

Fiscal Year 2022
PUBLIC HOUSING AGENCY ANNUAL PLAN

April 2021



City and County of Honolulu
Department of Community Services
Community Assistance Division
51 Merchant Street, 2nd Floor
Honolulu, Hawaii 96813
(808) 768-7076
www.honolulu.gov/dcs/housing.html

Table of Contents

1.0	Introduction.....	1
2.0	Streamlined Annual PHA Plan.....	2
	Appendix A: List of Locations where the Plan is Available	
	Appendix B: Revision of PHA Plan Elements	
	Appendix C: New Activities	
	Appendix D: Certifications of Compliance with PHA Plans and Related Regulations	
	Appendix E: Civil Rights Certification	
	Appendix F: Resident Advisory Board (RAB) Comments/Narrative	
	Appendix G: Certification by State or Local Official of PHA Plans Consistency with the Consolidated Plan	
	Appendix H: Civil Rights Narrative Affirmatively Furthering Fair Housing	
	Appendix I: Public Hearing Notice/Narrative	
	Appendix J: Progress Report, Goals and Objectives	

ABBREVIATIONS

<p>AI Analysis of Impediments</p> <p>AMHD Hawaii Department of Health Adult Mental Health Division</p> <p>APR Annual Progress Report</p> <p>ARRA American Recovery and Reinvestment Act of 2009 (transportation infrastructure funding)</p> <p>BWS Board of Water Supply</p> <p>CAD Department of Community Services Community Assistance Division</p> <p>CoC Continuum of Care</p> <p>CDBG Community Development Block Grant</p> <p>CFDA Catalog of Federal Domestic Assistance</p> <p>CFR Code of Federal Regulations</p> <p>CY Calendar Year</p> <p>DCAB State of Hawaii Disability and Communication Access Board</p> <p>DCS City and County of Honolulu Department of Community Services</p> <p>DIT City and County of Honolulu Department of Information Technology</p> <p>DPP City and County of Honolulu Department of Planning and Permitting</p> <p>ENV City and County of Honolulu Department of Environmental Services</p> <p>ERS Employees' Retirement System</p> <p>ESG Emergency Solutions Grants</p>	<p>FFATA Federal Funding Accountability and Transparency Act</p> <p>FSRS Federal Subaward Reporting System</p> <p>FSS Family Self-Sufficiency</p> <p>FY City and County of Honolulu Fiscal Year July to June</p> <p>GASB Governmental Accounting Standards Board</p> <p>HAP Housing Assistance Payment</p> <p>HART Honolulu Authority for Rapid Transportation</p> <p>HCV Housing Choice Voucher</p> <p>HOME Home Investment Partnerships</p> <p>HOP Homeownership Option Program</p> <p>HOTMA Housing Opportunity Through Modernization Act</p> <p>HUD U.S. Department of Housing and Urban Development</p> <p>LLP Limited Liability Partnership</p> <p>OMB United States Office of Management and Budget</p> <p>OTS Oahu Transit Services</p> <p>PBV Project-Based Voucher</p> <p>PCC Program Coordinating Committee</p> <p>PHA Public Housing Authority</p> <p>PTS Public Transportation System</p> <p>RAB Resident Advisory Board</p>
--	---

**SEMAP Section Eight Management Assessment
Program**

TA Technical Assistance

**TANF Temporary Assistance for Needy
Families**

**TIGER Transportation Investment Generating
Economic Recovery**

1.0 Introduction

The Public Housing Authority (PHA) Plan process was established by the United States Housing Act of 1937 (42 U.S.C. 1437 et seq.), section 5A. The PHA Plan is a guide to PHA policies, programs, operations, and strategies for meeting local housing needs and goals. There are two parts to the PHA Plan: the Five-Year Plan, which each PHA submits to U.S. Department of Housing and Urban Development (HUD) once every 5th PHA fiscal year, and the Annual Plan, which is submitted to HUD every year by non-qualified agencies.

The Fiscal Year (FY) 2022 PHA Annual Plan includes the Agency's mission and the Agency's long-range goals and objectives for achieving its mission over a five-year period. The Five-Year Plan also describes the approach to managing the Section 8 programs and providing services for the upcoming year.

The FY 2022 PHA Annual Plan includes a statement of compliance with Civil Rights Rules and Regulations and Fair Housing Rules. The Plan also reports on the PHA's progress from the previous year in meeting the goals and objectives described in the FY 2020-2025 PHA Five-Year Plan.

The draft Annual Plan was presented to the Resident Advisory Board (RAB) on February 16, 2021 and February 17, 2021. A public hearing was held on Monday, April 11, 2021 to receive oral or written testimony from the public. The finalized Annual Plan is then submitted to HUD in April.

2.0

Streamlined Annual PHA Plan

Streamlined Annual PHA Plan (HCV Only PHAs)	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires 02/29/2016
--	---	---

Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families

Applicability. Form HUD-50075-HCV is to be completed annually by **HCV-Only PHAs**. PHAs that meet the definition of a Standard PHA, Troubled PHA, High Performer PHA, Small PHA, or Qualified PHA do not need to submit this form. Where applicable, separate Annual PHA Plan forms are available for each of these types of PHAs.

Definitions.

- (1) **High-Performer PHA** – A PHA that owns or manages more than 550 combined public housing units and housing choice vouchers, and was designated as a high performer on both of the most recent Public Housing Assessment System (PHAS) and Section Eight Management Assessment Program (SEMAP) assessments if administering both programs, or PHAS if only administering public housing
- (2) **Small PHA** - A PHA that is not designated as PHAS or SEMAP troubled, or at risk of being designated as troubled, that owns or manages less than 250 public housing units and any number of vouchers where the total combined units exceeds 550.
- (3) **Housing Choice Voucher (HCV) Only PHA** - A PHA that administers more than 550 HCVs, was not designated as troubled in its most recent SEMAP assessment, and does not own or manage public housing.
- (4) **Standard PHA** - A PHA that owns or manages 250 or more public housing units and any number of vouchers where the total combined units exceeds 550, and that was designated as a standard performer in the most recent PHAS and SEMAP assessments.
- (5) **Troubled PHA** - A PHA that achieves an overall PHAS or SEMAP score of less than 60 percent.
- (6) **Qualified PHA** - A PHA with 550 or fewer public housing dwelling units and/or housing choice vouchers combined, and is not PHAS or SEMAP troubled.

A.	PHA Information.			
A.1	PHA Name: <u>City and County of Honolulu</u>		PHA Code: <u>HI003</u>	
	PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>July 2021</u>			
	PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above)			
	Number of Housing Choice Vouchers (HCVs) <u>5046</u>			
	PHA Plan Submission Type: <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission			
	<p>Availability of Information. In addition to the items listed in this form, PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. Additionally, the PHA must provide information on how the public may reasonably obtain additional information of the PHA policies contained in the standard Annual Plan, but excluded from their streamlined submissions. At a minimum, PHAs must post PHA Plans, including updates, at the main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website.</p> <p style="text-align: center;">See Appendix for list of locations.</p> <p><input type="checkbox"/> PHA Consortia: (Check box if submitting a joint Plan and complete table below)</p>			
	Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia
	No. of Units in Each Program			
	Lead HA:			

