the PHA will do this by:

**1. Examining its program or proposed programs;**

Examinations of the PHA's Section 8 programs and proposed programs are completed through various feedback methods in verbal and written format:

- a. By the Fair Housing Officer of the City and County of Honolulu. He updates the Fair Housing Narrative for the Consolidated Plan of the City on an annual basis. A copy of the Narrative Statement is attached to this Addendum that ensures compliance of AFFH. The Narrative provides results of the actions taken to affirmatively further fair housing.

- b. From annual HCV Landlord Briefings (landlord and rental agent) facilitated by the PHA, the State's PHA (Hawaii Public Housing Authority/HPHA), local HUD Office, the Fair Housing Officer, and community housing attorneys that assist in facilitating the briefings;
- c. From annual briefings conducted by the Fair Housing Officer and U.S. Dept of HUD's Civil Rights Analyst, Honolulu Field Office, the State of Hawaii's Equal Opportunity Officer. to landlords, property and rental agents, mom and pop landlords, etc.
- d. From briefings completed on an individual basis to prospective and new landlords, property and rental agents requesting additional information by the PHA's Landlord Specialist;
- e. From feedback from specialty briefings and workshops are always requested by the PHA so that we can examine and identify methods to improve Section 8 and the programs under its umbrella (FUP, FSS, HOP, etc.) These groups consist of:
  - Hawaii's Chapter of the National Association of Realtor & Property Managers (NARPM),
  - The Honolulu Board of Realtors,
  - Religious organizations (Catholic Charities, Salvation Army, etc.)
  - State of Hawaii Health Department,
  - Specialty Housing Programs (Gregory House, Steadfast Housing, Women's Way, etc.
- f. Alternative options are also available to ensure compliance of AFFH. Individuals that wish to file a grievance and/or address their concerns for AFFH compliance are also provided the following alternative resources. The PHA requests feedback from providers to improve our program.
  - a. Civil Rights Analyst, U. S. Department of Housing & Urban Development (HUD), Honolulu Hub;
  - b. Legal Aid Society of Hawaii (LASH),
  - c. Hawaii Civil Rights Commission;
  - d. Disability & Communication Access Board, Department of Health;
  - e. Hawaii Disability Rights Center (Hawaii's Protection and Advocacy System for People with Disabilities / Hawaii's Client Assistance Program)
  - f. Hawaii Centers for Independent Living (HCIL) (A non-profit organization runs by and for persons with disabilities)

**2. Identifying any impediments to fair housing choice within those programs;**

The Fair Housing Officer (FHO) of the City and County of Honolulu updated the Fair Housing Narrative for the Consolidated Plan of the City on June 5, 2008. The Narrative identifies methods that promote measures that will ensure compliance of AFFH and ways to eliminate the impediments that have been identified. A copy of the Narrative Statement is attached to this Addendum that identified impediments to fair housing choice within those programs.

On Page 2 (7), the FHO updated the current survey and its analysis “Analysis of Fair Housing Impediments” to identify impediments and recommended mitigative actions. The following impediments identified consisted of four areas, they are:

**Impediment 1:**

Insufficient inventories of affordable housing units on each island, especially rental units. It was recommended that the Fair Housing Office and all entities involved with providing affordable rental units come together to understand and develop meaningful strategies to address this impediment. The fair Housing Office could advocate for more units, especially for individuals often challenged to find housing, such as mentally and physically disabled, families with children, and those with service and comfort animals.

**Impediment 2:**

Applicants are unaware of rights and resources and do not follow up with authorities if they are denied their rights. The survey indicated that only 11% of residents who believed they were victimized by discrimination in a rental process took action to report or rectifies the situation. It was recommended that the Fair Housing Office provide more outreach, in a manner that enhances comprehension, to both landlords as well as tenants, encourage complainants to submit pre-complaint applications, and work with HUD to increase awareness of the toll-free complaint telephone number commonly found in the rental classified sections of the newspapers.

**Impediment 3:**

Fair housing policies between the state and various counties lack standardization this causes substantial difficulty in developing sufficient housing supply, qualifying clients, identifying enforcement issues, and developing education campaigns. It was recommended that he Fair Housing Office begin the process of identifying fair housing policies and procedures that are contradictory or lack standardization.

