

Before Starting the CoC Application

The CoC Consolidated Application consists of three parts, the CoC Application, the CoC Priority Listing, and all the CoC's project applications that were either approved and ranked, or rejected. All three must be submitted for the CoC Consolidated Application to be considered complete.

The Collaborative Applicant is responsible for reviewing the following:

1. The FY 2019 CoC Program Competition Notice of Funding Available (NOFA) for specific application and program requirements.
2. The FY 2019 CoC Application Detailed Instructions which provide additional information and guidance for completing the application.
3. All information provided to ensure it is correct and current.
4. Responses provided by project applicants in their Project Applications.
5. The application to ensure all documentation, including attachment are provided.
6. Questions marked with an asterisk (*), which are mandatory and require a response.

1A. Continuum of Care (CoC) Identification

Instructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.

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1A-1. CoC Name and Number: HI-501 - Honolulu City and County CoC

1A-2. Collaborative Applicant Name: Aloha United Way

1A-3. CoC Designation: CA

1A-4. HMIS Lead: Aloha United Way

1B. Continuum of Care (CoC) Engagement

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Warning! The CoC Application score could be affected if information is incomplete on this formlet.

1B-1. CoC Meeting Participants.

For the period of May 1, 2018 to April 30, 2019, applicants must indicate whether the Organization/Person listed:

- 1. participated in CoC meetings;**
- 2. voted, including selecting CoC Board members; and**
- 3. participated in the CoC’s coordinated entry system.**

Organization/Person	Participates in CoC Meetings	Votes, including selecting CoC Board Members	Participates in Coordinated Entry System
Local Government Staff/Officials	Yes	Yes	Yes
CDBG/HOME/ESG Entitlement Jurisdiction	Yes	Yes	No
Law Enforcement	Yes	No	No
Local Jail(s)	No	No	No
Hospital(s)	Yes	Yes	Yes
EMS/Crisis Response Team(s)	Yes	No	No
Mental Health Service Organizations	Yes	Yes	Yes
Substance Abuse Service Organizations	Yes	Yes	Yes
Affordable Housing Developer(s)	Yes	Yes	No
Disability Service Organizations	Yes	Yes	Yes
Disability Advocates	Yes	Yes	Yes
Public Housing Authorities	Yes	No	Yes
CoC Funded Youth Homeless Organizations	Yes	Yes	Yes
Non-CoC Funded Youth Homeless Organizations	Yes	Yes	Yes

Youth Advocates	Yes	Yes	Yes
School Administrators/Homeless Liaisons	Yes	Yes	Yes
CoC Funded Victim Service Providers	Yes	Yes	No
Non-CoC Funded Victim Service Providers	Yes	Yes	No
Domestic Violence Advocates	Yes	Yes	No
Street Outreach Team(s)	Yes	Yes	Yes
Lesbian, Gay, Bisexual, Transgender (LGBT) Advocates	Yes	Yes	Yes
LGBT Service Organizations	Yes	Yes	Yes
Agencies that serve survivors of human trafficking	Yes	Yes	No
Other homeless subpopulation advocates	Yes	Yes	Yes
Homeless or Formerly Homeless Persons	Yes	Yes	Yes
Mental Illness Advocates	Yes	Yes	Yes
Substance Abuse Advocates	Yes	Yes	Yes
Other:(limit 50 characters)			
Native Hawaiian Foundation	Yes	Yes	No
Native Hawaiian Government Agency	Yes	Yes	No

1B-1a. CoC’s Strategy to Solicit/Consider Opinions on Preventing/Ending Homelessness.

Applicants must describe how the CoC:

- 1. solicits and considers opinions from a broad array of organizations and individuals that have knowledge of homelessness, or an interest in preventing and ending homelessness;**
- 2. communicates information during public meetings or other forums the CoC uses to solicit public information;**
- 3. takes into consideration information gathered in public meetings or forums to address improvements or new approaches to preventing and ending homelessness; and**
- 4. ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats, e.g., PDF. (limit 2,000 characters)**

1.Partners in Care (PIC), as O’ahu’s CoC, aims to prevent and eliminate homelessness through open and inclusive participation of stakeholders representing different sectors and systems, including individuals with lived experience of homelessness. The CoC solicits and considers opinions through the following mechanisms: general meetings; board meetings; committee or workgroup meetings; an annual homeless conference; annual stakeholder surveys; focus groups; community meetings; and key informant interviews.

2.Information is communicated at CoC general, board, committee, and workgroup meetings, which are open to the public and include opportunities for input via comments and questions. The CoC’s meetings follow the Brown Act, and dates and agendas are posted in advance.

3.The CoC meetings maintain a participatory structure that encourages the free flow of ideas of improvements and approaches in preventing and ending homelessness on O’ahu. The Organizational, Development, and Advocacy

Committees implement annual surveys soliciting feedback from community stakeholders regarding the CoC’s service priorities, membership goals and policy initiatives. The CoC facilitates focus groups, interviews and surveys to gather input regarding specific planning initiatives or applications for new funding resources (e.g., the YHDP) and members participate in neighborhood meetings to share information and gather community input. The CoC coordinates the State Homeless Conference, annually in November, which provides a unique opportunity for the entire community—from front line staff to business owners and landlords—to collaboratively address homelessness challenges.

4.The CoC complies with the Americans with Disabilities Act (ADA) and provides information and materials (printed or electronic) to individuals with disabilities. Materials use accessible formats including well-formatted MS Word documents, PDFs, and alternate formats (e.g., Braille or audio format) according to needs.

1B-2. Open Invitation for New Members.

Applicants must describe:

- 1. the invitation process;**
 - 2. how the CoC communicates the invitation process to solicit new members;**
 - 3. how the CoC ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats;**
 - 4. how often the CoC solicits new members; and**
 - 5. any special outreach the CoC conducted to ensure persons experiencing homelessness or formerly homeless persons are encouraged to join the CoC.**
- (limit 2,000 characters)**

- 1.The invitation process for new members includes open invitations and coordinated campaigns with targeted outreach.
- 2.The invitation process is communicated via the CoC email listserve (300+ contacts) and on the CoC website, which states: “PIC membership is open to the general public and all are invited to share their opinions and ideas and to join our collaborative effort. Individuals can become members by providing basic contact information via this webpage. Individuals can also become members at PIC general meetings by signing in and providing an email address. They will be added to the PIC email list and receive meeting notices, agendas, and other important information. Members can be individuals or agency representatives. Voting members are those who have completed an annual application, signed an annual membership agreement and paid annual dues or received a waiver for their dues.” The Organizational, Development, and Awareness Committees jointly reach out to CoC partners to request that they identify potential new members, including homeless service consumers or community advocates, to ensure broad representation including homeless service consumers. Committee members or CoC staff reach out via email and or telephone to solicit engagement.
- 3.The CoC complies with the ADA and provides information or materials to individuals with disabilities using accessible formats. Alternate formats (e.g., Braille or audio) are upon request.
- 4.Membership drives are conducted at least annually. Non-members who attend monthly CoC meetings are invited to join at that time. The website

invitation is open and ongoing.

5.Membership drives include specific outreach strategies to engage stakeholders that may be underrepresented in CoC. For example, the CoC expanded the Statewide Homeless Awareness Conference to include a broad range of community groups who are not CoC members but who work with and/or represent persons experiencing homelessness or formerly homeless persons.

1B-3. Public Notification for Proposals from Organizations Not Previously Funded.

Applicants must describe:

- 1. how the CoC notifies the public that it is accepting project application proposals, and that it is open to and will consider applications from organizations that have not previously received CoC Program funding, as well as the method in which proposals should be submitted;**
- 2. the process the CoC uses to determine whether the project application will be included in the FY 2019 CoC Program Competition process;**
- 3. the date(s) the CoC publicly announced it was open to proposal;**
- 4. how the CoC ensures effective communication with individuals with disabilities, including the availability of accessible electronic formats; and**
- 5. if the CoC does not accept proposals from organizations that have not previously received CoC Program funding or did not announce it was open to proposals from non-CoC Program funded organizations, the applicant must state this fact in the response and provide the reason the CoC does not accept proposals from organizations that have not previously received CoC Program funding.**
(limit 2,000 characters)

1.The CoC issued on its website an RFP soliciting project proposals from qualified agencies providing shelter and supportive services to persons experiencing homelessness. The CoC emailed the RFP to a list of over 300 individuals representing 70 organizations—only 7 of which currently receive CoC funding. The RFP included a description of submission requirements and methods and the evaluation process for renewal and new projects. The CoC also announced acceptance of new project proposals from both CoC and non-CoC funded agencies at several open public meetings including: two RFP Information Sessions on July 29 and 31, 2019 and the regular general membership and committee meetings during July and August.

2.Projects are selected for inclusion in the CoC application based on clearly-stated criteria. Prior to the release of the 2019 NOFA, the CoC Planning Committee assembled a NOFA Sub-Committee to determine the needs of the CoC by completing a fiscal mapping of funded programs by all federal, state and county sources. The committee also reviewed the most recent Point-In-Time (PIT) Count and noted need for housing resources according to the CES By-Name-Lists (BNL). The process for determining inclusion and prioritization of projects in the FY 2019 CoC Program Competition included review of project applications by external and non-conflicted reviewers. After reviewers completed training to ensure they had the requisite information needed to conduct reviews, they utilized scorecards that were specific to project types. These scorecards were based upon HUD templates and included with a scorecard guide to support consistency in scoring.

3.RFP was released on July 17, 2019.

4. The CoC complies with ADA and provides information or materials to individuals with disabilities using accessible formats (e.g., well-formatted MS-Word document or PDF). Alternate formats (e.g., Braille or audio) are available upon request.

1C. Continuum of Care (CoC) Coordination

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1C-1. CoCs Coordination, Planning, and Operation of Projects.

Applicants must select the appropriate response for each federal, state, local, private, other organizations, or program source the CoC included in the planning and operation of projects that serve individuals experiencing homelessness, families experiencing homelessness, unaccompanied youth experiencing homelessness, persons who are fleeing domestic violence, or persons at risk of homelessness.

Entities or Organizations the CoC coordinates planning and operation of projects	Coordinates with Planning and Operation of Projects
Housing Opportunities for Persons with AIDS (HOPWA)	Yes
Temporary Assistance for Needy Families (TANF)	Yes
Runaway and Homeless Youth (RHY)	Yes
Head Start Program	Yes
Funding Collaboratives	Yes
Private Foundations	Yes
Housing and services programs funded through U.S. Department of Justice (DOJ) Funded Housing and Service Programs	Yes
Housing and services programs funded through U.S. Health and Human Services (HHS) Funded Housing and Service Programs	Yes
Housing and service programs funded through other Federal resources	Yes
Housing and services programs funded through State Government	Yes
Housing and services programs funded through Local Government	Yes
Housing and service programs funded through private entities, including foundations	Yes
Other:(limit 50 characters)	
Health Plans	Yes

Hospital Systems	Yes
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1C-2. CoC Consultation with ESG Program Recipients.

Applicants must describe how the CoC:

- 1. consulted with ESG Program recipients in planning and allocating ESG funds;**
- 2. participated in the evaluating and reporting performance of ESG Program recipients and subrecipients; and**
- 3. ensured local homelessness information is communicated and addressed in the Consolidated Plan updates.**
(limit 2,000 characters)

1.The ESG program recipient for the O’ahu CoC is the City and County of Honolulu (City). The CoC’s Planning Committee (PC), which includes representatives from the City (Office of the Mayor) and ESG sub-recipients, consults with the two City departments that are responsible for ESG planning and fund allocation: Department of Community Services (DCS) and Budget and Fiscal Services (BFS). The CoC Planning Committee conducts research using data from CES, HMIS and the PIT count to determine needs and to create a fiscal mapping document that identifies system gaps. This research is presented annually (usually via a meeting held in September) and includes recommendations on how to allocate approximately \$1.3 million in ESG funding across the four eligible categories of expenses: Shelter Operations; Street Outreach; Homelessness Prevention and RRH. In addition, the City requests input from the CoC on contract amendments and reallocation of funding across categories if the evaluation process determines that a sub-recipient is under-performing.

2.The CoC participates in ESG evaluation and reporting through a peer review process led by the PC, which includes: a). review of program-level data from CES and HMIS, including information on whether the sub-recipient is drawing down funds or has unused vouchers and b). site visits to sub-recipient program sites. Information is shared with the City and used to inform the Consolidated Annual Performance Evaluation Report (CAPER). The ESG CAPER is then aligned with the CoC Program’s Annual Performance Report (APR).

3.CoC staff and PC members work with DCS and BFS to develop annual actions plans that operationalize the Consolidated Plan (CP), which is updated every five years. Information on opportunities (e.g., new programming that can be leveraged and integrated into the CP) as well as trends or emerging needs is communicated through CP action planning meetings, monthly CoC meetings, emails, and CoC website.

1C-2a. Providing PIT and HIC Data to Consolidated Plan Jurisdictions. Yes to both

Applicants must indicate whether the CoC provided Point-in-Time (PIT) and Housing Inventory Count (HIC) data to the Consolidated Plan jurisdictions within its geographic area.

1C-2b. Providing Other Data to Consolidated Plan Jurisdictions. Yes

Applicants must indicate whether the CoC ensured local homelessness information is communicated to Consolidated Plan Jurisdictions within its geographic area so it can be addressed in Consolidated Plan updates.

1C-3. Addressing the Safety Needs of Domestic Violence, Dating Violence, Sexual Assault, and Stalking Survivors.

Applicants must describe:

- 1. the CoC’s protocols, including protocols for coordinated entry and the CoC’s emergency transfer plan, that prioritize safety and incorporate trauma-informed, victim-centered services; and**
- 2. how the CoC, through its coordinated entry, maximizes client choice for housing and services while ensuring safety and confidentiality. (limit 2,000 characters)**

1.CoC protocols for addressing the safety needs of DV survivors are aligned with Opening Doors: The Federal Strategic Plan to Prevent and End Homelessness and the Violence Against Women Act (VAWA). The CoC recognizes a DV-specific CES process that protects the safety and confidentiality of DV survivors. CES entry is initiated through the confidential DV hotline. DV providers conduct an internal DV CES process, utilizing the community-chosen tool, the Vulnerability Index—Service Prioritization Decision Assistance Tool (VI-SPDAT), and connect homeless DV survivors with DV-specific resources. If survivors cannot be accommodated with DV-specific housing resources, non-identifying information, including VI-SPDAT score and the size of household, are shared with the CES. The CES includes housing and services available through the CoC Program, ESG Program, Dept. of Justice, and the Dept. of Health and Human Services programs. Providers may pursue a universal request for special prioritization, a supplement to the VI-SPDAT for vulnerable populations to help triage survivors. If providers believe the survivor’s safety is at risk, they follow VAWA-compliant Emergency Transfer Plan procedures to request emergency transfer of assistance between housing units. These procedures include: immediate transfer; trauma-informed care; client choice; preferred housing providers; interagency MOUs; referral to non-CoC services; safety plans, safety-first networks; and training.

2.At entry, survivors are educated on housing options available through CES and may choose the type of assistance that aligns with their needs. Agencies serving DV survivors are not required to participate in the CoC’s CES/HMIS, but each agency utilizes a comparable database. Federal and Hawai’i State Laws protect victims of violence and disclosure of identifying information or of the location of DV residences to unauthorized persons is prohibited by law and subject to penalties.

1C-3a. Training—Best Practices in Serving DV Survivors.

Applicants must describe how the CoC coordinates with victim services

providers to provide training, at least on an annual basis, for:

- 1. CoC area project staff that addresses safety and best practices (e.g., trauma-informed, victim-centered) on safety and planning protocols in serving survivors of domestic violence; and
 - 2. Coordinated Entry staff that addresses safety and best practices (e.g., Trauma Informed Care) on safety and planning protocols in serving survivors of domestic violence.
- (limit 2,000 characters)

1. Child and Family Services (CFS), a CoC member, is an accredited nonprofit social service organization addressing poverty, abuse, and neglect since 1899. CFS oversees over 50 human service programs statewide and operates DV emergency shelters and TH. As a field expert, CFS provides training for CoC area project staff through the annual homelessness conference coordinated by PIC. Trainings address safety, planning protocols, and best practices, including trauma-informed, victim-centered services. All CFS staff are trained in and practice evidence-based, trauma-informed care. The training is made available to direct service providers, outreach workers, CoC and CES staff, registered volunteers, and interns. Additionally, the CoC also utilizes broader resources to ensure adequate training is available for victim service providers: a. A statewide training platform for state and county DV systems created by the Dept. of Health (DOH), with involvement from CFS and Catholic Charities (both CoC members) as a result of the 2018 DV training assessment survey, administered by the DOH, Dept. of the Attorney General (DAG), Dept. of Human Services (DHS), and the Judiciary (DOJ); b. Safe Housing webinars available through the National Network to End Domestic Violence; and c. National Alliance for Safe Housing webinars, such as 'Safety Planning with Survivors of Domestic and Sexual Violence: A Guide for Homeless/Housing Programs.' Also, representatives from the majority of the domestic violence agencies offering shelter and/or housing resources are involved in the CoC as board members, committee members, and general members. Their active participation provides an ongoing resource for safety and best-practices for serving DV survivors. Additionally, CoC DV providers utilize the Hawai'i State Coalition Against Domestic Violence's 25-hour DV101 training.

2. All trainings described above are also provided to coordinated entry staff.

1C-3b. Domestic Violence–Community Need Data.

Applicants must describe how the CoC uses de-identified aggregate data from a comparable database to assess the special needs related to domestic violence, dating violence, sexual assault, and stalking.
(limit 2,000 characters)

The 2019 PIT Count showed 110 sheltered DV survivors and 135 unsheltered DV survivors on O'ahu, compared to 106 and 174 in 2018, respectively. Consistent with national data, roughly half of Hawai'i's homeless women cite intimate partner violence as a factor. Even women who have successfully managed to leave their abusers often find themselves with desperate housing and financial needs, compelling them to return to their abusers. Hawai'i's high cost of living, food, transportation, and medical care converge combined with inadequate pay, unequal pay for women, lack of affordable housing, and practical barriers to accessing support (e.g., unmet needs for childcare, lack of transportation, inability to leave work) often make it difficult for survivors to achieve stability. Due to the confidentiality requirements of working with DV

survivors, each DV housing provider utilizes their own internal HMIS-comparable database to track participation as well as service utilization and needs. DV service providers utilized the aggregate data from their databases to identify: needs and trends among domestic violence, dating violence, sexual assault, and stalking survivors; increasing homelessness among families experiencing domestic violence; longer stays in emergency shelter, especially for larger families, due to a lack of affordable housing; increase in single DV survivors exiting shelters and transitional housing to live with family or friends; identifying major utilizers of transitional housing as families, not single survivors; finding that singles DV survivors tend to be chronically homeless and have entered DV or other homeless shelters multiple times; finding that high levels of substance use and mental health issues exist among homeless DV survivors; increase in survivors with emotional support animals and the need for housing that accommodates animals. The proposed DV CES project will work to create a single database outside of HMIS with all DV beds and resources.