B.	Annual Plan.
B.1	<p>Revision of PHA Plan Elements.</p> <p>(a) Have the following PHA Plan elements been revised by the PHA since its last Annual Plan submission?</p> <p>Y N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Housing Needs and Strategy for Addressing Housing Needs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Financial Resources.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Rent Determination.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Operation and Management.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Informal Review and Hearing Procedures.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Self Sufficiency Programs and Treatment of Income Changes Resulting from Welfare Program Requirements.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Substantial Deviation.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Significant Amendment/Modification.</p> <p>(b) If the PHA answered yes for any element, describe the revisions for each element(s): See Appendix B.</p>
B.2	<p>New Activities</p> <p>(a) Does the PHA intend to undertake any new activities related to the following in the PHA's current Fiscal Year?</p> <p>Y N</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Project Based Vouchers.</p> <p>(b) If this activity is planned for the current Fiscal Year, describe the activities. Provide the projected number of project-based units and general locations, and describe how project-basing would be consistent with the PHA Plan. See Appendix C.</p>
B.3	<p>Most Recent Fiscal Year Audit.</p> <p>(a) Were there any findings in the most recent FY Audit?</p> <p>Y N N/A</p> <p><input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(b) If yes, please describe:</p>
B.4	<p>Civil Rights Certification</p> <p><u>Form HUD-50077</u>, <i>PHA Certifications of Compliance with the PHA Plans and Related Regulations</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan. See Appendix E.</p>
B.5	<p>Certification by State or Local Officials.</p> <p><u>Form HUD 50077-SI</u>, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan. See Appendix G.</p>
B.6	<p>Progress Report.</p> <p>Provide a description of the PHA's progress in meeting its Mission and Goals described in its 5-Year PHA Plan. See Appendix J.</p>
B.7	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) provide comments to the PHA Plan?</p> <p>Y N</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> See Appendix F.</p> <p>(a) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p>

APPENDIX A

List of Locations where the Plan is Available

Appendix A

List of Locations

The Plan will be made available for viewing at the following locations:

1. 51 Merchant Street, 2nd Floor (Community Assistance Division Main Office)
2. 842 Bethel Street, 1st Floor (Section 8 Main Office)
3. 1000 Uluohia Street, #118 (Kapolei Hale Office)
4. 925 Dillingham Boulevard, Suite 200 (Department of Community Services Main Office)
5. 550 South King Street (Department of Customer Services)
6. Community Assistance Division (CAD) Website: Please visit <https://www.honolulu.gov/cms-dcs-menu/site-dcs-sitearticles/1795-cad-plans-and-rules.html>

APPENDIX B

Revision of PHA Plan Elements

Appendix B

Administrative Plan Changes effective January 10, 2021

The PHA made amendments to the Chapter 10 Tenant Based Rental Assistance and Moderate Rehabilitation and to the Chapter 13 Project Based Rental Assistance Programs Administrative Plans. Please see the details of the amendments in the attached Public Hearing Notice.

**NOTICE OF PUBLIC HEARING
CITY AND COUNTY OF HONOLULU
DEPARTMENT OF COMMUNITY SERVICES (DCS)**

Notice is hereby given of proposed rule amendment, rulemaking, and public hearing by DCS to consider the amendment of

- Title 8, Department of Community Services, Chapter 10, Section 8 Tenant Based Rental Assistance and Moderate Rehabilitation Program ("proposed rules"); and
- Title 8, Department of Community Services, Chapter 13, Section 8 Project-Based Rental Assistance Program ("proposed rules").

DCS will hold a public hearing to receive testimony on proposed amendments to its current rules relating to Section 8 Tenant Based Rental Assistance and Section 8 Project Based Rental Assistance. The proposed rules add new definitions, clarify existing requirements and establish new guidelines governing program options and requirements.

The proposed amendments to rules are summarized as follows:

Chapter 10 - Tenant Based Rental Assistance and Moderate Rehabilitation Program

- Section 8-10-2, Definitions, is amended by
 - Adding a definition for complainant as an applicant, participant or participant family who has requested a review or hearing in writing due to dissatisfaction with the Agency's action or inaction and includes a court appointed guardian.
 - Adding a definition for days to be used in computing any period of time as allowed by these rules.
- Section 8-10-6, Family Income, is amended by adding a statement that every third year, third party verification of assets is required.
- Section 8-10-10, Issuance of Voucher, is amended as follows:
 - Adding a preference in the issuance of vouchers for an assisted family under the Moderate Rehabilitation Program who wishes to move due to conversion to another program or termination of the Moderate Rehabilitation Program funding, provided the family is on the waiting list.
 - Deleting provision for special waiting lists and selection policies to be established as allowed under the project based voucher program rules and policies and instead allowing them as needed when newly funded programs become available as verified by HUD award notices.
 - Adding a requirement to provide VAWA information to applicants who are issued or denied vouchers, rather than to those approved for admission.
- Section 8-10-11, Certification of Family Participation, is amended by modifying the 60 day expiration of voucher provision and the time extension provision by the qualifier that funding must be available.
- Section 8-10-12 Subsidy Standards/Occupancy Standards, is amended by clarifying that minor children and college students who are away at school are those within the state.
- Section 8-10-14, Portability of Housing Vouchers, is amended by:
 - Adding a requirement that the Initial PHA must provide a portability briefing to program participants which covers the benefits of living in low-poverty areas.
 - Adding a statement that the Family is allowed to choose the Receiving PHA.
 - Adding a requirement that the voucher issued by the Receiving PHA may not expire before 30 days from the expiration date of the Initial PHA's Voucher.
- Section 8-10-15, Request for Tenancy Approval, is amended by
 - Adding clarification that four no-shows of inspection appointments in a 3 year period, rather than more than 3 may trigger a participant's ineligibility.
 - Deleting the modifier that after the initial inspection, future inspections are as required by HUD thereafter. HUD required inspections are covered by the subsequent rule language "and at such other times as may be necessary..."
- Section 8-10-16, Rents, is amended by
 - Adding a provision that in the event of a decrease in payment standard due to a reduction in the published Fair Market Rent, the agency will use the existing payment standard for the subsidy calculation as long as the family continues to receive voucher assistance in that unit.
 - Amending from 5 to 10 percent the decrease in Fair Market Rent in effect 60 days before the Family's HAP contract anniversary date that would require a rent reasonableness test.
 - Clarifying that the family may request an informal review rather than hearing under Section 8-10-25.
- Section 8-10-17, Housing Assistance Payments, is amended by deleting the provision for an owner to retain the payment for the month in which a family moves.
- Section 8-10-23, Denial or Termination of Assistance, is amended by
 - Deleting reference to the certificate program in one of the grounds for denial or termination of assistance.
 - Adding an exception in termination of assistance due to insufficient funding for special purpose funded vouchers; and clarifying that families whose assistance is terminated may reapply when the waiting list is open.
 - Clarifying the applicant or family is entitled to an informal review rather than a hearing under Section 8-10-25.
- Section 8-10-24, Disqualification from Participation, is amended by clarifying that at the time of disqualification, the family or owner is entitled to an informal review rather than a hearing.
- Section 8-10-25, Informal Settlement of Disputes, is amended
 - By adding a statement that an informal review is not to be confused with the administrative proceeding under section 8-10-26 which affords an aggrieved Participant the opportunity to present an appeal before an impartial departmental representative for decision.
 - By adding a statement that the agency shall acknowledge receipt of the written complaint, and

that the discussion will be conducted by a staff member other than a person who made or approved the decision under review or subordinate.