The Fair Housing Office also drafted a “Language Access Plan” (LAP) to comply with both U.S. Department of Housing and Urban Development (HUD) as well as Chapter 371, HRS. The LAP was the first such document drafted by a County agency to be accepted by the reviewing entity, the Office of Language Access, of the State of Hawaii Department of Labor and Industrial Relations. Of note, is

that the primary theme of the LAP was to emphasize and endorse the existing Community Assistance Division practice to achieve compliance by using bilingual staff as well as hiring language interpreters on a case-by-case basis.

**Additional impediments identified by the PHA:**

Other impediments that the PHA identified and continues to address to ensure compliance of AFFH, is the lack of awareness and action regarding the “Violence Against Women Act” (VAWA) among housing applicants, landlords, property managers, tenants and other government entities, as well as many of the local community housing agencies.

**3. Addressing those impediments in a reasonable fashion in vice of the resources available;**

Impediments that continue to be addressed in a reasonable fashion consist of the following resources:

- a. A Narrative Report from the Fair Housing Officer of the City and County of Honolulu, via an update of the Fair Housing Narrative of the Consolidated Plan of the City on June 5, 2008. The attached report identifies the impediments as well as methods to promote measures that will ensure compliance of AFFH and ways to eliminate the impediments.
- b. In addition to the Fair Housing Officer’s Narrative Report, the following measures continue to be enacted to ensure compliance of AFFH in a reasonable fashion.
  - By the FHO. The FHO updated the Fair Housing Narrative for the Consolidated Plan of the City on June 5, 2008. A copy of the Narrative Statement is attached to this Addendum which ensures compliance of AFFH. The Narrative provides results of the actions taken to affirmatively further fair housing.
  - From annual HCV Landlord Briefings (landlord and rental agent) facilitated by the PHA, the State’s PHA (Hawaii Public Housing Authority/HPHA), local HUD Office, the Fair Housing Officer, and community housing attorneys that assist in facilitating the briefings;
  - From annual briefings conducted by the Fair Housing Officer and U.S. Dept of HUD’s Civil Rights Analyst, Honolulu Field Office, and the State of Hawaii’s Equal Opportunity Officer. to landlords, property and rental agents, mom and pop landlords, etc.
  - From briefings completed on an individual basis to prospective and new landlords, property and rental agents requesting additional information by the PHA’s Landlord Specialist;
  - From feedback from specialty briefings and workshops are always

requested by the PHA so that we can examine and identify methods to improve Section 8 and the programs under its umbrella (FUP, FSS, HOP, etc.) These groups consist of:

- A) Hawaii's Chapter of the National Association of Realtor & Property Managers (NARPM),
  - B) The Honolulu Board of Realtors,
  - C) Catholic Charities and Salvation Army,
  - D) State of Hawaii Health and Mental Health Departments,
  - E) And, specialty housing programs (Gregory House, Steadfast, and Women's Way, etc.
- Alternative options are also available to ensure compliance of AFFH. Individuals that wish to file a grievance and/or address their concerns for AFFH compliance is also provided the following alternative resources Where the PHA requests feedback to improve our program and services.
- A) Civil Rights Analyst, U. S. Department of Housing & Urban Development (HUD), Honolulu Hub;
  - B) Legal Aid Society of Hawaii (LASH),
  - C) Hawaii Civil Rights Commission;
  - D) Disability & Communication Access Board,
  - E) State of Hawaii's Departments of Health and Mental Health;
  - F) Hawaii Disability Rights Center's Protection & Advocacy System for People with Disabilities / Hawaii's Client Assistance Program
  - G) Hawaii Centers for Independent Living (HCIL) (A non-profit agency run by and for persons with disabilities)

### **Language Access Plan (LAP):**

LAP was the first such document drafted by a County agency to be accepted by the reviewing entity, the Office of Language Access, of the State of Hawaii Department of Labor and Industrial Relations. Of note, is that the primary theme of the LAP was to emphasize and endorse the existing Community Assistance Division practice to achieve compliance by using bilingual staff as well as hiring language interpreters on a case-by-case basis.

In addition to the above, AFFH was promoted per a specialty workshop on LAP awareness that was promoted by the State of Hawaii to housing and other resource agencies on Language Access to individuals requesting services from the Compact Islands in the Pacific (Marshallese, Micronesian, Chuukese, Palaoan, etc.) The 4-hour workshops was held on November 25, 2008. In addition to workshops, resource handbooks in specific languages were provided to attendees to help promote AFFH and other services. The Office of Language Access, State of Hawaii also held an Annual Hawaii Conference on Language Access on September 25, 2009. Staff from the City and County Section 8 Program attended both the workshop and conference.