***1C-4. PHAs within CoC. Attachments Required.**

Applicants must submit information for the two largest PHAs or the two PHAs with which the CoC has a working relationship within the CoC’s geographic area.

Public Housing Agency Name	% New Admissions into Public Housing and Housing Choice Voucher Program during FY 2018 who were experiencing homelessness at entry	PHA has General or Limited Homeless Preference	PHA has a Preference for current PSH program participants no longer needing intensive supportive services, e.g., Moving On
Hawaii Public Housing Authority	17.70%	Yes-Both	Yes-Both
City and County of Honolulu	30.00%	Yes-HCV	Yes-HCV

1C-4a. PHAs’ Written Policies on Homeless Admission Preferences.

Applicants must:

1. provide the steps the CoC has taken, with the two largest PHAs within the CoC’s geographic area or the two PHAs the CoC has working relationships with, to adopt a homeless admission preference—if the CoC only has one PHA within its geographic area, applicants may respond for one; or

2. state that the CoC does not work with the PHAs in its geographic area. (limit 2,000 characters)

The establishment of the Hawai’i Interagency Council on Homelessness (HICH) in 2011, provided an opportunity for coordination between stakeholders, such as the Hawai’i Public Housing Authority (HPHA), and CoC partners, including homeless service providers and the City and County of Honolulu, to collaborate in the development of policies to address homelessness throughout the state. One such policy relates to preferences for federal and state public housing resources as administered by HPHA. Housing placement preferences in state and federal programs (e.g., Section 8 Housing Choice Voucher Programs and Federally-assisted Public Housing Program) include priority preferences for the following applicants: elderly; involuntarily displaced; victims of domestic

violence; veterans and families of deceased veterans whose death was determined to be service connected; and families residing in a transitional shelter for the homeless and who have successfully completed a social service plan; and Other families determined by the staff. Per state law, not less than 50% of available units are for applicants without preference, and up to 50% of available units are for applicants with a preference. HPHA has aligned with the CoC housing and service system and looks forward to further developing a partnership with the CES in order to track PHA progress in prioritizing access to housing resources for our communities' vulnerable homeless families and disabled individuals.

1C-4b. Moving On Strategy with Affordable Housing Providers.

Applicants must indicate whether the CoC has a Moving On Strategy with affordable housing providers in its jurisdiction.

Yes

If “Yes” is selected above, describe the type of provider, for example, multifamily assisted housing owners, PHAs, Low Income Tax Credit (LIHTC) developments, or local low-income housing programs. (limit 1,000 characters)

The CoC’s Moving On Strategy is implemented in partnership with local PHAs. Via this strategy, households who are in CoC funded PSH beds who no longer need or want intensive services but need support to sustain housing are transitioned into housing offered through the PHA’s Housing Choice Voucher Program. The City & County of Honolulu offers a preference for homeless households into the Section 8 voucher choice program. As individuals are taken off of the waitlist, the City coordinates with its contracted homeless service providers to identify those on the Section 8 waitlist, who are currently persons living with homelessness and prioritize their participation in the Section 8 program. Due to long waitlists for PH and Section 8, persons participating in CoC-funded PSH routinely apply for both PH and Section 8 when they begin their tenure in the CoC programs. This has continued to create flow in CoC PSH programs to serve new eligible persons referred by the CoC.

1C-5. Protecting Against Discrimination.

Applicants must describe the actions the CoC has taken to address all forms of discrimination, such as discrimination based on any protected classes under the Fair Housing Act and 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing. (limit 2,000 characters)

The CoC implements a CoC-wide anti-discrimination policy. The policy outlines steps to ensure furtherance of fair housing measures and adherence to anti-discrimination standards and legislation. CoC projects in CES must include a strategy to ensure that all individuals and families, regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status, are eligible for CoC resources and CES options. All CoC projects must ensure that people in

different populations and subpopulations throughout the geographic area, including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of DV have fair and equal access to the CES process, regardless of the location or method by which they access the crisis response system. All CoC projects participating in CES must document steps taken to ensure effective communication with persons with disabilities. Entry points must be accessible to persons with disabilities. For example, access points must include physical locations for individuals who use wheelchairs. The City and County of Honolulu Department of Community Services (DCS), a CoC member, coordinated their annual Fair Housing Training on April 25, 2019 to educate service providers and consumers about fair housing laws to increase awareness and rights under the law and to help address discrimination. All CoC provider agencies provide training to clients regarding their rights and responsibilities as “tenants” whenever vouchers are assigned. The Legal Aid Society of Hawai’i specializes in preventing and mitigating the impact of evictions. Interpreters assist ESL clients through a Language Access Program, and housing educational materials are translated into different languages. Finally, a CoC member provider has a project that prioritizes individuals who are transgender for housing opportunities in a multi unit low rise.

***1C-5a. Anti-Discrimination Policy and Training.**

Applicants must indicate whether the CoC implemented an anti-discrimination policy and conduct training:

1. Did the CoC implement a CoC-wide anti-discrimination policy that applies to all projects regardless of funding source?	Yes
2. Did the CoC conduct annual CoC-wide training with providers on how to effectively address discrimination based on any protected class under the Fair Housing Act?	Yes
3. Did the CoC conduct annual training on how to effectively address discrimination based on any protected class under 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or -Insured Housing?	Yes

***1C-6. Criminalization of Homelessness.**

Applicants must select all that apply that describe the strategies the CoC implemented to prevent the criminalization of homelessness in the CoC’s geographic area.

1. Engaged/educated local policymakers:	<input checked="" type="checkbox"/>
2. Engaged/educated law enforcement:	<input checked="" type="checkbox"/>
3. Engaged/educated local business leaders:	<input checked="" type="checkbox"/>
4. Implemented communitywide plans:	<input checked="" type="checkbox"/>
5. No strategies have been implemented:	<input type="checkbox"/>
6. Other:(limit 50 characters)	

Community Outreach Court to clear warrants	<input checked="" type="checkbox"/>
Legislation to improve treatment access	<input checked="" type="checkbox"/>
	<input type="checkbox"/>

1C-7. Centralized or Coordinated Assessment System. Attachment Required.

Applicants must:

- 1. demonstrate the coordinated entry system covers the entire CoC geographic area;**
- 2. demonstrate the coordinated entry system reaches people who are least likely to apply for homelessness assistance in the absence of special outreach; and**
- 3. demonstrate the assessment process prioritizes people most in need of assistance and ensures they receive assistance in a timely manner. (limit 2,000 characters)**

1.The CoC’s CES covers the island of O’ahu. CES entry points ensure homeless individuals and families are connected with appropriate housing and/or services via established portals of entry: 211, outreach, and emergency shelters located throughout O’ahu. In 2019, hospital ERs became another portal of entry when it was discovered that 70% of homeless persons at the most frequented ER in urban Honolulu (Queen’s Medical Center) were not in the HMIS.

2.CES reaches people who are least likely to apply for homelessness assistance via a low barrier, trauma informed Housing First approach that emphasizes client choice. CES partners include hospitals, service providers and public agencies who have trusted reputations and offer gateway supportive services to individuals and families experiencing homelessness. CES entry points include street outreach activities designed to meet needs of populations who can be hard to reach (e.g., unaccompanied youth and chronically homeless veterans).

3.The CES assessment process prioritizes people most in need of assistance (e.g., individuals who are chronically homeless) and ensures they receive assistance in a timely manner through implementation of a comprehensive workflow. CES agency staff work to ensure that all persons are a). assessed using the appropriate assessment tool; b). able to be located; c). possess required documentation for potential housing options; and d). are successfully engaged with CoC providers. The CoC uses the VI-SPDAT to determine an appropriate ‘match’ to a housing intervention based on a person’s acuity in several core areas. The VI-SPDAT allows for prioritization based on presence of vulnerability across four components: history of housing and homelessness; risks; socialization and daily functioning; and, wellness. In addition, CES staff developed a universal request for special prioritization tool (attached) to support the system’s ability to address needs that may not be captured through VI-SPDAT.

1D. Continuum of Care (CoC) Discharge Planning

Instructions:

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1D-1. Discharge Planning Coordination.

Applicants must indicate whether the CoC actively coordinates with the systems of care listed to ensure persons who have resided in them longer than 90 days are not discharged directly to the streets, emergency shelters, or other homeless assistance programs. Check all that apply (note that when "None:" is selected no other system of care should be selected).

Foster Care:	<input checked="" type="checkbox"/>
Health Care:	<input checked="" type="checkbox"/>
Mental Health Care:	<input checked="" type="checkbox"/>
Correctional Facilities:	<input type="checkbox"/>
None:	<input type="checkbox"/>

1E. Local CoC Competition

Instructions

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.

Please submit technical questions to the HUD Exchange Ask-A-Question at <https://www.hudexchange.info/program-support/my-question/>

Resources:

The FY 2019 CoC Application Detailed Instruction can be found at:

<https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources>

The FY 2019 CoC Program Competition Notice of Funding Availability at:

<https://www.hudexchange.info/programs/e-snaps/fy-2019-coc-program-nofa-coc-program-competition/#nofa-and-notice>

Warning! The CoC Application score could be affected if information is incomplete on this formlet.

***1E-1. Local CoC Competition–Announcement, Established Deadline, Applicant Notifications. Attachments Required.**

Applicants must indicate whether the CoC:

1. informed project applicants in its local competition announcement about point values or other ranking criteria the CoC would use to rank projects on the CoC Project Listings for submission to HUD for the FY 2019 CoC Program Competition;	Yes
2. established a local competition deadline, and posted publicly, for project applications that was no later than 30 days before the FY 2019 CoC Program Competition Application submission deadline;	Yes
3. notified applicants that their project application(s) were being rejected or reduced, in writing along with the reason for the decision, outside of e-snaps, at least 15 days before the FY 2019 CoC Program Competition Application submission deadline; and	Yes
4. notified applicants that their project applications were accepted and ranked on the CoC Priority Listing in writing, outside of e-snaps, at least 15 days before the FY 2019 CoC Program Competition Application submission deadline.	Yes

1E-2. Project Review and Ranking–Objective Criteria.

Applicants must indicate whether the CoC used the following to rank and select project applications for the FY 2019 CoC Program Competition:

1. Used objective criteria to review and rank projects for funding (e.g., cost effectiveness of the project, performance data, type of population served);	Yes
2. Included one factor related to improving system performance (e.g., exits to permanent housing (PH) destinations, retention of PH, length of time homeless, returns to homelessness, job/income growth, etc.); and	Yes
3. Included a specific method for evaluating projects submitted by victim services providers that utilized data generated from a comparable database and evaluated these projects on the degree they improve safety for the population served.	Yes

1E-3. Project Review and Ranking–Severity of Needs and Vulnerabilities.

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Applicants must describe:

- 1. the specific severity of needs and vulnerabilities the CoC considered when reviewing and ranking projects; and**
 - 2. how the CoC takes severity of needs and vulnerabilities into account when reviewing and ranking projects.**
- (limit 2,000 characters)**

1. The CoC considered the severity of the following needs and vulnerabilities when reviewing and ranking projects: a). Low or no income; Indication of current or past substance abuse (846 individuals in 2019 PIT Count); b). History victimization/abuse including fleeing domestic violence, sexual assault and stalking (245 individuals identified in 2019 PIT Count); c). Length of time homeless/chronic homelessness (1,113 individuals in 2019 PIT Count); d). Indication of mental health issue (1,060 individuals in 2019 PIT Count)

The CoC also considered specific service gaps and needs relating to geography to ensure service coverage across the entire CoC region as well as capacity to meet the needs of specific subpopulations of homeless such as veterans, unaccompanied youth, seniors, individuals fleeing domestic violence, sexual assault and stalking, LGBTQ, pregnant or parenting youth/women), and individuals with dual diagnosis or severe tri-morbid needs (mental health, substance abuse, chronic health problem).

2. In reviewing and ranking applications for the 2019 CoC competition, the CoC considered the extent to which project applicants demonstrated that they were serving priority populations, and their understanding of the needs and vulnerabilities of participants. The scoring process allocated greater points to projects based upon their demonstrated understanding of population needs and the extent to which their plan aligned with Policy Priorities outlined in Section II.A of the 2019 NOFA. When reviewing, ranking and selecting projects for the 2019 competition, the CoC only considered new housing programs for reallocation and the regular bonus project that prioritized Oahu's most vulnerable persons experiencing chronic homelessness and living with severe mental illness and/or; substance use disorder and/or; seniors (over 65) with severe (tri-morbid) medical needs. The CoC also prioritized projects serving survivors of domestic violence, dating violence, and stalking.

1E-4. Public Postings–CoC Consolidated Application. Attachment Required.

Applicants must:

- 1. indicate how the CoC made public the review and ranking process the CoC used for all project applications; or**
- 2. check 6 if the CoC did not make public the review and ranking process; and**
- 3. indicate how the CoC made public the CoC Consolidated Application—including the CoC Application and CoC Priority Listing that includes all project applications accepted and ranked or rejected—which HUD required CoCs to post to their websites, or partners websites, at least 2 days before the FY 2019 CoC Program Competition application submission deadline; or**
- 4. check 6 if the CoC did not make public the CoC Consolidated Application.**

Public Posting of Objective Review and Ranking Process		Public Posting of CoC Consolidated Application including: CoC Application, CoC Priority Listing, Project Listings	
1. Email	<input checked="" type="checkbox"/>	1. Email	<input checked="" type="checkbox"/>
2. Mail	<input type="checkbox"/>	2. Mail	<input type="checkbox"/>
3. Advertising in Local Newspaper(s)	<input type="checkbox"/>	3. Advertising in Local Newspaper(s)	<input type="checkbox"/>
4. Advertising on Radio or Television	<input type="checkbox"/>	4. Advertising on Radio or Television	<input type="checkbox"/>
5. Social Media (Twitter, Facebook, etc.)	<input checked="" type="checkbox"/>	5. Social Media (Twitter, Facebook, etc.)	<input checked="" type="checkbox"/>
6. Did Not Publicly Post Review and Ranking Process	<input type="checkbox"/>	6. Did Not Publicly Post CoC Consolidated Application	<input type="checkbox"/>

1E-5. Reallocation between FY 2015 and FY 2018.

Applicants must report the percentage of the CoC’s ARD that was reallocated between the FY 2015 and FY 2018 CoC Program Competitions.

Reallocation: 20%

1E-5a. Reallocation–CoC Review of Performance of Existing Projects.

Applicants must:

- 1. describe the CoC written process for reallocation;**
 - 2. indicate whether the CoC approved the reallocation process;**
 - 3. describe how the CoC communicated to all applicants the reallocation process;**
 - 4. describe how the CoC identified projects that were low performing or for which there is less need; and**
 - 5. describe how the CoC determined whether projects that were deemed low performing would be reallocated.**
- (limit 2,000 characters)**

- 1.The CoC has a written process for involuntary reallocation that provides an opportunity to reallocate excess funding and to move funding from low-performing projects to new projects with the intent that the new project(s) will be higher- performing. This written process is communicated via the CoC Program Competition NoFA and is reviewed by the evaluation subcommittee.
- 2.The CoC Board of Directors approved the reallocation process.
- 3.The reallocation process was communicated to all applicants through the CoC Project Application RFP and described during mandatory information sessions. The CoC also published a FAQ document that further described the reallocation process.
- 4.The CoC evaluated the effectiveness of CoC funded projects based upon alignment with HUD guidelines, project performance measures, and unspent

project funds. Independent evaluators reviewed project applications using scorecards that allowed for the ranking of projects based upon specific criteria designated by HUD and the CoC. Reviewers made reallocation recommendations based on project scores after completing the scorecards for each eligible project.

5. The CoC determined whether projects deemed low-performing would be reallocated by considering performance on the following factors: meets threshold requirements; length of time the project has been funded (i.e., a newer project may need more time to demonstrate effectiveness); project location or target population (i.e., whether reallocation would create a gap in services based upon geography or capacity to serve an especially vulnerable or hard to reach population). Reviewer recommendations were reviewed and finalized by non-conflicted members of the PIC Board of Directors on September 4, 2019.

DV Bonus

Instructions

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.

Please submit technical questions to the HUD Exchange Ask-A-Question at <https://www.hudexchange.info/program-support/my-question/>

Resources:

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<https://www.hudexchange.info/e-snaps/guides/coc-program-competition-resources>

The FY 2019 CoC Program Competition Notice of Funding Availability at:

<https://www.hudexchange.info/programs/e-snaps/fy-2019-coc-program-nofa-coc-program-competition/#nofa-and-notice>

Warning! The CoC Application score could be affected if information is incomplete on this formlet.

1F-1 DV Bonus Projects.

Applicants must indicate whether the CoC is requesting DV Bonus projects which are included on the CoC Priority Listing: Yes

1F-1a. Applicants must indicate the type(s) of project(s) included in the CoC Priority Listing.

1. PH-RRH	<input type="checkbox"/>
2. Joint TH/RRH	<input checked="" type="checkbox"/>
3. SSO Coordinated Entry	<input checked="" type="checkbox"/>

*1F-2. Number of Domestic Violence Survivors in CoC's Geographic Area.

Applicants must report the number of DV survivors in the CoC's geographic area that:

Need Housing or Services	135.00
the CoC is Currently Serving	110.00

1F-2a. Local Need for DV Projects.

Applicants must describe:

- 1. how the CoC calculated the number of DV survivors needing housing or service in question 1F-2; and**
 - 2. the data source (e.g., HMIS, comparable database, other administrative data, external data source).**
- (limit 500 characters)**

- 1. 2019 O’ahu PIT Count (PITC) was used to calculate number of DV survivors needing services (135 unsheltered) and number of DV survivors currently being served (110 sheltered). The PITC included a question identifying persons currently experiencing homelessness due to flight from DV, dating violence, sexual assault/stalking, as opposed to reporting on survivors who had ever experienced DV.
- 2. The source for 1F-2 was the 2019 O’ahu PITC Report.

1F-3. : SSO-CE Project–CoC including an SSO-CE project for DV Bonus funding in their CoC Priority Listing must provide information in the chart below about the project applicant and respond to Question 1F-3a.

DUNS Number	039302138
Applicant Name	Child and Family Service

1F-3a. Addressing Coordinated Entry Inadequacy.