- By clarifying the agency shall prepare a written summary of the discussion within a reasonable time rather than 15 days after the discussion.
- By clarifying the written summary shall state the decision and brief statement of the reasons therefor, instead of the proposed resolution.
- By stating matters for which an informal review is not required pursuant to federal regulation.
- By adding rights of the complainant including opportunity to examine the case record and all documents and records to be used at the review, present the case alone or with another person including legal counsel at the party's expense; advance arguments without undue interference; question or refute testimony or evidence; and request an interpreter.
- Section 8-10-26, Hearing on a Dispute, is amended as follows:
 - Providing that for a hearing, a complainant is a participant complainant as provided in 24 CFR 982.555 and deleting the provisions for applicants as provided in 24 CFR 982.554. Deleting the types of grievances for which hearings are not required under 24 CFR 982.554.
 - Deleting requirement that a request for a hearing state the specific statutory provision, rule, decision or order in question together with a statement of the dispute involved, and a memorandum of the points and authorities containing a full discussion of reasons or legal authorities in support of complainant's position.
 - Adds provisions for conduct of the hearing:
 1. All relevant oral or documentary evidence shall be admitted; hearings officer shall have powers to hold hearings and issue notices, administer oaths; subpoena and examine witnesses; issue subpoenas; receive evidence and exclude evidence and restrict lines of questioning or testimony; regulate the conduct of the hearing; remove disruptive individuals; dispose of procedural matters; and examine all relevant evidence.
 2. Adding a requirement that the complainant appear in person unless Agency received and accepted a request for a representative; adds provision for complainant to appear remotely if permitted by the Agency for health and safety reasons.
 3. Adding a limit on attendance, unless agreed to by complainant and agency, to complainant or authorized representative, or both, interpreter if any, and legal counsel; agency representatives, and hearing officer and staff.
 4. Adding a provision requiring the family to have an opportunity to examine before the hearing any documents relevant to the hearing and allowing copying at family's expense; barring use of documents at hearing if not made available to family; requiring any relevant family held documents to be made available to the agency at least 48 hours prior to hearing and allowing copying; barring use of documents at hearing if not made available to agency.
 5. Adding provisions that hearing shall not be granted if family has withdrawn the request in writing or abandoned the request by failing to appear at the scheduled hearing without good cause.
 6. Adding a requirement that the hearing officer shall send the family a letter stating the appeal is considered abandoned and may continue only if family presents within 10 days of the notice good cause for failure to appear, by reason of death in the family, personal injury or illness or sudden and unexpected emergencies.
 7. Adding a statement that the burden of proof shall be on the party initiating the proceeding, with proof to be by preponderance of evidence.
 8. Adding statement that when a request for hearing is denied or dismissed, the agency shall notify the family within 90 calendar days of the hearing request stating the reasons for denial or dismissal and also stating the family may no longer appeal the issue.
 9. Adding statement that unless otherwise provided, every decision and order shall be in writing or stated in the record; where the case has been contested and the decision is adverse to any party, the decision shall be accompanied by findings of fact and conclusions of law; the hearings officer shall transmit a copy of the decision to each party within a reasonable time; and providing that any party aggrieved by a final decision or order in a contested case is entitled to judicial review in conformance with section 91-14, HRS.
- Section 8-10-29, Special Housing Types, is amended by adding homeownership option as a permitted type.

Chapter 13 - Project Based Rental Assistance Program

- Section 8-13-1, General Applicability, is amended by deleting April 1, 2012 as the date of the Code of Federal Regulations in effect upon adoption of these rules, to be replaced by December 1, 2020.
- Section 8-13-3, General Project-Based Voucher Program, is amended by:
 1. Amending the maximum assistance allowed from 20% of total funding available to 20% of authorized units, with an additional 10% allowed for units in census tracts with a poverty rate of 20% or less; units that house families that meet the definition of homeless or families with veterans; units that provide supportive housing to persons with disabilities or elderly persons; or units in areas where vouchers are difficult to use.
 2. Adding exceptions to cap for Veterans Affairs Supportive Housing PBV set aside units, rental assistance demonstration units and units previously under certain federal rent restrictions or long term housing subsidies.
- Section 8-13-4, Definitions, is amended by:
 1. Adding a definition for "housing quality standards" as minimum quality standards for tenant based programs to insure that the unit is safe, decent and sanitary.
 2. Adding a definition for "independent entity" as an entity that has no legal or financial connection that could cause any party to improperly be influenced by the other.
 3. Amending the definition of "PHA-owned Unit" as a unit owned by the Agency, an entity wholly

- controlled by the Agency, or a limited liability company or limited partnership in which the Agency or an entity wholly controlled by the Agency holds a controlling interest in the managing member or general partner.
4. Adding a definition of "project" as a single building, multiple contiguous buildings, or multiple buildings on contiguous parcels of land, with contiguous in this definition including adjacent to, as well as touching along a boundary or point.
 5. Adding a definition for "veteran" as a person who has served in the active military, naval, or air service and who was discharged or released under conditions other than dishonorable, and as may be further defined by HUD and related federal guidance.
 6. Deleting the definition of "state certified appraiser."
- Section 8-13-5, Eligible, Ineligible, and PHA-owned units, is amended by:
 1. Adding "Newly Constructed Units" to the title of a section of the Code of Federal Regulations; adding as a type of ineligible units "the homeownership option"; and deleting reference to the Agency's authority to attach project based assistance to high rise elevator projects.
 2. Adding to the tasks to be performed by a HUD-approved independent entity, determination of rent reasonableness, establish initial and renewal HAP contract term, establish initial and redetermined contract rents and conduct HQS inspections. Adding authority for a unit of local government to perform these tasks.
 - Section 8-13-6, Partially Assisted Building Requirement, is amended as follows:
 1. Amending the maximum amount of project based assistance a project, rather than one building, may receive as the greater of 25 units or 25% of the units in a project.
 2. Adding a cap of not more than the greater of 25 dwelling units or 40% of the dwelling units in any project may be assisted in areas where vouchers are difficult to use as determined by HUD or with respect to census tracts with a poverty rate of 20 % or less.
 3. Adding that tenants qualifying for the project exception shall be offered supportive services but participation shall not be required as a condition of living in the excepted unit.
 4. Amending supportive services to include housekeeping or personal assistance, education or employment services and deleting the minimum requirement of quarterly contacts with a case manager and annual reports.
 5. Adding units previously subject to federally required rent restrictions or receiving other HUD project based assistance as not being counted toward the percentage limitation.
 - Section 8-13-9, Evaluation, Ranking Selection Criteria, is amended by:
 1. Deleting from the criteria for rehabilitated housing and newly constructed housing, the criteria that projects with less than 25% of the units assisted will be rated higher than projects with 25% of the units assisted and the criteria for rating projects for the elderly, persons with disabilities or families needing other services.
 2. Adding to the criteria for proposals from owners competitively selected under another federal, state, or local housing assistance program consideration for the extent to which services for special populations are provided and experience as an owner and compliance with owner's obligations under the tenant based program or similar subsidy program recognized by the Agency.
 - Section 8-13-10, Rehabilitated and Newly Constructed Housing Requirements, is amended by replacing state certified appraiser with HUD approved independent entity as the entity to establish rents.
 - Section 8-13-11, Housing Assistance Payments Contract, is amended by adding provision that in a project selected to receive assistance, Agency may convert existing families from tenant based vouchers to project based assistance without the need to apply for a waiting list; providing for an initial HAP contract term of 20 rather than 10 years; adding authorization for a maximum of 20 years extension for a contract; deleting state certified appraiser and adding HUD approved independent entity as the one approving initial rent; adding provision that small area fair market rents shall not apply to projects; adding authorization that at any time during the term without being subject to additional competitive selection procedures, Agency may add additional units to receive assistance under a HAP contract.
 - Section 8-13-12, Tenant Selection, is amended by adding to the first preference for family receiving a HUD special funded voucher, "and the specific preferences established for the project" and requiring that a family must meet the requirements for the special funded assistance.
 - Adding a new section 8-13-12.1, Occupancy Standards, similar to the guidelines in tenant based assistance rules, providing minimum and maximum persons to occupy bedroom sizes 0 to 4, and other parameters. Qualifies minor children and college students who are away at school as within the state.
 - Section 8-13-13, Waiting List; Issuance of Voucher, is amended by deleting reference to waiting lists for each project in the program and inserting "PBA will be offered to applicants at the top of the waiting list as funding and units become available," and adding "selection preference in accordance with Chapter 8-10."
 - Section 8-13-14, Family Briefing, is amended by deleting duplicative requirement to provide effective communication for a family head or spouse with disabilities.
 - Section 8-13-15, Family Share and Housing Assistance Payment, is repealed.
 - Section 8-13-16, Maintenance, Operation and Inspection, is amended by adding that a sample of units in the project shall be inspected at least biennially instead of annually.
 - Section 8-13-17, Assisted Tenancy and Termination of Tenancy, is amended by:
 1. Adding as an option for term of lease the remaining term of a special funded voucher.
 2. Adding statement that a family occupying a unit that is special funded after the first year may move and retain housing assistance under the same program if funding is available and that the agency shall not provide tenant based assistance.
 3. Adding requirement that the agency must take all cost saving measures before determining funding is insufficient; adding that agency will not terminate assistance unless instructed by HUD