**Impediment to VAWA:**

The VAWA impediment that the PHA continually addresses to ensure compliance of AFFH to housing applicants, landlords, property owners, property managers, tenants and other government entities, as well as many of the local community housing agencies is with a guest speaker and handouts regarding preventing VAWA violations annually and on an individual basis when a situation is encountered where VAWA violations exist and staff immediately initiate measures to help the VAWA victim and their household dependents with continued housing.

The PHA sent several Section 8 staff to a specialty workshop to enhance awareness and learn skills that will prevent, reduce and/or eliminate VAWA violations to Section 8 tenants. The workshop consisted of 14 hours of training was on September 25 and 26, 2008. Facilitators of the workshop were from the Domestic Clearinghouse Center of Hawaii.

Staff also completed training in Washington D.C. in October 2008. Staff returned with the resources and legal information via handouts defining what VAWA is and preventative measures to take when an incident occurs. Each time a VAW situation occurs, staff meet to discuss measures to help the victim and measures to ensure safety, compliance of AFFH that are aimed at protecting the victim and their dependents and for preventative measures of VAWA.

**4. Working with local jurisdictions to implement any of the jurisdiction's initiative to affirmatively further fair housing that require the PHA's involvement,**

As stated earlier in this Addendum, numerous resources agencies were identified within the PHA's jurisdiction that affirmatively further fair housing and also required the PHA's involvement. These resources are listed herein in Sections #1 and #3 (Pages 4, 6, and 7) ensuring compliance of 24 CFR Section 903.7 (o).

**5. Maintaining records reflecting these analyses and actions.**

To ensure compliance, the following types of documentation are maintained at the PHA office that will validate dates, examinations (evaluations) from briefings, workshops, minutes of meetings, etc.).

In addition to the above listed documentation, records from previous years and current records are maintained at the Fair Housing Officer's office which is at the Department of Community Services (DCS). They will validate changes made reflecting recommendations from examinations, feedback from evaluations, minutes of meetings, and advertisements of briefings, its agenda, etc.

**The following are the proactive steps taken to address accessibility problems for persons with disabilities:**

- 1. Where requested by an individual, assist program applicants and participants to gain access to supportive services available within the community, but not require eligible applicants or participants to accept supportive services as a condition of continued participation in the program:**

The PHA initiates measures to ensure compliance in its invitation letters to Section 8 HCV information briefings, to HCV Voucher Distribution Briefings, HCV Voucher Extension Briefings, and for its specialty programs under Section 8's umbrella i.e. FSS, HOP, and FUP invitation meetings. In addition to the briefings, applicants and participants are provided handbooks as well as a form "Certification of Understanding." To ensure compliance, the following information is provided verbal and in written format and the applicant/participant certifies acknowledgement and understanding of the information with his/her signature and date. A copy of the form is maintained in the participant's file.

**For Specialty Programs:**

"Participation in a Section 8 HCV Specialty Programs consisting of FSS, HOP and are on a **volunteer basis**. If the Section 8 Head of Household chooses not to partake in a specialty program, they will in "**no way endanger or lose their Section 8 status or rental assistance benefits.**" The programs are centered around motivated individuals, looking for a way to remove social and economic barriers to increase their employability skills and to achieve future independence and self-sufficiency.

**For the Family Unification Program (FUP):**

Families and youth that enter FUP will be assessed for FUP eligibility. If they are currently on Section 8's HCV program and/or wait list, and elect not to participate in FUP, they will not lose their status on the wait list. However, if they are leased up with Section 8 HCV, they will be offered the opportunity for entry in FUP. However, if they choose not to participate in FUP, they will in "**no way endanger or lose their Section 8 status or rental assistance benefits.**"

- 2. Identify public and private funding sources to assist participants with disabilities in covering the costs of structural alterations and other accessibility features that are also needed as accommodations for their disabilities:**

The PHA distributes an informational flyer that appraises interested parties of available loan programs within the City and County of Honolulu that have funding sources to cover the costs of structural alterations and other accessibility features to accommodate disabilities. The flyers are maintained by the Landlord Specialist of the Section 8 Rental Assistance Branch. Approved loans approved to make structural repairs for accommodations for disabilities are maintained with the Rehabilitation Loan Branch of the City and County of Honolulu.