Applicants must describe how:

- 1. the current Coordinated Entry is inadequate to address the needs of survivors of domestic violence, dating violence, or stalking; and**
 - 2. the proposed project addresses inadequacies identified in 1. above.**
- (limit 2,000 characters)**

- 1. The CoC currently implements a Coordinated Entry System (CES) for single adults, another for families, and a third for youth. We plan to use DV Bonus funds to develop a CES for DV survivors that aligns with the VOWA federal laws and guidelines. Currently, DV survivors must enter a DV shelter to be assessed for DV CES. If a person does not qualify for DV shelter, such as when there isn’t a risk of imminent danger, they can’t be assessed with VI-SPDAT for DV CES entry, even though they are homeless due to DV, which is a system weakness. Also, when DV survivors can’t be served in DV-specific housing, which is often the case with large families, and are referred to the general CES, they often compare poorly against the general population (i.e. do not score high on VI-SPDAT), and remain homeless for prolonged periods. Rate of placement for DV survivors isn’t reliably tracked because of the disconnected processes. Finally, because of confidentiality requirements, DV survivors are entered into the general CES with a numeric identifier, which other providers recognize as being a DV identifier. This process can trigger bias in non-DV housing programs who have indicated concerns that housing DV survivors could create a safety risk for their non DV clients.
- 2. PIC is including a DV SSO-CES project in our project list to bring Oahu’s DV providers, homeless service providers, and other stakeholders, including government agencies, together to design and implement a DV CES process

that addresses the inadequacies described in 1 and create a seamless system with sufficient training and resources to ensure fair and equal CES access. This project will employ a full-time staff member to work with other CoC funded providers, offer training, develop protocols, and implement a DV database that interfaces with PIC CES & HMIS while protecting confidentiality.

1F-4. PH-RRH and Joint TH and PH-RRH Project Applicant Capacity.

Applicants must provide information for each unique project applicant applying for PH-RRH and Joint TH and PH-RRH DV Bonus projects which the CoC is including in its CoC Priority Listing—using the list feature below.

Applicant Name	DUNS Number
Parents and Child...	084555622
Women In Need	610535598

1F-4. PH-RRH and Joint TH and PH-RRH Project

Applicant Capacity

DUNS Number:	084555622
Applicant Name:	Parents and Children Together
Rate of Housing Placement of DV Survivors–Percentage:	80.00%
Rate of Housing Retention of DV Survivors–Percentage:	82.00%

1F-4a. Rate of Housing Placement and Housing Retention.

Applicants must describe:

- 1. how the project applicant calculated the rate of housing placement and rate of housing retention reported in the chart above; and**
- 2. the data source (e.g., HMIS, comparable database, other administrative data, external data source). (limit 500 characters)**

Housing placement rate was based upon the number of leavers from the Transitional Housing (TH) project who disclosed their destination upon exit, divided by the number of TH leavers who reported their destination as permanent housing (PH). Housing retention rate was based upon the number of TH leavers who exited to PH, who remained in PH after six-months. An internal database comparable to HMIS was used as the data source.

1F-4b. DV Survivor Housing.

Applicants must describe how project applicant ensured DV survivors experiencing homelessness were assisted to quickly move into permanent housing. (limit 2,000 characters)

Securing safe and affordable housing in Hawaii is challenging in and of itself. Survivors who are also burdened with poor credit history, unemployment, insufficient income, health conditions, substance abuse, and or mental health issues are often screened out of services. Experience and research demonstrate that a coordinated, integrated response to each individual’s and family’s experience of IPV results in the most lasting change. PACT is committed to ensure equal access for all survivors regardless of the likelihood of “success” in the program or the potential additional efforts of staff. PACT ensures that DV survivors experiencing homelessness are assisted to move quickly into permanent housing through the following strategies:

1. Practicing a holistic low barrier Housing First approach, exemplifying an awareness of the multiple challenges families face from the impact and trauma of DV and acknowledgement that sometimes less tangible or material needs are nevertheless critical to progress. The most valuable assistance our survivors can be provided is helping them secure long-term sustainable permanent safe housing for themselves and their children, without overlooking their socioemotional needs.
2. Providing RRH funding to assist these households when transitional housing beds are not an option. And providing supportive services and case

management to these families through mobile advocacy.

3.Participating in a DV-CES as an alternative coordinated entry process for people fleeing domestic violence/sexual assault; which adheres to the same requirements as the broader CES process while meeting survivor needs for confidentiality. PACT is a CoC member and works with other homeless assistance providers to connect survivors to safe PH that respects their choice.

4.Make referrals to appropriate community resources as the survivor’s needs present, and offering wrap-around services through a comprehensive range of agency programs.

1F-4c. DV Survivor Safety.

Applicants must describe how project applicant:

- 1. ensured the safety of DV survivors experiencing homelessness by:**
 - (a) training staff on safety planning;**
 - (b) adjusting intake space to better ensure a private conversation;**
 - (c) conducting separate interviews/intake with each member of a couple;**
 - (d) working with survivors to have them identify what is safe for them as it relates to scattered site units and/or rental assistance;**
 - (e) maintaining bars on windows, fixing lights in the hallways, etc. for congregate living spaces operated by the applicant;**
 - (f) keeping the location confidential for dedicated units and/or congregate living spaces set-aside solely for use by survivors; and**
- 2. measured its ability to ensure the safety of DV survivors the project served.**

(limit 2,000 characters)

- a)PACT requires new staff members to complete the 25-hour state coalition DV101 training in the first year of hire. Staff then shadow experienced staff for 68 hours before working independently. Annually, 12 hours of DV-specific training is required for all staff.
 - (b) Shelter Advocates meet with clients at a location of the client’s choice or in a private office space.
 - (c) Shelter Advocates do not conduct interview/intakes with couples, however, at the choice of the survivor, they may provide information regarding their intimate partner which will be used to inform their safety plan.
 - (d) Safety planning is conducted with every client and children are included on the safety plan. Shelter Advocates and the survivor will develop a safety plan based on client self-identified safety risks, the information gathered during intake, eligibility determination and assessment. Housing options are discussed with each survivor based on their safety needs and choices. If the client’s needs are best served by Rapid Rehousing the Shelter Advocate will accompany the client to the off-site housing and complete a “walk through” to assess safety, prior to the survivor signing a lease
 - (e) Hale Ola Transition House safety concerns are addressed through monthly safety checklists and submitted to PACT’s Safety Committee. Facility safety issues are addressed by the PACT Facilities Manager and include maintaining bars on windows, fixing lights in congregate living spaces.
 - (f) The location of PACT DV housing is confidential. Additionally, all client files, crisis calls, and databases are maintained with the client’s safety in mind.
2. PACT measures the ability of the project to ensure the safety of DV providers based upon % of clients who complete safety plans, performance measures such as housing placement and retention rates, and adherence to best-

practices and laws as they relate to client confidentiality.

1F-4d. Trauma-Informed, Victim-Centered Approaches.

Applicants must describe:

- 1. project applicant’s experience in utilizing trauma-informed, victim-centered approaches to meet needs of DV survivors; and**
- 2. how, if funded, the project will utilize trauma-informed, victim-centered approaches to meet needs of DV survivors by:**
 - (a) prioritizing participant choice and rapid placement and stabilization in permanent housing consistent with participants’ preferences;**
 - (b) establishing and maintaining an environment of agency and mutual respect, e.g., the project does not use punitive interventions, ensures program participant staff interactions are based on equality and minimize power differentials;**
 - (c) providing program participants access to information on trauma, e.g., training staff on providing program participant with information on trauma;**
 - (d) placing emphasis on the participant’s strengths, strength-based coaching, questionnaires and assessment tools include strength-based measures, case plans include assessments of program participants strengths and works towards goals and aspirations;**
 - (e) centering on cultural responsiveness and inclusivity, e.g., training on equal access, cultural competence, nondiscrimination;**
 - (f) delivering opportunities for connection for program participants, e.g., groups, mentorships, peer-to-peer, spiritual needs; and**
 - (g) offering support for parenting, e.g., parenting classes, childcare.**

(limit 4,000 characters)

1. PACT has operated a DV shelter since 2003. PACT implemented a trauma informed care (TIC) victim-centered approach in 2013 and has a long history of providing services to individuals and families that have experienced trauma. Trauma affects all survivors of DV and it is our responsibility to ensure that all survivors feel welcomed and safe throughout service delivery. The comprehensive assessment includes questions related to past trauma, methods of coping with this trauma to date, and ongoing safety concerns. PACT requires new staff members to complete the 25-hour state coalition DV101 training in the first year of hire. This training includes extensive training on TIC and victim-centered approaches.

2. If funded, the project will meet the needs of DV survivors through:
- a) Supporting self-determined decisions by survivors by offering housing and social service referral options
 - b) Providing services to survivors and their children using a nonjudgmental, inclusive and an affirming approach. Access in low barrier and operated with a Housing First approach, we do not utilize any punitive interventions or require participation in therapeutic services as a condition of housing.
 - c) Providing an array of trauma-informed information on the effects of domestic violence on the victim and on their children to clients through case management and safety planning delivered by Shelter Advocates.
 - d) Shelter Advocates respect the survivor’s choices and control over their own journey to recovery. It is the first step where the advocate and survivor initiate a relationship based in partnership minimizing the power imbalance between advocate and survivor. Based on a comprehensive assessment, strengths-

based coaching, case planning will emphasize the survivor's strengths, focusing on understanding the whole individual within the context of their life experiences. The client identifies ways to increase safety and goal attainment, throughout service processes. Safety and service plans are reviewed regularly to ensure that they continue to meet the survivor's needs

e) Each individual's cultural identity is respected, and efforts are made to incorporate the client's cultural beliefs, rituals, traditions, religious practices, and ways of being into the goals and objectives of the family's service plan and safety plans. Services are not driven by paperwork deadlines or other administrative tasks, they are driven by the understanding that effective service delivery is only effective if it meets the self-identified needs of each survivor.

f) DV is, by its nature, chronic. There are no subtle episodes of trauma; rather, DV is an ongoing traumatic experience for all members of the family. The violation of trust and harm to interpersonal connections is more severe because the trauma occurs in the context of an intimate partner relationship. Depression is by far the most common symptom of DV. While short-term crisis supports are often in place for survivors to find immediate safety and shelter, easily assessable support service and safe affordable housing are not. During this transitional period, it is crucial for the survivor to have ongoing support services including peer-to-peer and support groups, as they venture out of the supportive environment of a shelter into the larger community to secure long-term housing.

g) Survivors face a multitude of challenges when they leave their abuser, including the well-being of their children. PACT has parenting classes available to survivors through our Family Peace Center Parenting After Violence program. Parenting supports are also offered on site through the Family Peace Center to help parents provide structure, consistency, and to address child behavior. The emotional well-being of the child and their experience will also be assessed by the Shelter Advocate.

1F-4e. Meeting Service Needs of DV Survivors.

Applicants must describe how the project applicant met services needs and ensured DV survivors experiencing homelessness were assisted to quickly move into permanent housing while addressing their safety needs, including:

- **Child Custody**
- **Legal Services**
- **Criminal History**
- **Bad Credit History**
- **Education**
- **Job Training**
- **Employment**
- **Physical/Mental Healthcare**
- **Drug and Alcohol Treatment**
- **Childcare**

(limit 2,000 characters)

In using a Housing First approach, PACT ensures that individuals and families are provided with housing choices and voluntary access to supportive services that meet the unique needs of the individual and/or family. Shelter Advocates assess a survivor's emotional and physical health needs to identify gaps and

provide resources that can increase emotional and physical well-being. Once immediate needs—housing and safety—are met, the survivor can focus on achieving goals that help them build a positive future for themselves and their children. PACT will utilize cost-effective community-based resources to provide access to mental health supports, childcare, legal services, criminal history, bad credit history, educational needs, employment counseling, and substance abuse treatment. PACT staff are experts at leveraging community and professional networks for material goods and social supports. Shelter Advocates coordinate with staff within the PACT Family and Economic Development Center so that survivors can make use of the Center’s services and employment resources that support their job readiness and employment placement. Job readiness training can be coordinated to be provided individually or in a group format on site at the Hale Ola Transition House. This also includes referrals to the Department of Vocational Rehabilitation and the Honolulu Community Action Program. Stable employment with a steady income is imperative for survivors to gain confidence in their ability to sustain independent living and it reduces the likelihood the survivor will return to their abuser. Referrals will be generated based on the wants, needs, and relevance, expressed by the survivor. Flexible funds will be used to address immediate housing-related and urgent needs (e.g., security deposits, rental assistance, transportation), and other related services and supports.

1F-4. PH-RRH and Joint TH and PH-RRH Project

Applicant Capacity

DUNS Number:	610535598
Applicant Name:	Women In Need
Rate of Housing Placement of DV Survivors–Percentage:	36.06%
Rate of Housing Retention of DV Survivors–Percentage:	77.27%

1F-4a. Rate of Housing Placement and Housing Retention.

Applicants must describe:

- 1. how the project applicant calculated the rate of housing placement and rate of housing retention reported in the chart above; and**
- 2. the data source (e.g., HMIS, comparable database, other administrative data, external data source). (limit 500 characters)**

WIN calculated rate of housing placement based upon the percentage of clients served who exited to permanent housing (61 served and 22 exited to PH = 36.06%). The retention rate was calculated by taking the number who exited to PH who remained in PH at 6-month follow-up (22 exit to PH, 17 still in PH at 6 months = 77.27%). All data was calculated using the 2018 HMIS data provided for WIN Aiea.

1F-4b. DV Survivor Housing.

**Applicants must describe how project applicant ensured DV survivors experiencing homelessness were assisted to quickly move into permanent housing.
(limit 2,000 characters)**

Since 1996, Women In Need (WIN) has been serving Hawaii's community by assisting women and their families with transitional housing and other services. The organization's mission, "empowering Hawaii's families to lead healthy and full lives" provides the framework to give women and children a safe place to live while implementing programs to help them develop and maintain self-sufficiency. WIN implements a Housing First Model with low barriers to entry and does not have pre-conditions for entry such as sobriety or completion of treatment. WIN transitional housing allows participants to stay housed with their pets for up to three months, unless there is a clinical need for the services to be extended. At that time, WIN transitions the TH participants to permanent housing-rapid rehousing (PH-RRH) options. While participants are provided with PH options, WIN is also providing support services needed to sustain PH housing. The PH-RRH program provides the necessary support services to aid in job training, gainful employment, address substance use issues through treatment, and domestic violence support groups to aid in end of multigenerational domestic violence. These services are used to help people exit homelessness quickly and continue stable housing. WIN has community partnerships with the State's Rent to Work program which can provide rental assistance for PH for up to one year following a referral. If participants do not meet criteria for rent to work then case managers explore coordinated entry RRH resources to include Catholic Charities, U.S. Vets for veteran services, and Kahauiki Village PH for families. WIN is a member of the CoC and works closely with the local Coordinated Entry System (CES) to provide a fair, immediate, low barrier, person centered process that helps communities prioritize housing assistance based upon vulnerability and severity of service needs to ensure that people who need assistance the most can receive it in a timely manner.

1F-4c. DV Survivor Safety.

Applicants must describe how project applicant:
1. ensured the safety of DV survivors experiencing homelessness by:
(a) training staff on safety planning;
(b) adjusting intake space to better ensure a private conversation;
(c) conducting separate interviews/intake with each member of a couple;
(d) working with survivors to have them identify what is safe for them as it relates to scattered site units and/or rental assistance;
(e) maintaining bars on windows, fixing lights in the hallways, etc. for congregate living spaces operated by the applicant;
(f) keeping the location confidential for dedicated units and/or congregate living spaces set-aside solely for use by survivors; and
2. measured its ability to ensure the safety of DV survivors the project served.
(limit 2,000 characters)

1.WIN ensures the safety of DV survivors experiencing homelessness through a variety of means. (a) WIN Staff are carefully supervised and continually trained in utilizing trauma-informed, victim-centered approaches to meet needs of DV survivors.. All Case Managers are trained in trauma-informed care (TIC) and

follow evidence-based practices. As in the victim-centered approach, the priority is on the victim's safety and security and on safeguarding against policies and practices that may inadvertently traumatize survivors. (b) All intakes are performed in a private, closed area to ensure safety and confidentiality is maintained. (c) Interviews and intakes are usually only conducted with the survivor, if a partner is involved, they would be interviewed separately. (d) Staff work with survivors to review housing options and determine which is best aligned with their safety plan and goals. (e) WIN has maintenance staff who are responsible for ensuring that facility safety features are always operational (bars on windows, lighting, locks, security cameras). DV housing can only be accessed by a code, which is changed whenever someone leaves. (f) All residential addresses are kept confidential to protect survivors, and shared living spaces are not accessible to guests.

2. WIN measured the organizations ability to ensure the safety of DV survivors served by projects through tracking metrics relating to service delivery outputs such as completion of safety plans for clients and completion of training by staff, through success in achieving outcomes relating to housing stability, wellness, safety and self-sufficiency, i.e. maintain safe non-violence relationships.

1F-4d. Trauma-Informed, Victim-Centered Approaches.

Applicants must describe:

- 1. project applicant’s experience in utilizing trauma-informed, victim-centered approaches to meet needs of DV survivors; and**
- 2. how, if funded, the project will utilize trauma-informed, victim-centered approaches to meet needs of DV survivors by:**

(a) prioritizing participant choice and rapid placement and stabilization in permanent housing consistent with participants’ preferences;

(b) establishing and maintaining an environment of agency and mutual respect, e.g., the project does not use punitive interventions, ensures program participant staff interactions are based on equality and minimize power differentials;

(c) providing program participants access to information on trauma, e.g., training staff on providing program participant with information on trauma;

(d) placing emphasis on the participant’s strengths, strength-based coaching, questionnaires and assessment tools include strength-based measures, case plans include assessments of program participants strengths and works towards goals and aspirations;

(e) centering on cultural responsiveness and inclusivity, e.g., training on equal access, cultural competence, nondiscrimination;

(f) delivering opportunities for connection for program participants, e.g., groups, mentorships, peer-to-peer, spiritual needs; and

**(g) offering support for parenting, e.g., parenting classes, childcare.
(limit 4,000 characters)**

1. WIN has worked with DV survivors for over twenty years. All staff complete the state DV101 coalition training, audit ongoing survivor groups, and complete an annual training requirement of 40 hours, which includes victim-centered, trauma-informed approaches. WIN staff meet the person where they’re at physically, emotionally, and mentally, address safety needs, and provide a continuum of services for the family unit, including extended family. WIN employs two therapists to support trauma-informed services. WIN assists

homeless families surviving from DV and prioritizes rapid rehousing and permanent housing efforts, thus ending their homelessness and serving as a support system from which they can improve their quality of life and gain self-sufficiency. WIN programming is guided by the belief that people need basic necessities like food and a safe place to live before attending to anything less critical, such as vital documents, gaining employment, budgeting, or attending substance abuse treatment. WIN also prioritizes client choice when it comes to housing selection and supportive service participation. Examples of how WIN staff use a trauma-informed approaches include: completing a prescreen prior to meeting with them to gather pertinent and demographic information, engaging survivors at all times using a non-judgmental and sensitive approach providing all survivors with a counselor that is available 24/7 should they require support or resources, providing survivors with all emergency information with the nearest hospital/clinic information, and encouraging them to bring a supportive individual with them during the intake or assessment.