and if so, families will be terminated by most recent date of admission; adding that upon termination or expiration of the PBV contract, each family may elect to use its assistance to remain in the unit and pay its share of rent.

A public hearing will be held:

Date: December 17, 2020
Time: 10:00 a.m.
Place: Department of Community Services
81 Merchant Street, 1st Floor Conference Room
Honolulu, Hawaii 96813

Copies of the proposed rules are available for review at the address below starting today and ending five days prior to the day of the public hearing during normal business hours: Monday through Friday, except state holidays, from 7:45 a.m. to 4:30 p.m. A complete set of the current rules to be amended and proposed rules are available free of charge on the City's internet page <http://www.honolulu.gov/cms-dcs-menu/site-dcs-sitearticles/1795-rad-plans-and-rules.html>. Copies of the rules to be repealed and proposed rules can be mailed at no charge to any interested person who submits a written request to the address below.

Department of Community Services
51 Merchant Street, 2nd Floor
Honolulu, Hawaii 96813
Phone: (808) 768-7080
Fax: (808) 768-7095
Email: jlee2@honolulu.gov

The Department of Community Services is committed to allowing public testimony. All interested persons are invited to express their views on this matter.

Pursuant to the Ninth Supplementary Proclamation issued by Governor David Ige on June 10, 2020, and Mayor Kirk Caldwell's Emergency Order No. 2020-18 dated July 2, 2020, relating to the COVID-19 pandemic, in order to allow public participation, the following procedures are in effect for oral testimony at the hearing: (1) masks are required, (2) in-person testifiers will not be allowed into the room until it is their turn to testify and must leave the room immediately after providing testimony, and (3) members of the public gathered outside the meeting room shall comply with Safe Practices and Social Distancing Requirements. If planning to attend in person, please notify us at least five business days in advance to allow arrangements to be made for adequate social distancing. Testimony will also be accepted through mail, fax, or email by 10:00 a.m. on December 17, 2020.

It is the policy of DCS to comply with all of the requirements of the Americans with Disabilities Act. The above facility is accessible. For sign language interpreters, assistive listening devices, or materials in accessible format, please call (808) 768-7098 at least five days in advance.

Pamela A. Witty-Oakland, Director
Department of Community Services
City and County of Honolulu



(SA1303292

11/17/20)



APPENDIX C

New Activities

Appendix C

Project Based Vouchers

Honolulu's rail project is expected to provide new opportunities to develop affordable rental units along the rail line. Implementation of Project Based Vouchers will follow the Annual PHA Plan objectives to adopt strategies to maximize voucher usage.

Subject to availability of funding, the City and County of Honolulu PHA envisions setting aside up to 200 project based vouchers over the five year plan period. Unfortunately, building of the rail line and stations are taking a considerably longer time to build than initially expected. By Honolulu's Development Plan (DP) areas, up to 140 vouchers may be awarded for the Primary Urban Center (Kahala to Pearl City);

up to 40 for the Ewa DP area;

up to 40 for the Central Oahu DP area;

up to 20 for the East Honolulu, DP area;

up to 20 for the Koolaupoko DP area (Kailua, Kaneohe);

and up to 20 for the Waianae DP area. No vouchers are envisioned for the Koolauloa and North Shore DP areas.

APPENDIX D

Certifications of Compliance with PHA Plans and Related Regulations

**Certifications of Compliance with
PHA Plans and Related Regulations
(Standard, Troubled, HCV-Only, and
High Performer PHAs)**

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
OMB No. 2577-0226
Expires 02/29/2016

**PHA Certifications of Compliance with the PHA Plan and Related Regulations including
Required Civil Rights Certifications**

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 X Annual PHA Plan for the PHA fiscal year beginning ___ 07/2021 ___, 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 has established a Resident Advisory Board or Boards, the membership of which represents the residents assisted by the PHA, consulted with this Resident Advisory Board or Boards in developing the Plan, including any changes or revisions to the policies and programs identified in the Plan before they were implemented, and considered the recommendations of the RAB (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.
4. 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.
5. 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.
6. The PHA will affirmatively further fair housing by examining their programs or proposed programs, identifying any impediments to fair housing choice within those programs, addressing 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 by maintaining records reflecting these analyses and actions.
7. For PHA Plans 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 2010-25);
 - 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 a 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 a 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).
8. The PHA will comply with the prohibitions against discrimination on the basis of age pursuant to the Age Discrimination Act of 1975.
9. 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.
10. 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.
11. 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.
12. The PHA will take appropriate affirmative action to award contracts to minority and women's business enterprises under 24 CFR 5.105(a).


13. 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.
14. 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.
15. The PHA will keep records in accordance with 24 CFR 85.20 and facilitate an effective audit to determine compliance with program requirements.
16. 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.
17. 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).
18. 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.
19. 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.
22. The PHA certifies that it is in compliance with applicable Federal statutory and regulatory requirements, including the Declaration of Trust(s).

City and County of Honolulu
 PHA Name

HI003
 PHA Number/HA Code

Annual PHA Plan for Fiscal Year 2021
 5-Year PHA Plan for Fiscal Years 20__ - 20__

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
Sarah Allen	Director
Signature 	Date 4/14/21

APPENDIX E

Civil Rights Certification

Civil Rights Certification
(Qualified PHAs)

U.S. Department of Housing and Urban Development
Office of Public and Indian Housing
OMB Approval No. 2577-0226
Expires 02/29/2016

Civil Rights Certification

Annual Certification and Board Resolution


Acting on behalf of the Board of Commissioners of the Public Housing Agency (PHA) listed below, as its Chairman or other authorized PHA official, I approve the submission of the 5-Year PHA Plan for the PHA of which this document is a part, and make the following certification and agreements with the Department of Housing and Urban Development (HUD) in connection with the submission of the public housing program of the agency and implementation thereof:

The PHA certifies that it will carry out the public housing program of the agency 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, and will affirmatively further fair housing by examining their programs or proposed programs, identifying any impediments to fair housing choice within those program, addressing those impediments in a reasonable fashion in view of the resources available and working with local jurisdictions to implement any of the jurisdiction's initiatives to affirmatively further fair housing that require the PHA's involvement and by maintaining records reflecting these analyses and actions.