**3. Not deny persons who qualify for a HCV under this program other housing opportunities, or otherwise restrict access to PHA programs to eligible applicants who choose not to participate.**

The PHA has addressed this question on page 10, #1 of this Addendum.

**4. Provide housing search assistance:**

The PHA has addressed this criteria with the following methods:

- A) Through re-examination of how to improve the PHA's services to applicants, participants, and landlords of the Section 8 HCV program, the PHA hired a Landlord Specialist to help provide housing search assistance to applicants, Section 8 participants and landlords. We have been very successful as we have maintained statistical documentation validating the success of this initiative, our Landlord Specialist has averaged 75-80% in helping applicants from the HCV Wait List secure lease-ups.
- B) Another initiative the PHA has taken to provide housing search assistance consists of PHA staff helping families who are "at risk or hard to serve" with Rental Portfolios. Rental Portfolios are similar to a work resume portfolio and contain non-traditional methods in listing a wide array of positive attributes about the Section 8 applicant during their search phase for lease up assistance. The PHA has had about an 80% success rate in helping these families secure leases.
- C) In addition to utilizing the resources mentioned in this area, Section 8 also works very closely with numerous community agencies that provide housing assistance, i.e. rental deposits, 1<sup>st</sup> month's rent, mom and pop landlords, a wide array of diverse religious affiliations, Legal Aid Society of Hawaii and other property owners that continue to rent to Section 8 families from all types of groups (elderly, those with disabled conditions, parents with children, limited English speaking individuals, etc.).
- D) Annually and at their requests, Section 8 HCV Staff meet with the Honolulu Board of Realtors and National Association of Real Property Managers (NARPM) to educate and recruit new landlords and potential home sellers, especially in areas not usually utilized by applicants and participants;
- E) Annually and upon individual or group requests, current and prospective landlords from the City and County of Honolulu are invited to an Annual Landlord Workshop and are educated about the HCV Program and about the other Specialty programs, including FUP, FSS, and HOP.
- F) Statistics regarding the recruitment of new landlords and demographic information on all Section 8 homeowners are maintained in the Section 8 HCV Honolulu office.

**5. In accordance with rent reasonableness requirements, approve higher rents to owners that provide accessible units with structural modifications for persons with disabilities:**

For this criteria, the PHA has not had a situation to approve higher rent to owners that provide accessible units with structural modifications for persons with disabilities because to date, landlords and owners have used the Rehab Loan Program as it offers a low interest loans to make structural modifications for persons with disabilities and approved for HUD compliance by a Rehab Loan Housing Inspector as well as a Section 8 HQS Inspector. Documentation of approved loans and passing of Housing Quality Standards Inspections are maintained by the Rehab Loan Program and the PHA.

**6. And provide technical assistance through referrals to local fair housing and equal opportunity offices to owners interested in making reasonable accommodations or units accessible to persons with disabilities.**

The Section 8 HCV program and its specialty programs provide brochures, packets and “Certifications of Understanding” regarding equal opportunity offices to owners interested in making reasonable accommodations or units accessible to persons with disabilities per a referral to the following:

- A) A supervisor or administrative personnel of the Section 8 Rental Assistance Branch;
- B) Fair Housing Officer of the City and County of Honolulu;
- C) Civil Rights Analyst, U. S. Department of Housing & Urban Development (HUD), Honolulu Hub;
- D) Legal Aid Society of Hawaii (LASH),
- E) Hawaii Civil Rights Commission;
- F) Disability & Communication Access Board, Department of Health;
- G) Hawaii Disability Rights Center (Hawaii’s Protection and Advocacy System for People with Disabilities / Hawaii’s Client Assistance Program)
- H) Hawaii Centers for Independent Living (HCIL) (A non-profit organization run by and for persons with disabilities)

The City’s Section 8 FSS and HOP programs will continue to promote non-discrimination and affirmatively further fair housing opportunities.

Certification by State or Local  
Official of PHA Plans Consistency  
with the Consolidated Plan

U.S. Department of Housing and Urban Development  
Office of Public and Indian Housing  
Expires 4/30/2011

**Certification by State or Local Official of PHA Plans Consistency with the  
Consolidated Plan**

I, Deborah Kim Morikawa the Director, Department of Community Services certify that the Five Year and Annual PHA Plan of the City and County of Honolulu is consistent with the Consolidated Plan of City and County of Honolulu prepared pursuant to 24 CFR Part 91.

  
4/24/10  
Signed / Dated by Appropriate State or Local Official