2. If funded WIN will provide trauma-informed, survivor-centered services by:

a) Working with survivors from day one to identify their needs and resources to ensure they find gainful employment, meet transportation needs, and find other resources to obtain permanent housing of their choice.

b) Ensure services are low barrier, voluntary, with minimum requirements, with staff who become an ally or peer, meeting where is convenient to the survivor. In adherence to a Housing First, low barrier approach, WIN does not require participation in services and a condition of housing or implement measures that are punitive or maximize power differentials. There is an emphasis on establishing a culture of mutual respect between all individuals who are part of the project.

c) Offering educational materials on the impact of trauma as well as weekly workshops and/or seminars, and free wellness services like spa days at least quarterly. As indicated, all staff are training in TIC, including how to provide education and information on the impact of trauma and how to promote self-healing and wellness.

d) Utilizing motivational interviewing to help survivors focus on their goals and strengths, completing the Addiction Severity Index assessment, and developing collaborative health and wellness plan that are utilized in weekly meetings with the case manager. These methods all offer a strengths-based approach that recognizes the unique qualities, assets and skills of survivors. Plans and assessments serve to guide survivors through use of goals that are aspirational yet achievable and aligned with each client's hopes for themselves and their family.

e) IN addition to pre-service training, Staff receives quarterly training in cultural inclusivity, WIN hosts monthly ethnic luncheons, and there is a Hawaiian culture component in ongoing groups for survivors.

f) WIN partners with Word of Life church for weekly groups, and the chamber of commerce and rotary club for peer mentorship. Women Rise class is held every other Saturday, and participants have breakfast together, and a survivor speaks,

g) Parenting classes are available onsite, and survivors are connected with childcare, through community resources such Kama'aina Kids and YMCA.

1F-4e. Meeting Service Needs of DV Survivors.

Applicants must describe how the project applicant met services needs and ensured DV survivors experiencing homelessness were assisted to

quickly move into permanent housing while addressing their safety needs, including:

- **Child Custody**
- **Legal Services**
- **Criminal History**
- **Bad Credit History**
- **Education**
- **Job Training**
- **Employment**
- **Physical/Mental Healthcare**
- **Drug and Alcohol Treatment**
- **Childcare**

(limit 2,000 characters)

WIN ensures that DV survivors experiencing homelessness are assisted to quickly move into PH which addressing their safety needs by providing the following:

- 1)Child Custody: work closely with Child Welfare Services and will provide community referrals to partner agencies to assist survivors in maintaining or gaining custody of their children as appropriate and safe for the family.
- 2)Legal Services: provide referrals to the Legal Aid Society and Volunteer Legal Services for all individuals who require legal services and supports.
- 3)Criminal History: work diligently with survivors to address barriers associated with criminal history by providing a hands-on approach and partnering with local companies that will hire individuals with a criminal history.
- 4)Bad Credit History: partner with Home Street Bank to provide quarterly workshops on budgeting and finance, and teach survivors how to access and manage their credit using credit karma.
- 5)Education: encourage survivors to pursue their education by providing guidance in filling out college and FARSAs applications or registering with adult education.
- 6)Job Training: provide support and community referrals to local job training programs such as YWCA RISE Job Readiness and Soft Skills Training.
- 7)Employment: partner with Snelling and Altres Employment Agencies and Hele2Work to seek part-time and full time positions for all individuals who are interested in obtaining employment
- 8)Physical/Mental health: provide immediate crisis support through clinical staff, also partner with local Dr's for medication management and individual therapy, and use the services of Waikiki Health Center.
- 9)Drug and Alcohol: provide intensive Outpatient Drug and Alcohol Treatment at the main WIN office location.
- 10)Childcare; partner with Kama'aina Kids at St. Timothy Church for discounted childcare services.

2A. Homeless Management Information System (HMIS) Implementation

Intructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.

Please submit technical questions to the HUD Exchange Ask-A-Question at <https://www.hudexchange.info/program-support/my-question/>

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2A-1. HMIS Vendor Identification. Caseworthy

Applicants must review the HMIS software vendor name brought forward from FY 2018 CoC Application and update the information if there was a change.

2A-2. Bed Coverage Rate Using HIC and HMIS Data.

Using 2019 HIC and HMIS data, applicants must report by project type:

Project Type	Total Number of Beds in 2019 HIC	Total Beds Dedicated for DV in 2019 HIC	Total Number of 2019 HIC Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) beds	1,232	67	1,145	98.28%
Safe Haven (SH) beds	44	0	44	100.00%
Transitional Housing (TH) beds	1,017	8	985	97.62%
Rapid Re-Housing (RRH) beds	832	0	791	95.07%
Permanent Supportive Housing (PSH) beds	2,460	0	1,769	71.91%
Other Permanent Housing (OPH) beds	60	0	0	0.00%

2A-2a. Partial Credit for Bed Coverage Rates at or Below 84.99 for Any Project Type in Question 2A-2.

For each project type with a bed coverage rate that is at or below 84.99 percent in question 2A-2., applicants must describe:

- 1. steps the CoC will take over the next 12 months to increase the bed coverage rate to at least 85 percent for that project type; and**
 - 2. how the CoC will implement the steps described to increase bed coverage to at least 85 percent.**
- (limit 2,000 characters)**

The low bed coverage rate for the PSH project type is due primarily to the VA's challenges with entering VASH PSH project data into the HMIS. The CoC included this project since it is an important part of HI-501 CoC's homeless PSH inventory. The CoC obtained an accurate estimate of the total number of PSH beds from the VA, which are 691 beds included on the HIC for this project. Excluding these beds will bring the coverage rate for PSH to 100 percent. In the last few years, all new VASH PSH referrals have come through CES, and the VA began entering VI-SPDAT information directly into HMIS. However, VASH PSH program enrollment information is entered into the required VA dedicated HOMES system. The CoC Data Committee, CEs and HMIS Administration team work with the VA to develop a template to simplify data entry for the VA in order to capture these beds in the HMIS PSH Count without overly burdening the VA with double data entry into two systems (HOMES and HMIS). The OPH is a newer PH project which will be added to the HMIS in the new year.

***2A-3. Longitudinal System Analysis (LSA) Submission.**

Applicants must indicate whether the CoC submitted its LSA data to HUD in HDX 2.0. Yes

***2A-4. HIC HDX Submission Date.**

Applicants must enter the date the CoC submitted the 2019 Housing Inventory Count (HIC) data into the Homelessness Data Exchange (HDX). 04/30/2019
(mm/dd/yyyy)

2B. Continuum of Care (CoC) Point-in-Time Count

Instructions:

Guidance for completing the application can be found in the FY 2019 CoC Program Competition Notice of Funding Availability and in the FY 2019 CoC Application Detailed Instructions.

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2B-1. PIT Count Date. 01/22/2019

Applicants must enter the date the CoC conducted its 2019 PIT count (mm/dd/yyyy).

2B-2. PIT Count Data–HDX Submission Date. 04/30/2019

Applicants must enter the date the CoC submitted its PIT count data in HDX (mm/dd/yyyy).

2B-3. Sheltered PIT Count–Change in Implementation.

Applicants must describe:

1. any changes in the sheltered count implementation, including methodology or data quality methodology changes from 2018 to 2019, if applicable; and

2. how the changes affected the CoC’s sheltered PIT count results; or
3. state “Not Applicable” if there were no changes.

(limit 2,000 characters)

1 A. In 2018 the CoC’s DV shelters (non-HMIS) were given surveys that were abbreviated and simpler versions of the one used by other (non DV) shelter providers in order to allow them to provide de-identified demographic information on the individuals in their shelters on the night of the count. In 2019, a mistake was made whereby the DV shelters were given the unsheltered survey instead of the abbreviated shelter survey.

B. The CoC Data Analytic Team conducted more extensive data cleaning using logic checks and manual reviews.

2 A. The change in survey provided to DV shelters did not impact the number

counted but it did effect the results in other ways. Because the sheltered and unsheltered data sets had different questions, this made it so many of the sheltered records had incongruent information. For the most part the survey providers did not fill out questions relating to demographics, which meant that we know how many DV survivors were sheltered (110) but don't know race/ethnicity, age, etc.

B. Improved data cleaning meant that the shelter survey PIT count for 2019 contained less errors and duplications than in 2018.

***2B-4. Sheltered PIT Count–Changes Due to Presidentially-declared Disaster.**

Applicants must select whether the CoC added or removed emergency shelter, transitional housing, or Safe-Haven inventory because of funding specific to a Presidentially-declared disaster, resulting in a change to the CoC's 2019 sheltered PIT count. No

2B-5. Unsheltered PIT Count–Changes in Implementation.

Applicants must describe:

- 1. any changes in the unsheltered count implementation, including methodology or data quality methodology changes from 2018 to 2019, if applicable; and**
 - 2. how the changes affected the CoC's unsheltered PIT count results; or**
 - 3. state "Not Applicable" if there were no changes.**
- (limit 2,000 characters)**

1.The following changes were made in the 2019 unsheltered PIT count implementation:

- a.Survey was revised to include questions to identify status as Native Hawai'ian (eligibility for Hawai'ian Homeland or 50% blood quantum) or history as unaccompanied homeless youth.
- b.The question asked in the survey to add up all times homeless was revised to "within that year" when it should have been "within the past three years."
- c.Additional outreach for volunteers via social media, as well as through PIC members, resulted in more than 700 volunteers.
- d.Pu'uohonua o Wai'anae, an unsheltered community on the Wai'anae Coast, assisted in surveying their community members with their own volunteers.
- e. The Queen Lili'uokalani Trust developed an interactive training video for all surveying volunteers.
- f. PIC Data Analytic Team conducted more extensive data cleaning using logic checks and manual reviews to identify errors and duplications. Members of the data team were all new.

2.These changes impacted the unsheltered PIT count results in the following ways:

- a.Gained a more complete profile of communities experiencing homelessness on the Wai'anae Coast and Island of O'ahu in general.
- b.Data cleaning minimized errors such as duplication and ensured greater

- accuracy.
- c. New data team members resulted in different conclusions regarding data trends.
- d. Inconsistency in how to handle refusals among such a large pool of volunteers to participate in survey meant that many individuals were not counted.
- e. Inaccurate wording of time homeless question reduced the reliability of the data relating to number of chronic homeless.

***2B-6. PIT Count—Identifying Youth Experiencing Homelessness.**

Applicants must:

Indicate whether the CoC implemented specific measures to identify youth experiencing homelessness in their 2019 PIT count. Yes

2B-6a. PIT Count—Involving Youth in Implementation.

Applicants must describe how the CoC engaged stakeholders serving youth experiencing homelessness to:

- 1. plan the 2019 PIT count;**
 - 2. select locations where youth experiencing homelessness are most likely to be identified; and**
 - 3. involve youth in counting during the 2019 PIT count.**
- (limit 2,000 characters)**

1. The PIT count was an ongoing agenda item during CoC monthly meetings attended by agencies who serve youth experiencing homelessness and youth stakeholders such as: State of Hawai'i, Department of Human Services, Child Welfare Services; State of Hawai'i - Department of Education, Office of Student Support; Hawai'i Youth Services Network; Residential Youth Services & Empowerment (RYSE); Lili'uokalani Trust; Institute for Human Services; Hale Kipa, Youth Outreach (YO); Mental Health Kokua; and Central O'ahu Youth Services Association, Inc.

Youth focused stakeholders served on the 2019 PIT work group and took part in the following activities: review of the PIT data collection process; recruitment and training of community volunteers and youth outreach workers; identification of locations where the count would be conducted; development of strategies to optimize accuracy of the count. The PIT Work Group engaged youth with experience of homelessness through the O'ahu Youth Action Board in a community event to provide input into the outreach plan and survey methodology. Youth outreach workers assisted in finding homeless youth and were able to use their population-specific expertise to better approach and survey the homeless youth population. In 2019 the PIT survey was adapted to include questions focused on youth.

2. Organizations providing shelter and supportive services to youth such as RYSE and YO were instrumental in identifying locations throughout O'ahu where youth experiencing homelessness are known to congregate. Location mapping was part of the PIT planning process.

3. Of the 700+ volunteers who participated in the 2019 PIT count, approximately

40 were youth (under 24 years) who responded to the call for volunteers through social media or were recruited by youth serving organizations.

2B-7. PIT Count–Improvements to Implementation.

Applicants must describe the CoC’s actions implemented in its 2019 PIT count to better count:

- 1. individuals and families experiencing chronic homelessness;**
- 2. families with children experiencing homelessness; and**
- 3. Veterans experiencing homelessness.**

(limit 2,000 characters)

1. The 2019 PIT Count was developed and conducted with the active participation of provider agencies and other stakeholders who work with and represent individuals and families experiencing chronic homelessness, families with children experiencing homelessness (see response 2) and veterans experiencing homelessness (see response 3). Actions for each of these stakeholder groups included: a. serving on the PIT workgroup; b. recruitment of volunteers and staff to assist with the count including those with lived experience and specific knowledge of locations where unsheltered individuals and families can be found; c. development in/or involvement in delivering volunteer training; d. providing data for the sheltered count; e. participation in unsheltered count. Partnership with Pu’uhonua o Wai’anae, an unsheltered community on the Wai’anae Coast, resulted in a more complete count of individuals and families in this region including those experiencing chronic homelessness, families with children and veterans. The support of The Queen Lili’uokalani Trust in revising the PIT survey and developing an interactive training video helped to make the PIT count more culturally sensitive and inclusive to Native Hawai’ians

2. Representatives from DoE and CWS along with housing providers who work with families with children participated in the activities listed above.

3. The Veteran’s Affairs (VA) Department of Honolulu played a lead role in planning the PIT count, multiple VA staff volunteered to take part in the count and reviewed all surveys administered to veterans during the week of the count to help connect eligible veterans to VA services, including those who experience chronic homelessness. Other organizations who provide services to veterans also helped plan for the PIT count and recruited volunteers.

3A. Continuum of Care (CoC) System Performance

Instructions

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***3A-1. First Time Homeless as Reported in HDX.**

Applicants must:

Report the Number of First Time Homeless as Reported in HDX.	3,382
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3A-1a. First Time Homeless Risk Factors.

Applicants must:

- 1. describe the process the CoC developed to identify risk factors the CoC uses to identify persons becoming homeless for the first time;**
- 2. describe the CoC’s strategy to address individuals and families at risk of becoming homeless; and**
- 3. provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy to reduce the number of individuals and families experiencing homelessness for the first time. (limit 2,000 characters)**

1.CoC Planning and Data Subcommittees identify risk factors for first time homeless through reviewing HMIS data collected on individuals who are first time users of ES, SH, TH, or PH to identify factors that are prevalent, such as relating to income, experience of DV, release from incarceration or mental health facility. The PIT count process provides information on risk factors through survey questions.

2.The CoC has multiple strategies to address individuals and families at risk of becoming homeless, and to assist those who have been homeless stabilize their housing. CoC partners collaborate to address system issues such as income inequality and lack of affordable housing. Providers deliver prevention

and diversion services for survivors of DV, veterans, system-engaged youth, low-income households, Native Hawai'ian, and those with high-needs such as addictions and/or mental health challenges. Strategies include: street outreach and emergency shelter for runaways and unaccompanied homeless youth; activities that enhance social integration and facilitate transitions into stable housing for individuals exiting public systems (justice, mental health, child welfare) such as Community Court, LEAD Pre-Arrest Program. discharge planning; landlord engagement (mitigation and mediation, crisis management and response via a landlord crisis and question call line); evictions prevention through expanded legal resources; and rental subsidies and RRH for at-risk households. High need individuals are connected with Community Care Services (CCS) case managers assigned by Medicaid behavioral health plans, helping to provide stabilization and Medicaid waivers are used to expand housing support services for PSH and peer supports. The CoC website serves as an online information hub that provides information on a range of resources and services.

3.PIC (including HMIS-CES staff), oversees strategies to reduce or end the number of persons experiencing homelessness for the first time.

***3A-2. Length of Time Homeless as Reported in HDX.**

Applicants must:

Report Average Length of Time Individuals and Persons in Families Remained Homeless as Reported in HDX.	211
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3A-2a. Strategy to Reduce Length of Time Homeless.

Applicants must:

- 1. describe the CoC's strategy to reduce the length of time individuals and persons in families remain homeless;**
 - 2. describe how the CoC identifies and houses individuals and persons in families with the longest lengths of time homeless; and**
 - 3. provide the name of the organization or position title that is responsible for overseeing the CoC's strategy to reduce the length of time individuals and families remain homeless.**
- (limit 2,000 characters)**

HDX data indicates that the median length of time homeless (LTH) for persons in ES and SH decreased by 9 days from the FY2018 LTH. Average LTH for persons in ES, SH, and TH decreased by 22 days.

1.Strategies to reduce LTH include: a. strengthening of performance and accountability measures for service providers; b. establishing fair and reasonable expectations of clients in ES, safe havens, TH and RRH to move towards independence as quickly as possible, and c. equipping them for success through provision of interventions and resources that address barriers to housing stability (i.e. such as those relating to employment, wellness), within a Housing First/low barrier framework. The CES is the CoC approach to organizing and providing services to persons experiencing a housing crisis. Persons seeking assistance are directed to defined entry points, assessed in a uniform and consistent manner, prioritized for housing and services based upon acuity levels, and linked to available interventions.

2.The CoC identifies individuals and families with the longest LTH through the BNL. The BNL includes date of first entry into homelessness based upon HMIS data. The BNL is reviewed during CES case conferences – weekly at rotating locations for individuals and families, monthly for youth and veterans. Attendees collaborate to identify housing resources for clients who are unsheltered using the VI-SPDAT and TAY VI-SPDAT which priorities clients based upon their vulnerability index scores. Homeless providers communicate project vacancies, either bed, unit or voucher to the CES on a real time basis through the HMIS. The VI-SPDAT gets updated at least annually for individuals who are in the CES, increased chronicity (length of time homeless) will result in an increased VI-SPDAT score which will prioritize them for any available housing.

3.PIC (including HMIS-CES staff), supported by the CoC board and multiple subcommittees, oversees strategies to reduce LTH.