City and County of Honolulu
PHA Name

HI003
PHA Number/HA Code

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
Sarah Allen	Director
Signature 	Date 4/14/21

APPENDIX F

Resident Advisory Board (RAB) Comments/Narrative

Resident Advisory Board (RAB) Meeting (via WebEx)

FY 2022 PHA Annual Plan

February 16, 2021 10:00 – 11:15 AM

February 17, 2021 1:00 – 2:15 PM

Members present on 2/16/2021: Chantrelle Waialae, Kristina Kaimiola, and Tajinita Kilakalua

Staff present on 2/16/2021: Carole Chung-Yokoyama, Uilani Silva, Victoria Punua-McGinnis, and Jayne Lee

Members present on 2/17/2021: Raphaela Che, Tajinita Kilakalua

Staff present on 2/17/2021: Gail Kaito, Carole Chung-Yokoyama, Uilani Silva, Victoria Punua-McGinnis, and Jayne Lee

1. Opening Statement
2. Introductions
3. Role of the RAB Members
4. Changes to the Administrative Plan effective January 10, 2021
5. Goals and Objectives of the PHA
6. Comments from the RAB Members and Staff

RAB Member Comments

Many changes made by the PHA related to the COVID 19 pandemic. The PHA had to change the way business was conducted including holding the RAB meeting virtually. The PHA continues to strive for full utilization of the Housing Assistance Payment (HAP) funds. The PHA tried to incorporate technology wherever possible. The meetings and briefings are held using WebEx and YouTube. The City continued to issue vouchers and find units for families throughout all of the pandemic challenges.

We also talked about the purchase of a new module for our software program. It is a portal where applicants, participants, and landlords will be able to scan in documents easily. Assistance Connect will refresh every hour and send the information to the examiner. RAB members were encouraged to sign up once they receive the invitation. We will eventually be conducting reexams using this password protected system.

Going forward, the RAB members liked the suggestions of having kiosks or using the Kapolei interviews to WebEx meet with their examiners. For the remote inspection suggestion, one member liked the idea but said it may be hard to conduct an inspection with children distance-learning. Another member said that it might be easier because it is scheduled for a specific time instead of waiting for the inspector all day. She had challenges with timing in the past. Another member said that she likes having the inspector come to her unit and can sometimes address the deficiencies when the inspector is still at the unit. Remote inspections may end up missing items and then

who will be liable so it was suggested that the PHA provide the families with an inspection checklist. For those families with good inspection history, this remote inspection method would definitely work.

The RAB members also like the kiosk idea for those families who do not have electronic devices available to them to virtually meet staff. Kiosks would be set up in the lobby areas of the town office. For the Kapolei office, it would be the interview rooms. We would have the webcams on the computers where the families can meet with their examiner who is sitting in another part of the office, at their desk.

One member commented about how hard it was to verify things in the beginning but she and her examiner worked together to figure things out. Another member asked about income changes with her employer thinking of using a bonus pay incentive.

For the FSS program, the Program Coordinating Committee (PCC) held one meeting last year but due to the pandemic, was not able to hold another planned meeting in August. FSS staff will venture to virtual meetings this year. Phone calls don't always have the right feel to it. They will be invited to attend future PCC meetings.

PHA Narrative

Meeting with the RAB members gives the PHA a chance to see what the program recipients go through and their reactions to the program and procedures. They shared their experience about inspections and how things have changed due to the pandemic. Overall, the RAB members think that the PHA has done its best to meet HUD requirements and in meeting the challenges posed by the pandemic.

APPENDIX G

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

**Certification by State or Local
 Official of PHA Plans Consistency
 with the Consolidated Plan or
 State Consolidated Plan
 (All PHAs)**

U. S Department of Housing and Urban Development
 Office of Public and Indian Housing
 OMB No. 2577-0226
 Expires 2/29/2016

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

I, Holly Kawano, the Federal Grants Coordinator
Official's Name *Official's Title*

certify that the 5-Year PHA Plan and/or Annual PHA Plan of the
City and County of Honolulu
PHA Name

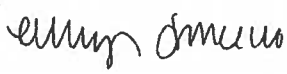
is consistent with the Consolidated Plan or State Consolidated Plan and the Analysis of
 Impediments (AI) to Fair Housing Choice of the
City and County of Honolulu
Local Jurisdiction Name

pursuant to 24 CFR Part 91.

Provide a description of how the PHA Plan is consistent with the Consolidated Plan or State
 Consolidated Plan and the AI.

The FY 2022 PHA Annual Plan is consistent with FYs 2021-2025 Consolidated Plan and the AI. The Plan
 ensures equal opportunity and furthers Fair Housing objectives.

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 Holly Kawano	Title Federal Grants Coordinator
Signature 	Date 5/19/21

APPENDIX H

Civil Rights Narrative Affirmatively Furthering Fair Housing

CIVIL RIGHTS NARRATIVE AFFIRMATIVELY FURTHERING FAIR HOUSING

A. ASSESSMENT OF THREE TO FIVE YEAR GOALS

Actions undertaken during the report period to address *Strategic Plan* objectives and areas of high priority identified in the *Consolidated Plan* are delineated by source of funds and are included in the *Community Development Block Grant (CDBG)*, *Home Investment Partnerships (HOME)*, *Emergency Solutions Grants (ESG)*, *Continuum of Care grants (CoC)*, and *Housing Opportunities for Persons With Aids (HOPWA)* sections of this narrative.

B. ACTIONS TAKEN TO AFFIRMATIVELY FURTHER FAIR HOUSING

- 1) During the reporting period, the City received and responded to multiple and diverse fair housing inquiries from the public. The City's Fair Housing Office provided information, counseling, and referral to other community resources as appropriate including referrals to the Legal Aid Society of Hawaii, Hawaii Civil Rights Commission, the State of Hawaii landlord tenant hotline, and other agencies.
- 2) The City's Fair Housing Office continued to require nonprofit housing developers to submit the Affirmative Fair Housing Marketing Plan, HUD Form 935.2A, to outline their marketing of affordable housing to protected classes such as the disabled, elderly, and non-English proficient persons.
- 3) The Fair Housing Office continued to require nonprofit lessees of City owned Special Needs Housing properties to complete and submit the HUD Form 935.2A with their proposals to lease or renew their leases with the City.
- 4) Administered two HOPWA contracts, totaling \$616,157 which served approximately 400 persons through the provision of rental assistance, emergency assistance, case management and advocacy services provided by two nonprofit agencies.
- 5) The annual planned and coordinated the Mayor's Proclamation of April 2020 as "Fair Housing Education Month" in the City and County of Honolulu was not held due to concerns caused by the coronavirus and in response to the Governor's and Mayor's emergency proclamations against large gatherings.
- 6) The annual "Fair Housing Training 2020" was scheduled to be held at the Neal Blaisdell Center in April 2020. However, due to concerns caused by the coronavirus and in response to the Governor's and Mayor's emergency proclamations against large gatherings this event was cancelled.
- 7) Participated in the joint "*Analysis of Fair Housing Impediments Study*" that was conducted by the University of Hawaii's Center on Disabilities Studies. This was a joint undertaking of four state agencies and all four of the counties. Participated in the new 2019 "*Analysis of Fair Housing Impediments Study*". The main focus

of the 2016 study was on people with disabilities. The main focus of the 2019 study is on the City's internal policies and procedures for fair housing. The results of these studies will be used to guide fair housing activities and initiatives in the future.

- 8) Maintained the "Fair Housing Office" portion of the Department of Community Services (DCS) website, <http://www1.honolulu.gov/dcs/fairhousing.htm>, to include a briefing and recital of fair housing laws, translation of fair housing information in Chinese, Ilokano, Korean, Marshallese, Samoan, Spanish and Tagalog, and a listing of fair housing information and enforcement resources.
- 9) Instituted standard protocols for all Department of Community Services Project Officers to submit plans for City-funded construction projects to the State of Hawaii Disabilities Communication Access Board (DCAB) for review/evaluation in compliance with HRS 103-50.
- 10) The City Fair Housing Office expanded its collaborative network of resource persons and agencies through attendance at training activities.
- 11) The City's Fair Housing Office continued to work with nonprofit agencies that lease Special Needs Housing properties from the City through the Department of Community Services. The agencies use these properties as emergency shelters and domestic violence shelters. The agencies are reminded of federal laws under Title VI I Rights Act of 1964 (as amended) and Title VIII of the Civil Rights Act of 1968 (as amended) that prohibit any discrimination in service provision based on race, color, national origin, gender, or sexual identity.
- 12) Analyzed inquires made to, or referred to, the Fair Housing Office. The most common problems were related to two areas: landlord tenant conflict and disability rights/accessibility issues. Future training and outreach efforts will target these areas.
- 13) The Fair Housing Office's collaborative network has expanded with additional expertise being provided by the University of Hawaii's Office of Disability Rights, the State of Hawaii's Disabilities Communications and Access Board (DCAB), the Hawaii Disabilities Rights Center, Mental Health Hawaii, the State of Hawaii Department of Commerce and Consumer Affairs landlord-tenant program, Hawaii Public Housing Authority, Hawaii Housing Finance and Development Corporation, City and County of Honolulu Section 8 Rental Assistance, and others.

- End November 2020 -

Appendix J

Progress Report, Goals and Objectives

Goals and Objectives

A. Expand the supply of assisted housing

Objectives:

1. Apply for the maximum number of new Housing Choice Vouchers (HCV), when made available by HUD

In CY 2020, the PHA pulled 685 applicants from the HCV waiting list and issued 293 vouchers. The PHA received 76 VASH (Veterans Administration Supportive Housing) referrals. From the 76 applicants, 70 vouchers were issued and 47 leased up. Although the PHA wanted to issue more vouchers, due to COVID, efforts were slowed due to the need to employ new methods of conducting orientations and voucher briefings.

2. Adopt strategies and options that maintain the maximum program size of the HCV Program

2020 was challenging for all PHAs due to the pandemic. We created online orientation and briefings to eliminate as much in-person meetings as possible; however, we still conducted in-person meetings for those without electronic devices. Many families took advantage of this virtual/online method.

The PHA continues to monitor the payment standards in relation to rent burden on the families in order to determine the payment standards. In CY2021, the administrative plan was modified to the "hold harmless" policy, to address the fluctuating FMRs in some zip codes and well as the downward trend with other zip codes. The "hold harmless" policy is when a payment standard decreases for a zip code, if the family continues to occupy the unit and has no change in the voucher size, the PHA is allowed to keep higher payment standard for the family.

With limited affordable housing available, the PHA is looking towards project-based vouchers (PBV) as a means to add to the affordable housing inventory. The PBV administrative plan was modified in preparation and anticipation of the start of PBV. The PHA plans to set aside VASH vouchers for this. The County of Oahu is building a rail system which may allow families to seek better employment and higher education opportunities. Transit Oriented Development plans include housing in areas near or at the station locations. The goal is to maintain the maximum program size of the HCV Program as well as to maximize utilization of available vouchers.

3. Explore ways to expand service delivery to all housing markets on Oahu

In 2020, the pandemic shut down Oahu. The PHA was inundated with requests for income adjustments after many families lost their sources of income. Because this program allows the PHA to adjust for decreases in income, increasing the housing assistance payments, the PHA has seen a slight increase in program interest from landlords. The Landlord Specialist has been successful in expanding service delivery to all housing markets by educating potential Landlords of the Section 8 program, helping current tenants find rentals in different parts of Oahu and briefing applicants on their role and responsibilities in the Section 8 Program.

When requested, the Landlord Specialist hosts virtual or in-person briefings with landlords and organizations who help the families find available housing.

4. Work with the State Department of Health (DOH) to abate homes found with high levels of lead-based paint.

Due to the pandemic, there were no meetings with DOH. However, the DOH continues to contact the PHA when there is a lead-poisoning "hit". Doctors are required to notify DOH when tests show high levels of lead in the blood of children under 6 years of age. After many years of not receiving any hits, in CY2020, there were three families with children who tested for higher lead blood level. Two units were found to be the cause of the lead and one unit was not.

**B. Improve the quality of assisted housing
Objectives:**

1. Improve and maintain voucher management "high performer" rating

Due to the pandemic, HUD allowed the PHA to keep the "High Performer" rating for the SEMAP certified for the fiscal year ending June 30, 2020 and the PHA continues to strive for the high performance rating.

2. Increase customer satisfaction

The Landlord Specialist helps to improve customer satisfaction by performing landlord briefings, meeting with voucher holders to help them find housing, and meeting with service providers to find ways to help program participants.

The Landlord Specialist was not as successful in his outreach to owners and agents due to the pandemic. The following is from the Landlord Specialist report for CY 2020.

1. Owners/Agents Outreach: 43
2. Briefings: 136
3. Community Resources Outreach Affiliation: 7
4. Voucher Holder Consultations: 100

3. Concentrate on efforts to improve specific management functions

In 2021, two entry level housing specialist positions were filled. The PHA still needs to fill two more positions to complete staffing. With the vacant positions filled, once staff is trained properly, the PHA can look forward to smaller caseloads for the specialists. This will allow staff to better respond to the needs of the assisted families.

In 2020, the PHA purchased a new software module called Assistance Connect. This module allows applicants, participants, and owners to be in faster, electronic contact with the PHA. Documents can be scanned directly into this module and uploaded to the software throughout the day.

The Utility Allowance schedule was updated effective January 2021. It is revised yearly. The PHA is required to use Small Area Fair Market Rents (SAFMRs) to calculate its payment standards. SAFMRs are intended to result in payment standards that align more closely with local rental costs, particularly in higher-

cost areas. Its purpose is to provide HCV-assisted families with access to "areas of high opportunity and lower poverty." The PHA continues to monitor movement between the zip codes. As of CY 2020, the data shows that families are still moving to the higher poverty areas.