***3A-3. Successful Permanent Housing Placement and Retention as Reported in HDX.**

Applicants must:

	Percentage
1. Report the percentage of individuals and persons in families in emergency shelter, safe havens, transitional housing, and rapid rehousing that exit to permanent housing destinations as reported in HDX.	59%
2. Report the percentage of individuals and persons in families in permanent housing projects, other than rapid rehousing, that retain their permanent housing or exit to permanent housing destinations as reported in HDX.	94%

3A-3a. Exits to Permanent Housing Destinations/Retention of Permanent Housing.

Applicants must:

1. describe the CoC’s strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations;
2. provide the organization name or position title responsible for overseeing the CoC’s strategy to increase the rate at which individuals and persons in families in emergency shelter, safe havens, transitional housing and rapid rehousing exit to permanent housing destinations;
3. describe the CoC’s strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations; and
4. provide the organization name or position title responsible for overseeing the CoC’s strategy to increase the rate at which individuals and persons in families in permanent housing projects, other than rapid rehousing, retain their permanent housing or exit to permanent housing destinations.

(limit 2,000 characters)

1.The rate at which persons exit to permanent housing (PH) destinations, and retain PH in 2019 was 59% compared to 60% in 2018. The CoC strategy to increase exit to PH destinations includes working with the Hawai’i Interagency Council on Homelessness to turn around the State’s housing and

homelessness crisis & increase availability of PH. In 2019 the Hawai'i Legislature made a commitment of \$200 million for affordable housing and \$50 million for resources to address homelessness — nearly 7 times the amounts committed in 2018. CoC partners include entities who are investing in and/or developing PH projects such as the Hawai'i Public Housing Authority (HPHA), City and County of Honolulu, and private and non-profit entities such as Liliuokalani Trust. The City of Honolulu Mayor has established a target of 800 new affordable PHs annually through 2021 . HPHA allocates 50% of available public housing and 100% of Section 8 Vouchers to families and individuals who are homeless; and operates the VA Supportive Housing program (housing 460 veterans). PIC works with these and other partners gather input, oversees plans for effective use of PH, and monitors implementation of CoC funded PH projects.

2.PIC, including HMIS-CES staff, oversees strategies to increase rate of exit to PH destinations and rate of exit to PH destinations.

3.The CoC strategy to increase the rate at which individuals retain their PH or exit to PH destinations includes: a. tracking and data analysis via HMIS to identify patterns among those who return to homelessness (and those who don't); b. using best practices that support housing retention such as housing first/low barrier standards; c. Landlord education, outreach and incentives and tenant advocacy to prevent evictions; d. Landlord incentives; e. Case management to identify factors that impact placement and retention success, with services and linkages that build capacity for self-sufficiency and stability.

4. See 2.

***3A-4. Returns to Homelessness as Reported in HDX.**

Applicants must:

	Percentage
1. Report the percentage of individuals and persons in families returning to homelessness over a 6-month period as reported in HDX.	5%
2. Report the percentage of individuals and persons in families returning to homelessness over a 12-month period as reported in HDX.	5%

3A-4a. Returns to Homelessness–CoC Strategy to Reduce Rate.

Applicants must:

1. describe the strategy the CoC has implemented to identify individuals and persons in families who return to homelessness;

2. describe the CoC's strategy to reduce the rate of additional returns to homelessness; and

3. provide the name of the organization or position title that is responsible for overseeing the CoC's strategy to reduce the rate individuals and persons in families return to homelessness.

(limit 2,000 characters)

1.Under the direction of the CoC, the HMIS admin team monitors returns to homelessness (RTH) across the CoC, and within individual projects. on a quarterly basis. CES case conferencing and use of BNLs serve to identify persons and families with high rates of recidivism/RTH.

2.The CoC uses the same strategies to reduce RTH as those used to improve PH retention (see 2d) including provision of supportive services and follow-up or aftercare aimed at enhancing housing stability. All CoC funded projects are required to incorporate supportive services (i.e. supports for health and well-being, education and employment, and enhancing social inclusion) beyond exit or placement in PH. Strategies include a robust accountability and performance measurement framework as well as use of best practices such as Housing First and tertiary prevention to support individuals and families who have previously experienced homelessness to ensure that it doesn't happen again. Strategies that aim to increase employment income as described in 2f. also support efforts to reduce RTH by helping to eliminate or alleviate lack of sufficient income as a barrier to maintaining housing. Additional strategies used by CoC partners staff to reduce RTH (with training provided State of Hawai'i Homeless Programs Office) are: a. use of harm reduction eviction prevention strategies; b. use of assertive engagement with housing participants using motivational techniques, and c. providing Next Level Interventions (around 90 days post housing) such as solidifying linkages to community resources (legal assistance, schools for children, religious/spiritual, community treatment and support), promote independent living skills, ensure income is in place, develop longer term plan and address non-immediate needs such as education planning and career goals.

3.PIC, including HMIS-CES staff, and data and evaluation subcommittee is responsible for overseeing the CoC's strategy to reduce the RTH rate.

***3A-5. Cash Income Changes as Reported in HDX.**

Applicants must:

	Percentage
1. Report the percentage of individuals and persons in families in CoC Program-funded Safe Haven, transitional housing, rapid rehousing, and permanent supportive housing projects that increased their employment income from entry to exit as reported in HDX.	19%
2. Report the percentage of individuals and persons in families in CoC Program-funded Safe Haven, transitional housing, rapid rehousing, and permanent supportive housing projects that increased their non-employment cash income from entry to exit as reported in HDX.	17%

3A-5a. Increasing Employment Income.

Applicants must:

- 1. describe the CoC's strategy to increase employment income;**
 - 2. describe the CoC's strategy to increase access to employment;**
 - 3. describe how the CoC works with mainstream employment organizations to help individuals and families increase their cash income; and**
 - 4. provide the organization name or position title that is responsible for overseeing the CoC's strategy to increase jobs and income from employment.**
- (limit 2,000 characters)**

1.The CoC is represented on the Hawaii Workforce Development Council and the Oahu Workforce Improvement Board to advocate for programs that might better serve homeless persons. CoC partners such as Hawai'i Appleseed

Center for Law and Economic Justice and local government support research, policy development, advocacy and system change to address income inequality as a major driver of homelessness. CoC partners provide services that help increase employment income such as linkages to employment training and education opportunities such as GED classes, certification or degree programs offered by DOE Adult Programs or community colleges that can help individuals secure higher wages.

2.CoC partners help individuals attain employment access and income goals through strategies such as: case management, planning and linkage to opportunities (employment skills training, education programs such as GED classes, certification programs, Job Corps); assisting with benefits application; provision of supportive services to address prevalent barriers to employment such as resources for transportation and childcare (i.e. childcare vouchers for family shelter providers). Pop up employment support services are included in service fairs in numerous locations across the island and at Food pantries, often matched with bus vouchers for those who are actively seeking employment or newly hired.

3.CoC partners with Veteran’s Affairs and State Department of Social Services to obtain current information about cash benefits and to address issues relating to benefits denial. A homeless provider is embedded in the American Job Center Hawai’i to deliver core services, facilitate access to programs and resources and to provide information on job hotlines or call centers that can assist with questions about job loss, unemployment benefits and job training.

4.PIC, including HMIS-CES staff, is responsible for overseeing the CoC’s strategy to increase jobs and income from employment.

3A-5b. Increasing Non-employment Cash Income.

Applicants must:

- 1. describe the CoC's strategy to increase non-employment cash income;**
- 2. describe the CoC's strategy to increase access to non-employment cash sources;**
- 3. provide the organization name or position title that is responsible for overseeing the CoC’s strategy to increase non-employment cash income.**

1.The CoC ensures that community providers are motivated to increase both employment and non-employment cash income, as well as other economic benefits and supports such as EBT, WIC, and rental subsidies by collecting and sharing data on client demographics and community housing and employment data that clearly illustrates need. Gains in both employment and non-employment income are monitored through HMIS.

2. Specific strategies used by CoC and CoC funded partners to increase non-employment cash income are: a). Use of intake assessment protocols that assess for eligibility for any cash benefits such as Supplemental Security Income (SSI), Social Security Disability Income (SSDI) or unemployment benefits for individuals who may have become unemployed through no fault of their own and thus eligible for unemployment insurance. b). Screening is also conducted for Supplemental Nutrition Assistance Program (SNAP) and health insurance coverage eligibility. Non-veterans are typically eligible for HI Medquest services and participants are assisted in the application process. Vets are linked to VA medical benefits as needed. c). Case management services that include assistance in connecting individuals and families to non-employment cash income such as working with clients to gather needed

documents, complete forms. d). Adult Mental Health Division training specialists involved in the SOAR program promote expedited access to SSI/SSDI benefits for appropriate disabled homeless individuals.

3.PIC, including HMIS admin staff, oversee and implement the CoC's strategy to increase non-employment cash income. The Hawaii Department of Human Services, Benefit, Employment & Support Services Division (BESSD), Homeless Programs Office (HPO) is a CoC member. BESSD provides access to monthly benefits including Temporary Assistance for Needy Families, General Assistance, Childcare, and the SNAP programs.

3A-5c. Increasing Employment. Attachment Required.

Applicants must describe how the CoC:

1. promoted partnerships and access to employment opportunities with private employers and private employment organizations, such as holding job fairs, outreach to employers, and partnering with staffing agencies; and

2. is working with public and private organizations to provide meaningful, education and training, on-the-job training, internship, and employment opportunities for residents of permanent supportive housing that further their recovery and well-being.

(limit 2,000 characters)

1.The CoC promotes partnerships with stakeholders who provide access to employment opportunities through inviting these entities to join the CoC and to participate in the Statewide Homelessness Conference.The CoC conducts outreach to business organizations like the O'ahu Chamber of Commerce to recruit volunteers for the annual PIT count. The City & County of Honolulu's Community Based Development Division (CBDD), a CoC member, works in partnership with local businesses and other government stakeholders to address the need for affordable housing solutions and services for the homeless and at-risk of homelessness. Individual CoC funded partners establish agreements with stakeholders for activities such as on-the-job training, engagement in work-readiness (i.e. participate in mock interviews or panels to discuss employment pathways).

2.CoC member Hawai'i Department of Education (HDOE) operates adult education programs via multiple campuses on O'ahu. Initiatives include collaboration with Department of Labor, Department of Human Services, University of Hawai'i Community College System, Department of Public Safety (Corrections), and the City and County of Honolulu. Offerings that are available to individuals in CoC projects include GED programs, Workforce Development Diploma Program (WDDP), iCAN Career and Workforce Certification, Adult Basic Education and Adult Secondary Education (ASE) which provides high school equivalency preparation classes for the attainment of a HiSET or GED credential. Instruction is often integrated with occupational training leading to certification in a high demand job sector. CoC partners also collaborate with the American Job Center Hawai'i, Hawai'i Department of Labor and Department of Health and Human Service (Vocational Rehabilitation) to provide meaningful education and training, on-the-job training, internships, and employment opportunities for residents of PSH that further their recovery and well-being.

3A-5d. Promoting Employment, Volunteerism, and Community Service.

Applicants must select all the steps the CoC has taken to promote employment, volunteerism and community service among people experiencing homelessness in the CoC’s geographic area:

1. The CoC trains provider organization staff on connecting program participants and people experiencing homelessness with education and job training opportunities.	<input type="checkbox"/>
2. The CoC trains provider organization staff on facilitating informal employment opportunities for program participants and people experiencing homelessness (e.g., babysitting, housekeeping, food delivery).	<input type="checkbox"/>
3. The CoC trains provider organization staff on connecting program participants with formal employment opportunities.	<input type="checkbox"/>
4. The CoC trains provider organization staff on volunteer opportunities for program participants and people experiencing homelessness.	<input type="checkbox"/>
5. The CoC works with organizations to create volunteer opportunities for program participants.	<input type="checkbox"/>
6. The CoC works with community organizations to create opportunities for civic participation for people experiencing homelessness (e.g., townhall forums, meeting with public officials).	<input type="checkbox"/>
7. Provider organizations within the CoC have incentives for employment.	<input type="checkbox"/>
8. The CoC trains provider organization staff on helping program participants budget and maximize their income to maintain stability in permanent housing.	<input type="checkbox"/>

3A-6. System Performance Measures 05/31/2019
Data–HDX Submission Date

Applicants must enter the date the CoCs submitted its FY 2018 System Performance Measures data in HDX. (mm/dd/yyyy)

3B. Continuum of Care (CoC) Performance and Strategic Planning Objectives

Instructions

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The FY 2019 CoC Program Competition Notice of Funding Availability at:

<https://www.hudexchange.info/programs/e-snaps/fy-2019-coc-program-nofa-coc-program-competition/#nofa-and-notices>

Warning! The CoC Application score could be affected if information is incomplete on this formlet.

3B-1. Prioritizing Households with Children.

Applicants must check each factor the CoC currently uses to prioritize households with children for assistance during FY 2019.

1. History of or Vulnerability to Victimization (e.g. domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
2. Number of previous homeless episodes	<input checked="" type="checkbox"/>
3. Unsheltered homelessness	<input checked="" type="checkbox"/>
4. Criminal History	<input type="checkbox"/>
5. Bad credit or rental history	<input type="checkbox"/>
6. Head of Household with Mental/Physical Disability	<input checked="" type="checkbox"/>

3B-1a. Rapid Rehousing of Families with Children.

Applicants must:

1. describe how the CoC currently rehuses every household of families with children within 30 days of becoming homeless that addresses both housing and service needs;

2. describe how the CoC addresses both housing and service needs to ensure families with children successfully maintain their housing once

assistance ends; and
3. provide the organization name or position title responsible for overseeing the CoC’s strategy to rapidly rehouse families with children within 30 days of them becoming homeless. (limit 2,000 characters)

1. Families with children are prioritized for quick transition back into housing, especially those who are working and need support for housing search. Through RRH, the CoC aligns homeless families with long-term housing through short-term subsidies and supportive services that build the capacity of the family to maintain housing once RRH assistance ends. To effectively rehouse families within less than 30 days of becoming homeless, the CoC prioritizes them through the CES and use of the VI SPADAT. CES case conferencing is held bi-weekly, and families with children are moved as rapidly as possible. The City and State have increased RRH resources directed towards quickly locating and re-housing families. This infusion of resources has:
 - a. established a family assessment center which provides comprehensive services including benefits reviews and determinations, health assessments, service coordination and housing placement;
 - b. expanded the number of vouchers/subsidies that can be utilized to house families;
 - and c. sponsored landlord summits to increase the supply of affordable rentals that can be used in conjunction with subsidies/vouchers . RRH provides struggling households with a financial shot in the arm - typically a one-time payment to cover delinquent rent, utility payments, or first month’s rent and security deposit. This one-time intervention is often all families need to avoid homelessness or to quickly bounce back from becoming homeless.
2. All families who are placed into housing through RRH or the TANF Housing Placement Program are followed for at least 6 months once assistance is ended in order to support maintenance of housing and prevent enter or re-entry into homelessness. Follow-up support includes assistance in connecting families to resources that address individual needs i.e. behavioral health services, job development or employment training.
3. PIC, including HMIS-CES staff, oversees the CoC’s strategies and outcomes as they relate to RRH.

3B-1b. Antidiscrimination Policies.

Applicants must check all that apply that describe actions the CoC is taking to ensure providers (including emergency shelter, transitional housing, and permanent housing (PSH and RRH)) within the CoC adhere to antidiscrimination policies by not denying admission to or separating any family members from other members of their family or caregivers based on any protected classes under the Fair Housing Act, and consistent with 24 CFR 5.105(a)(2) – Equal Access to HUD-Assisted or - Insured Housing.

1. CoC conducts mandatory training for all CoC- and ESG-funded housing and services providers on these topics.	<input checked="" type="checkbox"/>
2. CoC conducts optional training for all CoC- and ESG-funded housing and service providers on these topics.	<input type="checkbox"/>
3. CoC has worked with ESG recipient(s) to adopt uniform anti-discrimination policies for all subrecipients.	<input type="checkbox"/>

4. CoC has worked with ESG recipient(s) to identify both CoC- and ESG-funded facilities within the CoC geographic area that might be out of compliance and has taken steps to work directly with those facilities to come into compliance.	<input checked="" type="checkbox"/>
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3B-1c. Unaccompanied Youth Experiencing Homelessness–Addressing Needs.

Applicants must indicate whether the CoC’s strategy to address the unique needs of unaccompanied youth experiencing homelessness who are 24 years of age and younger includes the following:

1. Unsheltered homelessness	Yes
2. Human trafficking and other forms of exploitation	Yes
3. LGBT youth homelessness	Yes
4. Exits from foster care into homelessness	Yes
5. Family reunification and community engagement	Yes
6. Positive Youth Development, Trauma Informed Care, and the use of Risk and Protective Factors in assessing youth housing and service needs	Yes

3B-1c.1. Unaccompanied Youth Experiencing Homelessness–Prioritization Based on Needs.

Applicants must check all that apply that describes the CoC’s current strategy to prioritize unaccompanied youth based on their needs.

1. History of, or Vulnerability to, Victimization (e.g., domestic violence, sexual assault, childhood abuse)	<input checked="" type="checkbox"/>
2. Number of Previous Homeless Episodes	<input checked="" type="checkbox"/>
3. Unsheltered Homelessness	<input checked="" type="checkbox"/>
4. Criminal History	<input type="checkbox"/>
5. Bad Credit or Rental History	<input type="checkbox"/>

3B-1d. Youth Experiencing Homelessness–Housing and Services Strategies.

Applicants must describe how the CoC increased availability of housing and services for:

- 1. all youth experiencing homelessness, including creating new youth-focused projects or modifying current projects to be more youth-specific or youth-inclusive; and**
 - 2. youth experiencing unsheltered homelessness including creating new youth-focused projects or modifying current projects to be more youth-specific or youth-inclusive.**
- (limit 3,000 characters)**

1. 2019 PIT Count results indicate a total of 179 total unaccompanied youth compared to 144 in 2018. Of these, 64 were sheltered and 113 unsheltered. The CoC strategies to increase the availability of housing and other services for all youth experiencing homelessness are:
 - a. Engaging all homeless youth service providers, including runaway and homeless youth (RHY) providers, HDOE and Child Welfare Services (CWS) within the CoC.
 - b. Establishing youth specific goals as part of the CoC strategic plan – Establish collection and management of data on homeless youth served through participation in HMIS. Align youth housing resources to identified and assessed needs of individuals through CES. Leverage DHS Foster Care Resources to sustain youth who were aging out to become more independent. Establish wider collaborations between Youth Services Network to better meet the diverse needs of transition age youth. Engage Youth in informing the system approaches that would better serve needs of homeless youth.
 - c. Directing youth in need of homeless or homelessness prevention assistance to defined entry points, assessing in a uniform and consistent manner, prioritizing for housing and services, and linking to available interventions.
 - d. Seeking Youth Homeless Demonstration Program funding (awarded \$3.8 million in 2019).
 - e. Coordinating monthly youth focused CES case conferences.
 - f. Continually monitoring the needs of youth using HMIS data, CES and through additional surveys, focus groups and studies.
 - g. Engaging youth with lived experience and promoting opportunities for youth leadership in the CoC through the O’ahu Youth Action Board (OYAB).
 - h. Providing access to training in Positive Youth Development, Trauma Informed Care and Youth Engagement.
 - i. Making improvements to the PIT Count to be more youth-inclusive.

2. CoC increased housing and service resources for youth experiencing homelessness, and specifically unsheltered youth, through the development of projects that offer new housing resources in prior CoC competitions, and through supporting the development of Residential Youth Services & Empowerment (RYSE) as a new transitional living program for youth ages 18-24. In 2017, The Institute for Human Services (IHS) was awarded funding to develop 18 units of youth focused RRH. IHS partners with Adult Friends for Youth, RYSE and Youth Outreach (Waikiki Health) to conduct outreach and provide supportive services after housing placement. In 2018, this project was renewed and a second youth RRH grantee, Alternative Structures International, was added bringing 27 youth RRH units/32 beds to the youth CES. Additionally a percentage of PHA housing vouchers are available to unaccompanied unsheltered youth based upon proportional allocation (i.e. % of housing vouchers allocated to youth is proportional to % of unaccompanied homeless youth homeless).

3B-1d.1. Youth Experiencing Homelessness–Measuring Effectiveness of Housing and Services Strategies.

Applicants must:

1. provide evidence the CoC uses to measure each of the strategies in question 3B-1d. to increase the availability of housing and services for youth experiencing homelessness;
2. describe the measure(s) the CoC uses to calculate the effectiveness of both strategies in question 3B-1d.; and

3. describe why the CoC believes the measure it uses is an appropriate way to determine the effectiveness of both strategies in question 3B-1d. (limit 3,000 characters)

1.The CoC measures the impact of youth focused strategies through: collection and monitoring of data to track service utilization and outcomes for youth, the annual PIT Count, and additional collaboration with partners in collecting feedback from youth will lived experience. The collection of multiple data points on youth characteristics and risk factors through HMIS serves to increase understanding of the needs of youth, including special populations such as youth who identify as LGBTQ, have engagement with Child Welfare, justices and/or behavioral health systems, have experienced homelessness with their families, or are Native Hawai'ian/Pacific Islander as a racial/ethnic group disproportionately represented among O'ahu's homeless population. CES administrators have developed an interactive communication tool that enables service providers, members of HDOE, and other youth providers to enter a secure messaging system so they can continue to strategize between providers around a vulnerable youth even after the case conferencing meeting ends. The CoC has established quality improvement processes through which performance measurement data as well as feedback from youth and partners is used to track whether programs are being delivered as planned, if CoC funded projects are reaching their goals and outcomes and what lessons are being learned along the way.

2.Measures used to calculate the effectiveness of housing and service strategies to meet the needs of all youth experiencing homeless and youth experiencing homelessness who are unsheltered are the reduction in the length of time between identification, referral, and utilization of the housing resources and services for youth experiencing homelessness. Returns to homelessness and gains in income are tracked to identify gaps in services which are specific to this subpopulation. Factors used to prioritize youth for housing services are: History of housing or homelessness (number of homeless episodes and whether youth is sheltered); Risks (i.e. emergency service use, risk of harm and exploitation, legal issues); Socialization and Daily Function Capacity (money management, meaningful daily activities, social relations, self-care and abuse/trauma); and Wellness (physical health, substance abuse, mental health).

3.The CoC believes these measures help determine the effectiveness of the CoC's strategies because they represent outcomes that are meaningful to project participants, and allow us gauge extent to which strategies align with best practices as well as HUD performance measures.

3B-1e. Collaboration–Education Services.

Applicants must describe:

- 1. the formal partnerships with:**
 - a. youth education providers;**
 - b. McKinney-Vento LEA or SEA; and**
 - c. school districts; and**

- 2. how the CoC collaborates with:**
 - a. youth education providers;**

**b. McKinney-Vento Local LEA or SEA; and
c. school districts.
(limit 2,000 characters)**

1.The Homeless Youth Services Network (HYSN) a 50 member group of youth serving agencies is a CoC member, as are all the youth housing service providers and Runaway Homeless Youth (RHY) providers who are working w/unaccompanied youth on O’ahu. The CoC has a formal partnership with HDOE which is the state & local education agency for O’ahu. The CoC has entered into an agreement with HDOE to integrate the identification of homeless family units into the State’s HMIS by HDOE McKinney Vento representatives.

2.The CoC provides a framework through which educational partners can work together to reduce risk of youth entering or re-entering homelessness (i.e. as they exit from a public system such as release from corrections or “age out” of extended foster care). Representatives from public systems, as well as youth service providers who are contracted by these systems to deliver direct services, participate in monthly CoC meetings as well as CES meetings. CoC collaborates w/youth providers in planning, delivery or coordination of training or technical assistance, & resource development (including 2019 YHDP application). The State Coordinator from the HDOE Office of Curriculum Instruction & Student Support - Education for Homeless Children & Youth participates in CoC activities (monthly meetings, focus groups), & is the regional representative for the National Association for the Education of Homeless Children and Youth (NAEHCY), she shares information from this organization w/other CoC members at monthly meetings. O’ahu’s four public school districts (Honolulu, Windward, Central and Leeward) are represented on the CoC through School Liaisons (McKinney-Vento and State funded) who are focused in prevention & diversions services & work through the Office of Curriculum Instruction & Student Support.

3B-1e.1. Informing Individuals and Families Experiencing Homeless about Education Services Eligibility.

**Applicants must describe policies and procedures the CoC adopted to inform individuals and families who become homeless of their eligibility for education services.
(limit 2,000 characters)**

Policies and procedures that have been adopted by the CoC to inform individuals and families who become homeless of their eligibility for educational services, are: CoC funding recipients adhere to the local Educational Assurances Policy (EAP) which requires the identification of staff whose job is to ensure children are enrolled in school consistent with HUD EAP and the Elementary and Secondary Education Act. The CoC policy and procedures address the following topics: Formal adoption of a EAP and posting of EAP; Requirement that a signed EAP is filed by every CoC project serving households with children; Support family choice for selecting housing near child’s school; Assist DV families to enroll children in a public school of their choice and procedures to ensure safety; Offer families a letter verifying eligibility for services; Ensuring transportation; Review of rights with parents; Provide advocacy when educational rights are violated; Include education as a component of exit plans; Technical assistance on request; HDOE contacted when warranted. AUW 211 obtains and disseminates information of educational rights/referrals specifically for homeless families with children.

All families remain eligible for certain rights or protections regardless of their circumstance. HDOE school liaisons work closely with shelter and outreach providers to inform families and unaccompanied students of their rights under the McKinney Vento Act. The school liaisons are instrumental in ensuring that students are connected to services to receive free meals, transportation if applicable, and other school-based supports. HDOE school liaisons also collaborate with youth shelters/agencies and Head Start, etc. to better meet the needs of families outside of a school's jurisdiction.

3B-1e.2. Written/Formal Agreements or Partnerships with Early Childhood Services Providers.

Applicant must indicate whether the CoC has an MOU/MOA or other types of agreements with listed providers of early childhood services and supports and may add other providers not listed.

	MOU/MOA	Other Formal Agreement
Early Childhood Providers	No	Yes
Head Start	No	Yes
Early Head Start	No	Yes
Child Care and Development Fund	No	Yes
Federal Home Visiting Program	No	Yes
Healthy Start	No	Yes
Public Pre-K	No	Yes
Birth to 3 years	No	No
Tribal Home Visting Program	No	No
Other: (limit 50 characters)		
Native Hawaiian Foundation	Yes	Yes

3B-2. Active List of Veterans Experiencing Homelessness.

Applicant must indicate whether the CoC uses an active list or by-name list to identify all veterans experiencing homelessness in the CoC. Yes

3B-2a. VA Coordination–Ending Veterans Homelessness.

Applicants must indicate whether the CoC is actively working with the U.S. Department of Veterans Affairs (VA) and VA-funded programs to achieve the benchmarks and criteria for ending veteran homelessness. Yes

3B-2b. Housing First for Veterans.

Applicants must indicate whether the CoC has sufficient resources to ensure each veteran experiencing homelessness is Yes

assisted to quickly move into permanent housing using a Housing First approach.

3B-3. Racial Disparity Assessment. Attachment Required.

Applicants must:

- 1. select all that apply to indicate the findings from the CoC’s Racial Disparity Assessment; or**
- 2. select 7 if the CoC did not conduct a Racial Disparity Assessment.**

1. People of different races or ethnicities are more likely to receive homeless assistance.	<input checked="" type="checkbox"/>
2. People of different races or ethnicities are less likely to receive homeless assistance.	<input checked="" type="checkbox"/>
3. People of different races or ethnicities are more likely to receive a positive outcome from homeless assistance.	<input checked="" type="checkbox"/>
4. People of different races or ethnicities are less likely to receive a positive outcome from homeless assistance.	<input checked="" type="checkbox"/>
5. There are no racial or ethnic disparities in the provision or outcome of homeless assistance.	<input type="checkbox"/>
6. The results are inconclusive for racial or ethnic disparities in the provision or outcome of homeless assistance.	<input checked="" type="checkbox"/>
7. The CoC did not conduct a racial disparity assessment.	<input type="checkbox"/>

3B-3a. Addressing Racial Disparities.

Applicants must select all that apply to indicate the CoC’s strategy to address any racial disparities identified in its Racial Disparities Assessment:

1. The CoC is ensuring that staff at the project level are representative of the persons accessing homeless services in the CoC.	<input type="checkbox"/>
2. The CoC has identified the cause(s) of racial disparities in their homeless system.	<input checked="" type="checkbox"/>
3. The CoC has identified strategies to reduce disparities in their homeless system.	<input checked="" type="checkbox"/>
4. The CoC has implemented strategies to reduce disparities in their homeless system.	<input checked="" type="checkbox"/>
5. The CoC has identified resources available to reduce disparities in their homeless system.	<input checked="" type="checkbox"/>
6: The CoC did not conduct a racial disparity assessment.	<input type="checkbox"/>

4A. Continuum of Care (CoC) Accessing Mainstream Benefits and Additional Policies

Instructions:

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4A-1. Healthcare—Enrollment/Effective Utilization

Applicants must indicate, for each type of healthcare listed below, whether the CoC assists persons experiencing homelessness with enrolling in health insurance and effectively utilizing Medicaid and other benefits.

Type of Health Care	Assist with Enrollment	Assist with Utilization of Benefits?
Public Health Care Benefits (State or Federal benefits, Medicaid, Indian Health Services)	Yes	Yes
Private Insurers:	Yes	Yes
Non-Profit, Philanthropic:	Yes	Yes
Other: (limit 50 characters)		

4A-1a. Mainstream Benefits.

Applicants must:

- 1. describe how the CoC systematically keeps program staff up to date regarding mainstream resources available for program participants (e.g., Food Stamps, SSI, TANF, substance abuse programs) within the geographic area;**
- 2. describe how the CoC disseminates the availability of mainstream resources and other assistance information to projects and how often;**
- 3. describe how the CoC works with projects to collaborate with healthcare organizations to assist program participants with enrolling in**

health insurance;

4. describe how the CoC provides assistance with the effective utilization of Medicaid and other benefits; and

5. provide the name of the organization or position title that is responsible for overseeing the CoC’s strategy for mainstream benefits. (limit 2,000 characters)

1.CoC funded projects work closely with clients to establish document readiness, and connect them with other programs and benefits including Medquest, SNAP, SSI, and SSDI. AUW’s 211 conducts an assessment for bundled referrals, including benefits, based on eligibility criteria. Legal Aid Society of Hawai’i assists with applications and appeals for entitlement benefits. CoC project staff follow-up with clients within 6 months and 1 year of exit from housing programs, and assist in renewing access to benefits if needed. CoC providers participate in SOAR training (SSI/SSDI, Outreach, Access & Recovery program).

2.CoC partner agency, Hawai’i Department of Human Services (DHS) operates the Benefit, Employment & Support Services Division (BESSD) which administers 9 public benefits programs, DHS provides up to date information on mainstream benefits via their website, including information on eligibility and application process. CoC works with the University of HI Richardson School of Law to coordinate an annual training update for provider staff on mainstream benefits.

3.Participation of the Healthcare partners and Medicaid health plans in CES enables CoC partners to ensure that individuals & families experiencing homelessness have access to health insurance. The integration of Medicaid health plans into the CES supports the State's implementation of a new 1115 Medicaid waiver amendment for pre-tenancy & tenancy supports for chronically homeless individuals.

4.CoC supports effective utilization of Medicaid & other mainstream benefits through case planning activities which align these resources as part of a more holistic approach to establishing safety, stability & self-sufficiency for clients of CoC funded projects. Also by monitoring changes in the amounts of employment and non-employment cash income.

5.PIC, including HMIS-CES staff and partner agency DHS, is responsible for overseeing the CoC strategy for mainstream benefits.

4A-2. Lowering Barriers to Entry Data:

Applicants must report:

1. Total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC has ranked in its CoC Priority Listing in FY 2019 CoC Program Competition.	14
2. Total number of new and renewal CoC Program-funded PSH, RRH, SSO non-coordinated entry, Safe-Haven, and Transitional Housing projects the CoC has ranked in its CoC Priority Listing in FY 2019 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing.	14
Percentage of new and renewal PSH, RRH, Safe-Haven, SSO non-Coordinated Entry projects the CoC has ranked in its CoC Priority Listing in the FY 2019 CoC Program Competition that reported that they are lowering barriers to entry and prioritizing rapid placement and stabilization to permanent housing.	100%

4A-3. Street Outreach.

Applicants must:

- 1. describe the CoC’s street outreach efforts, including the methods it uses to ensure all persons experiencing unsheltered homelessness are identified and engaged;**
 - 2. state whether the CoC’s Street Outreach covers 100 percent of the CoC’s geographic area;**
 - 3. describe how often the CoC conducts street outreach; and**
 - 4. describe how the CoC tailored its street outreach to persons experiencing homelessness who are least likely to request assistance.**
- (limit 2,000 characters)**

1. CoC partners who provide street outreach are Institute for Human Services, Kalihi Palama Health Center, USVETS, ALEA Bridge, Kealahou West O’ahu, Waianae Comprehensive Health and The Salvation Army. The focus of street outreach is to identify those who are unsheltered and facilitate access to an emergency shelter or other safe, stable housing option, or if the individual is not ready for shelter to provide harm reduction services. General outreach is conducted to identify those who are homeless by name and to identify needs. VI-SPDATs are conducted when a person indicates desire for housing and willingness to work with an outreach worker. Various interventions and housing type are matched to assessed need. Outreach is also conducted prior to enforcement of City ordinances by both City and State personnel. Chronically mentally persons are assertively outreached regularly by specialists over a longer period of time to build trust and engage clients in treatment and seek housing. Outreach Workers who are trained in best practices such as motivational interviewing, stages of change and trauma informed care, help facilitate access to services through working with clients to gathering IDs and other documents, providing transportation, conducting initial screening and assessment and referral to CES access points.

2.CoC street outreach covers 100% of O’ahu.

3.Street outreach is conducted 365 days of the year.

4.Street outreach serves hard to reach populations using an approach that emphasizes meeting individuals where they are at and using customized/targeted approaches for subpopulations (veterans, seniors, IV drug users, victims of trafficking). Example is outreach conducted by DHS Adult Mental Health in which a psychiatrist is part of a street outreach team which aims to identify and support chronically mentally ill homeless through medication management and referrals to Adult Protective Services for clients who are most vulnerable or experiencing abuse.

4A-4. RRH Beds as Reported in HIC.

Applicants must report the total number of rapid rehousing beds available to serve all household types as reported in the Housing Inventory Count (HIC) for 2018 and 2019.

	2018	2019	Difference
RRH beds available to serve all populations in the HIC	1,177	832	-345

4A-5. Rehabilitation/Construction Costs–New No Projects.

Applicants must indicate whether any new project application the CoC ranked and submitted in its CoC Priority Listing in the FY 2019 CoC Program Competition is requesting \$200,000 or more in funding for housing rehabilitation or new construction.

4A-6. Projects Serving Homeless under Other Federal Statutes. No

Applicants must indicate whether the CoC is requesting to designate one or more of its SSO or TH projects to serve families with children or youth defined as homeless under other federal statutes.

4B. Attachments

Instructions:

Multiple files may be attached as a single .zip file. For instructions on how to use .zip files, a reference document is available on the e-snaps training site:
<https://www.hudexchange.info/resource/3118/creating-a-zip-file-and-capturing-a-screenshot-resource>

Document Type	Required?	Document Description	Date Attached
_ FY 2019 CoC Competition Report (HDX Report)	Yes	PIC FY 2019 CoC C...	09/21/2019
1C-4.PHA Administration Plan–Moving On Multifamily Assisted Housing Owners’ Preference.	No	PIC FY 2019 HPHA ...	09/24/2019
1C-4. PHA Administrative Plan Homeless Preference.	No	PIC FY 2019 HPHA ...	09/24/2019
1C-7. Centralized or Coordinated Assessment System.	Yes	PIC FY 2019 Centr...	09/23/2019
1E-1.Public Posting–15-Day Notification Outside e-snaps–Projects Accepted.	Yes	PIC FY 2019 15-Da...	09/21/2019
1E-1. Public Posting–15-Day Notification Outside e-snaps–Projects Rejected or Reduced.	Yes	PIC FY 2019 15-Da...	09/21/2019
1E-1.Public Posting–30-Day Local Competition Deadline.	Yes	PIC FY 2019 Publi...	09/21/2019
1E-1. Public Posting–Local Competition Announcement.	Yes	PIC FY 2019 Publi...	09/21/2019
1E-4.Public Posting–CoC-Approved Consolidated Application	Yes	PIC FY 2019 CoC C...	09/24/2019
3A. Written Agreement with Local Education or Training Organization.	No	PIC FY 2019 Writt...	09/21/2019
3A. Written Agreement with State or Local Workforce Development Board.	No	PIC FY 2019 Writt...	09/21/2019
3B-3. Summary of Racial Disparity Assessment.	Yes	PIC FY 2019 Racia...	09/21/2019
4A-7a. Project List-Homeless under Other Federal Statutes.	No		
Other	No		
Other	No		

Other	No		
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Attachment Details

Document Description: PIC FY 2019 CoC Competition Report (HDX Report)

Attachment Details

Document Description: PIC FY 2019 HPHA Moving On

Attachment Details

Document Description: PIC FY 2019 HPHA and CCHNL Homeless Preference

Attachment Details

Document Description: PIC FY 2019 Centralized and Coordinated Assessment System

Attachment Details

Document Description: PIC FY 2019 15-Day Notice Projects Accepted

Attachment Details

Document Description: PIC FY 2019 15-Day Notice Projects Rejected or Reduced

Attachment Details

Document Description: PIC FY 2019 Public Posting 30-Day Local Competition Deadline

Attachment Details

Document Description: PIC FY 2019 Public Posting Local Competition Announcement

Attachment Details

Document Description: PIC FY 2019 CoC Competition Public Posting CoC Approved Consolidated Application

Attachment Details

Document Description: PIC FY 2019 Written Agreement with Local Education

Attachment Details

Document Description: PIC FY 2019 Written Agreement with Local Workforce Development Board

Attachment Details

Document Description: PIC FY 2019 Racial Equity Assessment

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Attachment Details

Document Description:

Submission Summary

Ensure that the Project Priority List is complete prior to submitting.