There were trainings and workshops offered to staff in CY 2020. These trainings and workshops help staff to explore new ways to coordinate and link supportive services to housing. The PHA staff attended the following events in CY 2020:

Calendar year 2020 Trainings/Informational Sessions/Meetings	
January 22, 2020	Housing Choice Voucher Presentation for Landlord – Pacific Housing Assistance Corporation
January 29, 2020	HCV Program Landlord Task Force Webinar 1- Introduction
February 12, 2020	HCV Presentation for the University of Hawaii Social Sciences Department
April 17, 2020	HUD – CARES Act Waiver Presentation and Discussion
April 21, 2020	Annual Section 8 Housing Administrators Meeting
April 22, 2020	HUD Sexual Harassment Webinar
April 22, 2020	HCV Program Landlord Task Force Webinar 2 – Education and Outreach Strategies for Landlord Participation
April 28, 2020	Pacific Southwest Regional Council-National Association of Housing and Redevelopment Officials COVID 19 Discussion
May 1, 2020	HUD – CARES Act Operating Funds and HCV Admin Fee Funding Notices Presentation and Discussion
May 12, 2020	PSWRC-NAHRO COVID 19 Discussion
May 15, 2020	HUD – Navigating PIC and REAC Reporting Requirements Presentation and Discussion
June 5, 2020	Fair Housing Coordinators' Meeting
June 16, 2020	HUD – Best Practices from PHAs Presentation and Discussion
July 1, 2020	The National Law Center on Homelessness and Poverty – Protecting Renters, Preventing Homelessness, and COVID 19 Webinar
July 9, 2020	HUD - CARES Act Update for PHAs Presentation and Discussion
July 21, 2020	PSWRC-NAHRO CARES Act Flexibility Discussion
August 6, 2020	Presentation about the HCV Program– A Place Called Home- for other social services providers
September 3, 2020	Larry Robbin Shaking Hands In Virtual and Telephone Counseling Presentation
September 9, 2020	2020 Statewide Veterans Virtual Conference
September 15, 2020	HUD – PHA CARES Act Reporting Presentation and Discussion
September 30, 2020	HUD Financial Management Center –Two Year Tool Basics Training
October 16, 2020	Fair Housing Coordinators Meeting

October 19, 2020	HCV Program Landlord Task Force Webinar 3 - Technology
October 29, 2020 or October 30, 2020	Legal Aid Society of Hawaii Fair Housing Training
November 4, 2020	HCV Presentation for Veteran's Administration Staff
November 18, 2020 November 19, 2020	2020 Statewide Homeless Awareness Virtual Conference
December 16, 2020	The National Law Center on Homelessness and Poverty – How Survivors Who Rent Their Homes Can Keep Their Homes Webinar

Due to the virus, all PHAs had to find ways to provide customer service without in-person contact. We have resorted to conducting interviews by phone or video conferencing. Other PHAs have created kiosk booths in their lobby or in other office locations where the client can video-conference the PHA remotely and privately. We hope to set up webcam booths in our offices for staff and clients to be in contact with each other remotely but close enough to be able to give and receive documents, if any. We are equipping the housing specialists with virtual meeting capabilities so the families and landlords are able to visually see the specialist.

HUD suggests that PHAs also allow for remote virtual inspections. The families opting for this inspection method would have to have certain tools available at their unit to consider this option.

4. Establish the Project Based Voucher Program.

The Project Based Voucher Administrative Plan was updated. In 2021, the PHA plans to issue a Request for Proposals to expand opportunities and utilization for the VASH vouchers. The Honolulu's rail project is expected to provide new opportunities to develop affordable rental units along the rail line. The PHA may find developers interested in using PBV funding to provide more affordable housing.

**C. Promote self-sufficiency and asset development of assisted households
Objectives:**

1. Increase the number and percentage of employed persons in assisted families

For FY 2020, HUD required that the PHA have a minimum of 73 families participating in the FSS program. FSS had 116 families participating in the FSS program.

The FSS program staff plan to move towards using virtual briefings and client appointments.

2. Provide or attract supportive services to improve assistance recipients' employability

An annual meeting of the FSS Program Coordinating Committee (PCC) is held to cover all aspects of the Family Self-Sufficiency Program. In 2020, we held our meeting on January 27, 2020. The presentations at this meeting were provided

by Aloha United Way and Leeward Community College. Status updates from the FSS partners and the Section 8 Rental Assistance Program were also presented.

The Family Self-Sufficiency and Family Unification Program for Youth demonstration allow the FUP youth to remain on the program after their initial 36-month period ends. If the FUPY signs an FSS Contract of Participation, the former foster care youth may be able to continue receiving housing assistance for an additional 5 years. There are currently 21 FUPYs on the FSS/FUP demo program.

3. Create and maintain asset-building initiative through community collaborations.

The PHA creates and maintains asset-building through the following initiatives:

1. The PHA works closely with Hale Kipa. Hale Kipa refers aged out foster youth to the PHA. The PHA is able to offer the former foster youth Housing Choice Vouchers (HCV) through the Family Unification Program (FUP). Hale Kipa also provides additional employment and credit counseling for these participants.
2. The PCC meetings are a forum to build new relationships and continue to strengthen connections with partnering agencies.
3. The PHA meets annually with HUD and other local PHAs. This Annual Coordinators' meeting covers HUD reminders and new items, best practices and the PHA financial data. The meeting allows the PHAs to build camaraderie especially when new faces appear and encourages the PHAs to continue working together as we all have the same mission of serving Section 8 families and landlords.
4. In order to recruit and retain landlords, the PHA offers to hold monthly Landlord briefings as well as upon request. The Landlord Specialist continues to find new landlords, previous landlords and helps to retain the current landlords. The Section 8 Staff which includes the housing specialists, inspectors, and the clerical teams continue to promote and maintain relationships with the landlords. The Landlord Specialist keeps abreast of the available funding for rapid rehousing services, security deposit, damage assistance, and any housing related concerns.

4. Provide homeownership option program preference to families based on financial readiness

Once the Homeownership Option Program rules are updated, when available, homeownership vouchers will be issued to a family meeting the homeownership requirements including certification to be a homeowner by a HUD-certified homeownership counselor.

5. Apply for renewal of Family Self-Sufficiency Funding

The PHA applied for and was awarded the 2020 FSS funding for two Family Self-Sufficiency positions. The PHA was not awarded the 2019 FSS funding.

Homeownership Option Program (HOP) continues to be the top reason for enrollment as it provides assistance to families interested in homeownership by preparing families with financial readiness. The PHA is in the process of updating the HOP Administrative Plan. The HOP qualification process will be streamlined with the goal of only using staff time for those applicants that have

the most promise of buying a home. After the HOP Administrative plan is approved, the PHA can reopen the waiting list.

D. Ensure equal opportunity and affirmatively further fair housing

Objectives:

- 1. Undertake affirmative measures to ensure program access to assisted housing regardless of race, color, religion, national origin, sex, familial status and disability**

The PHA upholds and implements the Fair Housing rules and regulations. It ensures that the seven protective classes are able to get affordable housing and not be discriminated against.

- 2. Continue to provide language interpreter, signing, translation services to assisted households**

The PHA continues to provide language interpreters when requested. The Section 8 Application was translated into five languages including Korean, Chuukese, Simplified Chinese, Mandarin/Cantonese, and Vietnamese. The PHA may translate more key documents for the purpose of helping the Limited English Proficiency (LEP) population.

- 3. Appoint a representative to attend the quarterly Fair Housing Meetings**

A representative from the PHA attends the quarterly Fair Housing Meeting. At these meetings, there are question and answer sessions, discussions on any updates to Fair Housing, and future plans and projects. Due to the virus, virtual meetings are now held.

E. Technological Advances for faster, more comprehensive communication

Objectives:

The PHA continues to update its Facebook page. The page provides information on PHA activities, HUD requirements, trainings, and job openings.

The PHA was working with a City videographer to film an Inspection video. The video will provide information to Section 8 families and landlords regarding Housing Quality Standards (HQS) requirements. Due to the virus, the video could not be completed. The PHA plans to complete this inspection video shortly.

Due to the virus, the PHA has implemented the use of YouTube videos for housing choice voucher briefings instead of holding in-person meetings. We have to provide the option of an in-person meeting for those without the means to view the videos.