Page	Last Updated
1A. Identification	09/13/2019
1B. Engagement	09/26/2019
1C. Coordination	09/26/2019
1D. Discharge Planning	No Input Required
1E. Local CoC Competition	09/24/2019
1F. DV Bonus	09/26/2019
2A. HMIS Implementation	09/26/2019
2B. PIT Count	09/26/2019
3A. System Performance	09/26/2019
3B. Performance and Strategic Planning	09/26/2019
4A. Mainstream Benefits and Additional Policies	09/26/2019
4B. Attachments	09/24/2019

FY2019 CoC Application	Page 64	09/27/2019
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Submission Summary

No Input Required

2019 HDX Competition Report

PIT Count Data for HI-501 - Honolulu City and County CoC

Total Population PIT Count Data

	2016 PIT	2017 PIT	2018 PIT	2019 PIT
Total Sheltered and Unsheltered Count	4940	4959	4495	4417
Emergency Shelter Total	987	1,058	1,043	1114
Safe Haven Total	26	25	0	0
Transitional Housing Total	1754	1,552	1,307	900
Total Sheltered Count	2767	2635	2350	2014
Total Unsheltered Count	2173	2324	2145	2403

Chronically Homeless PIT Counts

	2016 PIT	2017 PIT	2018 PIT	2019 PIT
Total Sheltered and Unsheltered Count of Chronically Homeless Persons	1090	1159	1117	1140
Sheltered Count of Chronically Homeless Persons	121	155	197	231
Unsheltered Count of Chronically Homeless Persons	969	1,004	920	909

2019 HDX Competition Report

PIT Count Data for HI-501 - Honolulu City and County CoC

Homeless Households with Children PIT Counts

	2016 PIT	2017 PIT	2018 PIT	2019 PIT
Total Sheltered and Unsheltered Count of the Number of Homeless Households with Children	513	458	407	325
Sheltered Count of Homeless Households with Children	436	399	340	254
Unsheltered Count of Homeless Households with Children	77	59	67	71

Homeless Veteran PIT Counts

	2011	2016	2017	2018	2019
Total Sheltered and Unsheltered Count of the Number of Homeless Veterans	332	413	449	407	384
Sheltered Count of Homeless Veterans	185	224	214	212	185
Unsheltered Count of Homeless Veterans	147	189	235	195	199

2019 HDX Competition Report
HIC Data for HI-501 - Honolulu City and County CoC

HMIS Bed Coverage Rate

Project Type	Total Beds in 2019 HIC	Total Beds in 2019 HIC Dedicated for DV	Total Beds in HMIS	HMIS Bed Coverage Rate
Emergency Shelter (ES) Beds	1232	67	1145	98.28%
Safe Haven (SH) Beds	44	0	44	100.00%
Transitional Housing (TH) Beds	1017	8	985	97.62%
Rapid Re-Housing (RRH) Beds	832	0	791	95.07%
Permanent Supportive Housing (PSH) Beds	2460	0	1769	71.91%
Other Permanent Housing (OPH) Beds	60	0	0	0.00%
Total Beds	5,645	75	4734	84.99%

2019 HDX Competition Report

HIC Data for HI-501 - Honolulu City and County CoC

PSH Beds Dedicated to Persons Experiencing Chronic Homelessness

Chronically Homeless Bed Counts	2016 HIC	2017 HIC	2018 HIC	2019 HIC
Number of CoC Program and non-CoC Program funded PSH beds dedicated for use by chronically homeless persons identified on the HIC	588	722	974	97

Rapid Rehousing (RRH) Units Dedicated to Persons in Household with Children

Households with Children	2016 HIC	2017 HIC	2018 HIC	2019 HIC
RRH units available to serve families on the HIC	14	208	248	118

Rapid Rehousing Beds Dedicated to All Persons

All Household Types	2016 HIC	2017 HIC	2018 HIC	2019 HIC
RRH beds available to serve all populations on the HIC	104	875	1177	832

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

Summary Report for HI-501 - Honolulu City and County CoC

Measure 1: Length of Time Persons Remain Homeless

This measures the number of clients active in the report date range across ES, SH (Metric 1.1) and then ES, SH and TH (Metric 1.2) along with their average and median length of time homeless. This includes time homeless during the report date range as well as prior to the report start date, going back no further than October, 1, 2012.

Metric 1.1: Change in the average and median length of time persons are homeless in ES and SH projects.
Metric 1.2: Change in the average and median length of time persons are homeless in ES, SH, and TH projects.

a. This measure is of the client's entry, exit, and bed night dates strictly as entered in the HMIS system.

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2017	FY 2018	Submitted FY 2017	FY 2018	Difference	Submitted FY 2017	FY 2018	Difference
1.1 Persons in ES and SH	3385	3634	139	140	1	73	75	2
1.2 Persons in ES, SH, and TH	5938	5460	227	211	-16	151	132	-19

b. This measure is based on data element 3.17.

This measure includes data from each client's Living Situation (Data Standards element 3.917) response as well as time spent in permanent housing projects between Project Start and Housing Move-In. This information is added to the client's entry date, effectively extending the client's entry date backward in time. This "adjusted entry date" is then used in the calculations just as if it were the client's actual entry date.

The construction of this measure changed, per HUD's specifications, between FY 2016 and FY 2017. HUD is aware that this may impact the change between these two years.

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

	Universe (Persons)		Average LOT Homeless (bed nights)			Median LOT Homeless (bed nights)		
	Submitted FY 2017	FY 2018	Submitted FY 2017	FY 2018	Difference	Submitted FY 2017	FY 2018	Difference
1.1 Persons in ES, SH, and PH (prior to "housing move in")	3912	3848	439	204	-235	208	95	-113
1.2 Persons in ES, SH, TH, and PH (prior to "housing move in")	6427	5649	441	285	-156	283	167	-116

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

Measure 2: The Extent to which Persons who Exit Homelessness to Permanent Housing Destinations Return to Homelessness

This measures clients who exited SO, ES, TH, SH or PH to a permanent housing destination in the date range two years prior to the report date range. Of those clients, the measure reports on how many of them returned to homelessness as indicated in the HMIS for up to two years after their initial exit.

After entering data, please review and confirm your entries and totals. Some HMIS reports may not list the project types in exactly the same order as they are displayed below.

	Total # of Persons who Exited to a Permanent Housing Destination (2 Years Prior)	Returns to Homelessness in Less than 6 Months		Returns to Homelessness from 6 to 12 Months		Returns to Homelessness from 13 to 24 Months		Number of Returns in 2 Years	
		FY 2018	% of Returns	FY 2018	% of Returns	FY 2018	% of Returns	FY 2018	% of Returns
Exit was from SO	50	2	4%	6	12%	12	24%	20	40%
Exit was from ES	769	93	12%	63	8%	51	7%	207	27%
Exit was from TH	1056	21	2%	44	4%	86	8%	151	14%
Exit was from SH	0	0		0		0		0	
Exit was from PH	598	15	3%	18	3%	42	7%	75	13%
TOTAL Returns to Homelessness	2473	131	5%	131	5%	191	8%	453	18%

Measure 3: Number of Homeless Persons

Metric 3.1 – Change in PIT Counts

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

This measures the change in PIT counts of sheltered and unsheltered homeless person as reported on the PIT (not from HMIS).

	January 2017 PIT Count	January 2018 PIT Count	Difference
Universe: Total PIT Count of sheltered and unsheltered persons	4959	4495	-464
Emergency Shelter Total	1058	1043	-15
Safe Haven Total	25	0	-25
Transitional Housing Total	1552	1307	-245
Total Sheltered Count	2635	2350	-285
Unsheltered Count	2324	2145	-179

Metric 3.2 – Change in Annual Counts

This measures the change in annual counts of sheltered homeless persons in HMIS.

	Submitted FY 2017	FY 2018	Difference
Universe: Unduplicated Total sheltered homeless persons	5938	5460	-478
Emergency Shelter Total	3385	3634	249
Safe Haven Total	0	0	0
Transitional Housing Total	3048	2194	-854

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

Measure 4: Employment and Income Growth for Homeless Persons in CoC Program-funded Projects

Metric 4.1 – Change in earned income for adult system stayers during the reporting period

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	547	559	12
Number of adults with increased earned income	0	7	7
Percentage of adults who increased earned income	0%	1%	1%

Metric 4.2 – Change in non-employment cash income for adult system stayers during the reporting period

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	547	559	12
Number of adults with increased non-employment cash income	18	82	64
Percentage of adults who increased non-employment cash income	3%	15%	12%

Metric 4.3 – Change in total income for adult system stayers during the reporting period

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults (system stayers)	547	559	12
Number of adults with increased total income	18	85	67
Percentage of adults who increased total income	3%	15%	12%

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

Metric 4.4 – Change in earned income for adult system leavers

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	588	736	148
Number of adults who exited with increased earned income	144	142	-2
Percentage of adults who increased earned income	24%	19%	-5%

Metric 4.5 – Change in non-employment cash income for adult system leavers

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	588	736	148
Number of adults who exited with increased non-employment cash income	129	125	-4
Percentage of adults who increased non-employment cash income	22%	17%	-5%

Metric 4.6 – Change in total income for adult system leavers

	Submitted FY 2017	FY 2018	Difference
Universe: Number of adults who exited (system leavers)	588	736	148
Number of adults who exited with increased total income	240	234	-6
Percentage of adults who increased total income	41%	32%	-9%

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

Measure 5: Number of persons who become homeless for the 1st time

Metric 5.1 – Change in the number of persons entering ES, SH, and TH projects with no prior enrollments in HMIS

	Submitted FY 2017	FY 2018	Difference
Universe: Person with entries into ES, SH or TH during the reporting period.	4158	3721	-437
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	1397	1289	-108
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time)	2761	2432	-329

Metric 5.2 – Change in the number of persons entering ES, SH, TH, and PH projects with no prior enrollments in HMIS

	Submitted FY 2017	FY 2018	Difference
Universe: Person with entries into ES, SH, TH or PH during the reporting period.	5650	5410	-240
Of persons above, count those who were in ES, SH, TH or any PH within 24 months prior to their entry during the reporting year.	1851	2028	177
Of persons above, count those who did not have entries in ES, SH, TH or PH in the previous 24 months. (i.e. Number of persons experiencing homelessness for the first time.)	3799	3382	-417

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

Measure 6: Homeless Prevention and Housing Placement of Persons defined by category 3 of HUD's Homeless Definition in CoC Program-funded Projects

This Measure is not applicable to CoCs in FY2018 (Oct 1, 2017 - Sept 30, 2018) reporting period.

Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Metric 7a.1 – Change in exits to permanent housing destinations

	Submitted FY 2017	FY 2018	Difference
Universe: Persons who exit Street Outreach	838	2656	1818
Of persons above, those who exited to temporary & some institutional destinations	135	493	358
Of the persons above, those who exited to permanent housing destinations	179	563	384
% Successful exits	37%	40%	3%

Metric 7b.1 – Change in exits to permanent housing destinations

2019 HDX Competition Report

FY2018 - Performance Measurement Module (Sys PM)

	Submitted FY 2017	FY 2018	Difference
Universe: Persons in ES, SH, TH and PH-RRH who exited, plus persons in other PH projects who exited without moving into housing	3697	3880	183
Of the persons above, those who exited to permanent housing destinations	2213	2308	95
% Successful exits	60%	59%	-1%

Metric 7b.2 – Change in exit to or retention of permanent housing

	Submitted FY 2017	FY 2018	Difference
Universe: Persons in all PH projects except PH-RRH	1146	1199	53
Of persons above, those who remained in applicable PH projects and those who exited to permanent housing destinations	1089	1132	43
% Successful exits/retention	95%	94%	-1%

2019 HDX Competition Report

FY2018 - SysPM Data Quality

HI-501 - Honolulu City and County CoC

This is a new tab for FY 2016 submissions only. Submission must be performed manually (data cannot be uploaded). Data coverage and quality will allow HUD to better interpret your Sys PM submissions.

Your bed coverage data has been imported from the HIC module. The remainder of the data quality points should be pulled from data quality reports made available by your vendor according to the specifications provided in the HMIS Standard Reporting Terminology Glossary. You may need to run multiple reports into order to get data for each combination of year and project type.

You may enter a note about any field if you wish to provide an explanation about your data quality results. This is not required.

2019 HDX Competition Report

FY2018 - SysPM Data Quality

	All ES, SH				All TH				All PSH, OPH				All RRH				All Street Outreach			
	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018	2014-2015	2015-2016	2016-2017	2017-2018
1. Number of non-DV Beds on HIC	1052	1362	1237	1245	2323	1932	1844	1383	921	1677	1684	1880		104	875	1177				
2. Number of HMIS Beds	1041	1362	1237	1245	2134	1932	1820	1359	735	999	1004	1245		104	875	1172				
3. HMIS Participation Rate from HIC (%)	98.95	100.00	100.00	100.00	91.86	100.00	98.70	98.26	79.80	59.57	59.62	66.22		100.00	100.00	99.58				
4. Unduplicated Persons Served (HMIS)	2693	2989	2839	3833	3488	3247	2684	2373	1205	1230	1243	1353	1108	780	1837	3098	4987	5086	5112	3617
5. Total Leavers (HMIS)	1726	1910	1792	2777	1648	1664	1296	1397	167	150	127	255	719	444	760	1682	2816	2856	3843	2662
6. Destination of Don't Know, Refused, or Missing (HMIS)	466	540	513	585	142	148	124	121	28	11	10	22	74	58	84	93	1751	523	479	2044
7. Destination Error Rate (%)	27.00	28.27	28.63	21.07	8.62	8.89	9.57	8.66	16.77	7.33	7.87	8.63	10.29	13.06	11.05	5.53	62.18	18.31	12.46	76.78

2019 HDX Competition Report

Submission and Count Dates for HI-501 - Honolulu City and County CoC

Date of PIT Count

	Date	Received HUD Waiver
Date CoC Conducted 2019 PIT Count	1/22/2019	

Report Submission Date in HDX

	Submitted On	Met Deadline
2019 PIT Count Submittal Date	4/30/2019	Yes
2019 HIC Count Submittal Date	4/30/2019	Yes
2018 System PM Submittal Date	5/31/2019	Yes

Rules Amending, Renumbering and Compiling
Chapter 10
Rules of the Section 8 Housing Assistance Programs

1. Chapter 10 of the Rules and Regulations of the Section 8 Housing Assistance Programs of the Department of Community Services, City and County of Honolulu, entitled "Rules of Practice and Procedures of the Section 8 Tenant Based Rental Assistance and Moderate Rehabilitation Programs," is amended and compiled.

TITLE 8

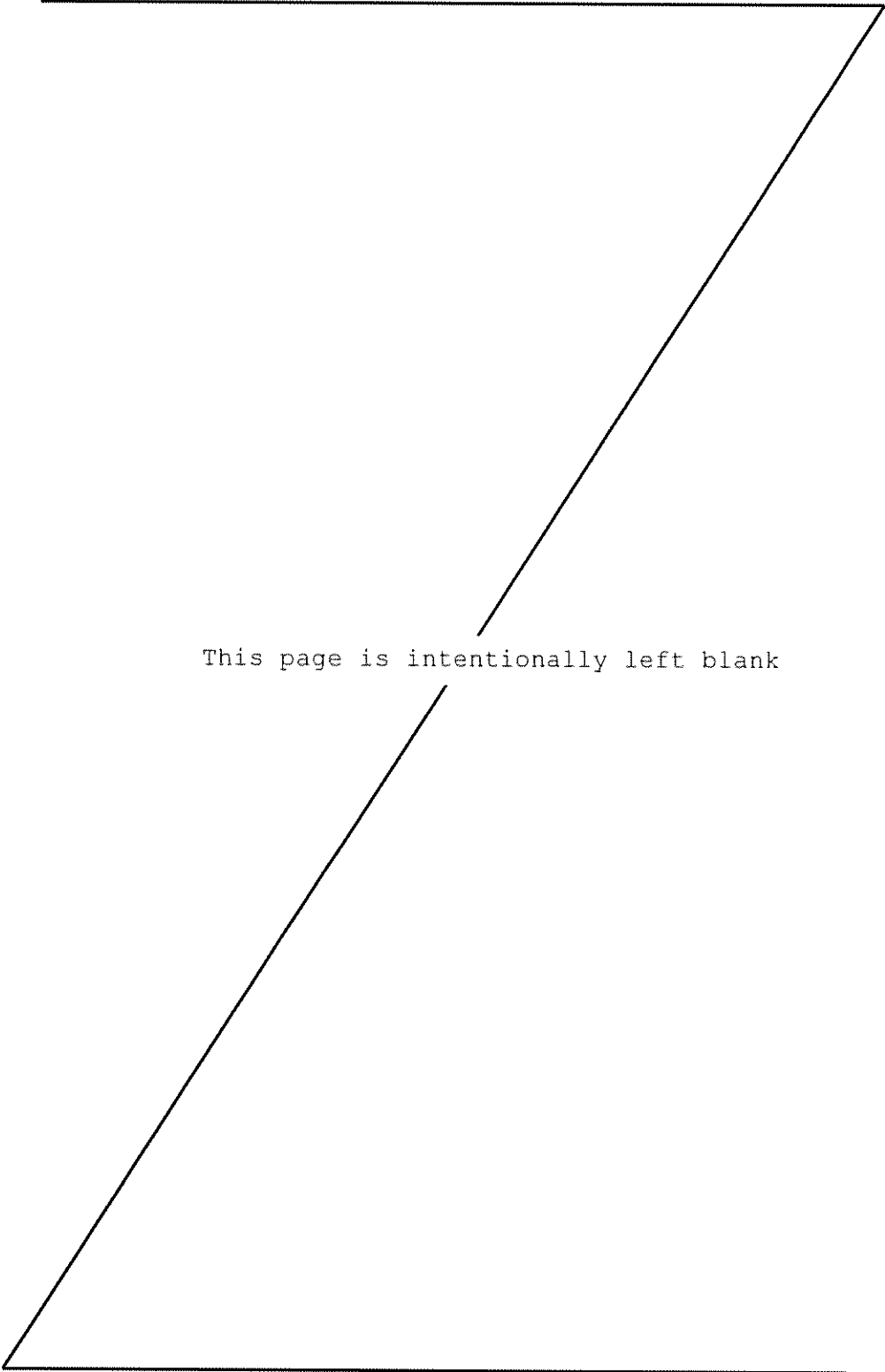
DEPARTMENT OF COMMUNITY SERVICES

CHAPTER 10

SECTION 8 TENANT BASED RENTAL ASSISTANCE AND MODERATE
REHABILITATION PROGRAMS

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§8-10-1 Purpose. These rules are adopted under the Hawai'i Administrative Procedure Act, Chapter 91, Hawai'i Revised Statutes, as amended, pursuant to Ordinance of the City and County of Honolulu, and are intended to set forth the essential elements to implement the City and County of Honolulu, Housing Choice Voucher or Section 8 Rental Assistance Program, as established in Title 24 of the Code of Federal Regulations, Parts 1, 5, 8, 882, 888, and 982. Nothing in these rules shall supersede the provisions of C.F.R. Parts 1, 5, 8, 882, 888, and 982 and any revisions or amendments thereto. [Eff 10/20/03; §1-1; am, ren §8-10-1 and comp 11/23/12; am and comp **AUG 18 2017**] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. Parts 1, 5, 8, 882, 888 and 982)

§8-10-2 Definitions.