The PHA has started to accept official electronic signatures. Many of the initial leasing documents like the Request for Tenancy Approval form, are scanned over to the PHA to start the leasing process. At the end of the process when the HAP contract is ready for execution, all of the original documents will be collected to complete the leasing packet.

APPENDIX I

Public Hearing Notice/Narrative



**NOTICE OF PUBLIC HEARING
AND
REQUEST FOR COMMENTS**

The City and County of Honolulu, Department of Community Services (DCS), will hold a public hearing on its Draft Fiscal Year 2022 Public Housing Agency Annual Plan on Monday, April 12, 2021 at 10:00 a.m. at 51 Merchant Street, Honolulu, Hawaii 96813. Copies of the plan are available for review at the locations listed starting today and ending five days prior to the day of the public hearing during normal business hours: Monday through Friday, except state holidays, from 7:45 a.m. to 4:30 p.m. The Draft Plan is available at: the Section 8 Offices located at 842 Bethel Street, 1st Floor, Honolulu; Kapolei Hale, 1000 Ulu'ohi'a Street, #118, Kapolei; the Community Assistance Division Office located at 51 Merchant Street, 2nd Floor, Honolulu; the Department of Community Services Office, 925 Dillingham Blvd., Ste. 200, Honolulu; and the Department of Customer Services, 550 South King Street, Honolulu. Copies of the plan are also available on the City's internet page <http://www.honolulu.gov/>. Copies of the PHA Annual Plan will be mailed at no charge to any interested person who submits a written request to the address below.

Department of Community Services
51 Merchant Street, 2nd Floor
Honolulu, Hawaii 96813
Phone: (808) 768-7080
Fax: (808) 768-7095
Email: jlee2@honolulu.gov

All interested persons are invited to provide comments relating to the Draft Fiscal Year 2022 Public Housing Agency Annual Plan, either orally or in writing. All oral and written testimony presented at the public hearing will be considered. Written comments may be presented to the presiding officer at the public hearing, or mailed to the City and County of Honolulu, Department of Community Services, Community Assistance Division, Attention: PHA Plan, 51 Merchant Street, 2nd Floor, Honolulu, Hawaii 96813. Written comments may also be faxed to (808) 768-7095. Comments not presented at the public hearing will be accepted through mail, fax, or email by 10:00 a.m., Monday, April 12, 2021.

Pursuant to Governor David Y. Ige's Eighteenth Supplementary Emergency Proclamation Related to the COVID-19 Emergency dated February 12, 2021, and Mayor Rick Blangiardi's Eleventh Proclamation of Emergency or Disaster (COVID-19 [Novel Coronavirus]) of February 12, 2021 and Emergency Order No. 2021-01 (COVID-19 [Novel Coronavirus]) of February 12, 2021, in

order to allow public participation, the following procedures are in effect for oral testimony at the hearing: (1) face masks are required, (2) in-person testifiers will not be allowed into the room until it is their turn to testify and must leave the room immediately after providing testimony, and (3) members of the public gathered outside the meeting room shall comply with Safe Practices and Social Distancing Requirements. If planning to attend in person, please notify us at least five (5) business days prior to the event to allow arrangements to be made for adequate social distancing.

It is the policy of DCS to comply with all of the requirements of the Americans with Disabilities Act. The facility is accessible. For sign language interpreter; interpreter for language other than English, assistive listening devices, wheelchair accessibility or materials in accessible format, please contact Sarah Hoyohoy at (808) 768-7080 or email your request to jlee2@honolulu.gov at least five (5) business days prior to the event.

Sarah Allen, Director
Department of Community Services
City and County of Honolulu



Public Hearings

Public Hearings

Public Hearings



**NOTICE OF PUBLIC HEARING
AND
REQUEST FOR COMMENTS**

The City and County of Honolulu, Department of Community Services (DCS), will hold a public hearing on its Draft Fiscal Year 2022 Public Housing Agency Annual Plan on Monday, April 12, 2021 at 10:00 a.m. at 51 Merchant Street, Honolulu, Hawaii 96813. Copies of the plan are available for review at the locations listed starting today and ending five days prior to the day of the public hearing during normal business hours: Monday through Friday, except state holidays, from 7:45 a.m. to 4:30 p.m. The Draft Plan is available at: the Section 8 Offices located at 842 Bethel Street, 1st Floor, Honolulu; Kapolei Hale, 1000 Ulu'ohi'a Street, #118, Kapolei; the Community Assistance Division Office located at 51 Merchant Street, 2nd Floor, Honolulu; and the Department of Community Services Office, 925 Dillingham Blvd., Ste. 200, Honolulu. Copies of the plan are also available on the City's Internet website: www.honolulu.gov/dcs/housing.htm. Copies of the PHA Annual Plan will be mailed at no charge to any interested person who submits a written request to the address below.

Department of Community Services
51 Merchant Street, 2nd Floor
Honolulu, Hawaii 96813
Phone: (808) 768-7080
Fax: (808) 768-7095
Email: jlee2@honolulu.gov

All interested persons are invited to provide comments relating to the Draft Fiscal Year 2022 Public Housing Agency Annual Plan, either orally or in writing. All oral and written testimony presented at the public hearing will be considered. Written comments may be presented to the presiding officer at the public hearing, or mailed to the City and County of Honolulu, Department of Community Services, Community Assistance Division, Attention: PHA Plan, 51 Merchant Street, 2nd Floor, Honolulu, Hawaii 96813. Written comments may also be faxed to (808) 768-7095. Comments not presented at the public hearing will be accepted through mail, fax, or email by 10:00 a.m., Monday, April 12, 2021.

Pursuant to Governor David Y. Ige's Eighteenth Supplementary Emergency Proclamation Related to the COVID-19 Emergency dated February 12, 2021, and Mayor Rick Blangiardi's Eleventh Proclamation of Emergency or Disaster (COVID-19 (Novel Coronavirus)) of February 12, 2021 and Emergency Order No. 2021-01 (COVID-19 (Novel Coronavirus)) of February 12, 2021, in order to allow public participation, the following procedures are in effect for oral testimony at the hearing: (1) face masks are required, (2) in-person testifiers will not be allowed into the room until it is their turn to testify and must leave the room immediately after providing testimony, and (3) members of the public gathered outside the meeting room shall comply with Safe Practices and Social Distancing Requirements. If planning to attend in person, please notify us at least five (5) business days prior to the event to allow arrangements to be made for adequate social distancing.

It is the policy of DCS to comply with all of the requirements of the Americans with Disabilities Act. The facility is accessible. For sign language interpreter, interpreter for language other than English, assistive listening devices, wheelchair accessibility or materials in accessible format, please contact Sarah Hoyohoy at (808) 768-7080 or email your request to jlee2@honolulu.gov at least five (5) business days prior to the event.

Sarah Allen, Director
Department of Community Services
City and County of Honolulu
(SA1316883 2/26/20)



**Public Hearing
Fiscal Year 2022 Public Housing Agency (PHA) Annual Plan
Challenged Elements**

The public hearing for the Draft FY 2022 Annual Plan was held on Monday, April 12, 2021 at 10:00 a.m. The public hearing notice was posted in the Honolulu Star-Advertiser on Friday, February 26, 2021. The written comment period ended at 10:00 a.m. on Monday, April 12, 2021. There were no written comments received during the comment period.

The presiding officer was Ms. Jayne Lee, Section 8 Administrator. The public hearing was called to order at 10:05 a.m. As there were no oral or written challenges to the Draft FY 2021 PHA Annual Plan elements and no oral or written testimony given, the public hearing was officially adjourned at 10:07 a.m.