Unless otherwise clear from the context as used in this Chapter 8-10:

"Act" means the United States Housing Act of 1937 (42 U.S.C. 1437f), as amended.

"Adjusted Income" means the Annual Income less:

- (1) \$480 for each dependent;
- (2) \$400 for any Elderly Family or Disabled Family;
- (3) Unreimbursed medical expenses for any Elderly Family or Disabled Family and unreimbursed reasonable attendant care and auxiliary apparatus expenses for a Person with Disabilities as allowed in 24 CFR 5.611(a)(3).
- (4) Child care expenses.

"Administrative Fee Reserve" means the account to which is credited the excess administrative fees earned by the Agency in prior years. Such funds may be used for housing purposes other than the Section 8 Housing Assistance Payments Program.

"Agency" means the Department of Community Services, City and County of Honolulu.

"Annual Contributions Contract" or "ACC" means a written agreement between the federal Department of Housing and Urban Development (HUD) and the Agency to provide funding to cover housing assistance payments and other related expenses. Also known as a Consolidated ACC when more than one increment of units is funded simultaneously with one written agreement.

"Annual Income" means the anticipated total annual income of a Family from all sources for a 12-month period following the date of determination of income, computed in accordance with Section 8-10-6.

"Applicant" or "Applicant Family" means a Family that has applied for admission to the Program, but is not yet a participant in the Program.

"Assets" has the meaning set forth in Section 8-10-6.

"Certificate Program" means a Section 8 Tenant Based Rental Assistance Program, or Section 8 Existing Housing Assistance Payments Program that existed prior to October 1, 2001.

"CFR" or "Code of Federal Regulations" means the federal publication, which contains regulations governing, among other things, the HUD and Tenant Based Section 8 Rental Assistance and Moderate Rehabilitation Programs, as may be amended from time to time.

"Child Care Expenses" means amounts anticipated to be paid by the Family for the care of children under thirteen years of age during the period for which Annual Income is computed, but only where such care is necessary to enable a Family member to seek employment actively, to be gainfully employed, or to further his or her education, but only to the extent such amounts are not reimbursed. The amount shall reflect reasonable charges for child care. In the case of child care necessary to permit employment, the amount shall not exceed the amount of employment income that is included in Annual Income.

"Co-Head of Household" means the spouse and/or one other adult member in the Family who shares responsibility with the Head of Household for the Lease and who is included for purposes of determining income eligibility and rent.

"Continuously Assisted Family" means an Applicant Family that is already receiving assistance under any 1937 Housing Act Program when the Family is admitted to the Housing Choice Voucher Program.

"Dependent" means a member of the Family (except foster children and foster adults) other than the Head of Household or spouse, who is under eighteen (18) years of age or is a Person with a Disability, or is a Full-time Student.

"Disabled Family" means a Family whose head, spouse or sole member is a Person with Disabilities, as defined in 24 CFR 5.403. It may include two or more Persons with

Disabilities living together; or one or more Persons with Disabilities living with one or more Live-in Aides.

"Displaced Family" means a Family in which each member, or whose sole member, is a person displaced by governmental action, or a person or Family whose dwelling has been extensively damaged or destroyed as a result of a disaster declared or otherwise formally recognized pursuant to federal disaster relief laws.

"Drug Related Criminal Activity" has the meaning set forth in Section 8-10-23(c) (16).

"Earned Income Disallowance" or "EID" means a program that allows eligible Participant Persons with Disabilities who have been out of work to accept a job without increasing the Family Share, as stated in Section 8-10-19(e), Interim Reexamination.

"Elderly Family" means a Family whose head, spouse, or sole member is a person who is at least sixty-two years of age. It may include two or more persons who are at least sixty-two years of age living together, or one or more persons who are at least sixty-two years of age living with one or more Live-in Aides.

"Extremely Low Income Family" means a Family whose Annual Income does not exceed thirty percent of the median income for the area as determined by HUD, with adjustments for unusually high or low Family Income.

"Fair Market Rent" or "FMR" means the rent, including the cost of utilities (except telephone, cable and satellite TV), as established by HUD for units of varying sizes (by number of bedrooms), that must be paid in the housing market area to rent privately owned, existing, decent, safe and sanitary housing of modest (non luxury) nature with suitable amenities. See periodic publications in the Federal Register in accordance with 24 CFR Part 888.

"Family" or "Families" means two or more persons intending to or sharing residency whose income and resources are available to meet the family's needs; a Disabled Family; a Displaced Family; an Elderly Family; a Remaining Member of a Participant Family; or a Single Person. A Family may or may not be a Participant in the Program as the context may prescribe.

"Family Income" has the meaning set forth in Section 8-10-6.

"Family Rent to Owner" means the amount payable monthly by the Family as rent to the unit owner.

"Family Share" means the amount the Family pays monthly toward rent and allowance for utilities.

"Family Self Sufficiency Program" or "FSS Program" means a program established by the Agency and described in Chapter 11 of the Agency's Section 8 Housing Assistance Program Rules to promote self-sufficiency among Participant Families.

"Full-time Student" means a person who is in full-time attendance (equal to a full-time day student) under the standards and practices of a qualified educational institution he or she is attending.

"Gross Rent" means the sum of Rent to Owner plus any Utility Allowance.

"Head of Household" means the adult member or emancipated minor of the Family who is the head of household for purposes of determining income eligibility and rent and is responsible for the Lease.

"Homeownership Option Program" means a program established by the Agency and described in Chapter 12 of the Agency's Section 8 Housing Assistance Program Rules. A special housing type of assistance for a homeowner or cooperative member under 24 CFR 982.625 - 982.641.

"Housing Assistance Payments" or "HAP" means the monthly assistance payment by the Agency, which includes:
A payment to the Owner for Rent to Owner under the Family's Lease; and
An additional payment to the Family if the total assistance payment exceeds the Rent to Owner.

"Housing Assistance Payments Contract" or "HAP Contract" means a written agreement between the Agency and an Owner for the purpose of providing housing assistance payments to the Owner under the Section 8 Tenant Based Rental Assistance and Moderate Rehabilitation Programs on behalf of the Family.

"Housing Choice Voucher Program" means a Section 8 Rental Assistance Program.

"Housing Quality Standards" or "HQS" means the HUD minimum quality standards for housing assisted under the tenant based programs set forth in 24 C.F.R. Sections 982.401-.406.

"HUD" means the United States Department of Housing and Urban Development or its designee.

"Initial PHA" means, with respect to Portability, both: 1) a PHA that originally selected a Family that later decides to move out of the jurisdiction of such selecting PHA, and 2) a PHA that absorbed a Family that later decides to move out of the jurisdiction of such absorbing PHA.

"Lease" means a written agreement between an Owner and a tenant for the leasing of a dwelling unit to the Family. The Lease establishes the conditions for occupancy of the dwelling unit by a Family with Housing Assistance Payments under a HAP Contract between the Owner and the PHA.

"Live-in Aide" means a person who resides with one or more persons who is either sixty-two years of age or older or Persons with Disabilities, and who a) is determined to be essential to the care and well-being of the persons, b) is not obligated to provide for the support of the persons and c) would not be living in the unit except to provide the necessary supportive services.

"Low Income Family" means a Family whose Annual Income does not exceed eighty percent of the median income for an area as determined by HUD, with adjustments for unusually high or low Family Income.

"Medical Expenses" means those medical expenses, including medical insurance premiums, which are anticipated during the period for which the Annual Income is computed, and that are not covered by insurance or otherwise reimbursed.

"Moderate Rehabilitation Program" means a type of project based Certificate Program. All provisions in Chapter 8-10 apply unless otherwise prescribed in 24 CFR Part 882.

"Monthly Adjusted Income" means one twelfth of Adjusted Income.

"Monthly Income" means one-twelfth of the Annual Income.

"Owner" or "Landlord" means any person or entity, including a cooperative, having the legal right to lease or sub-lease units to Participants.

"Participant" or "Participant Family" means a Family that has been admitted to the Agency's Program and is currently assisted.

"Payment Standard" means the maximum monthly assistance payment for a Family assisted in the Voucher Program (before deducting the Total Tenant Payment by the Family).

"Person with Disabilities" means a person with disabilities as defined under 24 CFR 5.403.

"Portability" means renting a dwelling unit with Section 8 tenant-based assistance outside the jurisdiction of the Initial PHA.

"Program" means Voucher Program.

"Public Housing Agency" or "PHA" means any state, county, municipality or other governmental entity or public body (or agency or instrumentality thereof) which is authorized to engage or assist in the development or operation of housing for Low Income Families.

"Reasonable Rent" means a Rent to Owner that is not more than rent charged for a) comparable units in the private unassisted rental market and b) comparable unassisted units in the same premises.

"Receiving PHA" means, with respect to Portability, a PHA that receives a Family selected for participation in the tenant-based program of another PHA. The receiving PHA issues a Voucher and provides program assistance to the Family.

"Remaining Member of a Participant Family" means the last adult Family member remaining in a unit. This does not include a Live-in Aide, or a foster child or foster adult.

"Rent to Owner" (formerly known as Contract Rent) means the total monthly rent payable to the Owner under the Lease for the unit. Rent to Owner covers payment for any housing services, maintenance and utilities that the Owner is required to provide and pay for.

"Section 8 Tenant Based Voucher Program" means a Housing Choice Voucher Program or Voucher Program.

"Section 8 Project Based Voucher Program" means a Housing Choice Voucher Program administered by the Agency pursuant to 24 CFR Part 983 which provides assistance attached to specific units for a specified period of time.

"Single Person" means a person living alone or intending to live alone who does not qualify as an Elderly Family, Disabled Family, Displaced Family, or the Remaining Member of a Participant Family.

"Special Admissions" means admission of an Applicant that is not on the Waiting List or without considering the Applicant's Waiting List position.

"Tenant" means an individual or a Family renting or occupying an assisted unit.

"Total Tenant Payment" or "TTP" means the highest of: (1) thirty percent of the Family's Monthly Adjusted Income; (2) ten percent of the Family's monthly gross income, rounded to the nearest dollar; or (3) the minimum rent, as determined in accordance with Section 8-10-16(a)(1).

"Utility Allowance" means an amount equal to the estimate established by the Agency for all tenant-paid utilities (except non-essential utility costs, including, without limitation, telephone and cable and satellite

television), for cost of tenant-supplied refrigerators and ranges, and for other tenant-paid housing services (e.g., trash collection (disposal of waste and refuse)) and is based on the customary cost of utilities and services paid by energy conservative households of modest circumstances that occupy housing of similar size and type in the same locality and complies with decent, safe, and sanitary housing.

"Very Low Income Family" means a Family whose Annual Income does not exceed fifty percent of the median income for an area as determined by HUD, with adjustments for unusually high or low Family Income.

"Violation of the Lease" means either of the following violations:

- (1) "Serious Violation" means the intentional or unintentional breach of the Lease or other signed document that results in the Owner's or Landlord's reasonably filing suit for eviction.
- (2) "Repeated Violation" means repeated infraction of the Lease or other signed document, that results in the Owner's or Landlord's reasonably filing suit for eviction.

"Violence Against Women Act" or "VAWA" means the Violence Against Women Act, as amended, 42 U.S.C. 13925 and 42 U.S.C. 14043e et seq., 24 C.F.R. part 5, subpart L.

"Voucher" means a document issued by a PHA declaring a Family to be eligible for participation in the Housing Choice Voucher Program and stating the terms and conditions for the Family's participation.

"Voucher Program" means a Section 8 Rental Assistance Program, or the Housing Choice Voucher Program. Includes the Moderate Rehabilitation Program unless otherwise provided in 24 CFR Part 882.

"Waiting List" means the compiled names of preliminarily eligible applicants waiting to become participants in the Agency's Section 8 Rental Assistance Programs.

"Welfare Assistance" means welfare or other payments to Families or individuals, based on need, that are made under programs funded separately or jointly by the federal and/or state governments. [Eff 10/20/03; §1-2; am 5/28/04; am 12/7/07; am, ren §8-10-2 and comp 11/23/12; am and comp **AUG 18 2017**] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §982.4(b))

§8-10-3 General Applicability and Scope.

The policies and procedures contained herein are applicable to the making of Housing Assistance Payments on behalf of eligible Families leasing housing pursuant to the provisions of Section 8 of the United States Housing Act of 1937. To implement the Section 8 Tenant Based Rental Assistance and Moderate Rehabilitation Programs, the Agency, with the approval of HUD, is authorized to lease or cause to be leased to eligible Families units that are in decent, safe and sanitary condition.

Funding is provided by HUD through the issuance of ACCs or a Consolidated ACC which pledge monies for a specified period. The PHA earns administrative fees for each unit that is leased. Administrative fees are used to provide for program administration and operation of the PHA. Administrative fees, which are earned but not spent during a given year, are credited to an Administrative Fee Reserve at the end of that year. If funds are not needed to cover the Agency administrative expenses through the end of HUD's funding commitment under the Consolidated ACC, expenditures from the Administrative Fee Reserve may be used only for other housing purposes and shall not exceed \$400,000 for each fiscal year. Expenditures that exceed \$400,000 for each fiscal year shall require the approval of the Managing Director of the City and County of Honolulu. However, HUD may prohibit the use of Administrative Fee Reserve funds for specified purposes. [Eff 10/20/03; §1-3; am, ren and comp 11/23/12; am and comp **AUG 18 2017**]
(Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §982.2)

§8-10-4 Public Notice to Low Income, Very Low Income and/or Extremely Low Income Families. (a) Notice of Availability of Housing Assistance and Reopening of the Waiting List. The Agency shall make known to the public through publication in a newspaper of general circulation, minority media, and other suitable means, the reopening of the Waiting List or the availability and nature of housing assistance for Low Income, Very Low Income and Extremely Low Income Families. The notice shall further inform such Families where and when to apply and state any limitations on who may apply for available slots in the Program.

(b) Notice in Accordance with HUD Guidelines. Such notice shall comply with HUD fair housing requirements.

[Eff 10/20/03; §1-4; am, ren §8-10-4 and comp 11/23/12; am and comp **AUG 18 2017**] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §982.206(a))

§8-10-5 Public Notice and Invitation to Owners.

(a) Invitation to Owners. The Agency shall invite Owners through publication in a newspaper of general circulation and other suitable means to make dwelling units available for lease by eligible Families. In so doing, the Agency shall encourage the participation of Owners of units in areas other than low-income or minority concentration.

(b) Contact with Organizations. The Agency shall:

- (1) Develop working relationships with local Owners and real estate associations;
- (2) Establish contact with civic, charitable, and neighborhood organizations and public agencies which have an interest in housing for Low Income Families, and which are concerned with obtaining housing for displacees;
- (3) Explain the provisions of the Program, including equal opportunity requirements, to real estate associations, landlords, and other groups the members of which have dealings with Low Income Families or are interested in housing such Families; and
- (4) Request the HUD field office and the State of Hawaii housing agency to furnish a list of their properties available for rent to Families.

[Eff 10/20/03; §1-5; am, ren §8-10-5 and comp 11/23/12; am and comp **AUG 18 2017**] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §982.54)

§8-10-6 Family Income. (a) Annual Income means all amounts and benefits, monetary or otherwise, which:

- (1) Go to, or on behalf of, the Head of Household, Co-Head of Household or to any other member of the Family (even if any of them are absent); and
- (2) Are anticipated to be received by the Family during the twelve month period following

- admission to the Program or the annual reexamination effective date; and
- (3) Are not specifically excluded in subsection (d).
 - (b) Annual Income includes, but is not limited to:
 - (1) The full amount, before any payroll deductions, of wages and salaries, overtime pay, commissions, fees, tips and bonuses, and other compensation for personal services.
 - (2) All regular pay, special pay and allowances of a Family member in the Armed Forces, whether or not such member is living in the unit.
 - (3) The net income from the operation of a business or profession. Expenditures for business expansion or amortization of capital improvements shall not be used as deductions in determining net income. An allowance for depreciation of Assets used in a business or profession may be deducted, based on straight line depreciation, as provided in Internal Revenue Service regulations. Any withdrawal of cash or Assets from the operation of a business or profession will be included in income, except to the extent the withdrawal is a reimbursement of cash or Assets invested in the operation by the Family.
 - (4) Interest, dividends, and other net income of any kind from real or personal property and Assets, as described below in subsection (e). Expenditures for amortization of capital improvement shall not be used as deductions in determining net income. An allowance for depreciation is permitted only as authorized in subsection (b)(3). Any withdrawal of cash or Assets from an investment will be included in income, except to the extent the withdrawal is reimbursement of cash or Assets invested by the Family. Where the Family has Assets in excess of \$5,000, Annual Income shall include the greater of the actual income derived from all such Assets or a percentage of the value of such Assets based on the current passbook savings rate, as determined by HUD.
 - (5) Welfare Assistance, which includes payment to Families or individuals on the basis of economic need, age, family composition and size, health of recipient, and any other such financial benefit not specifically excluded under subsection (d).

Reductions in public or Welfare Assistance from sanctions imposed by the welfare agency may continue to be counted as income even when the recipient is no longer receiving the income.

- (6) The full amount and benefits of periodic Social Security, Supplemental Security Income, the Veterans Administration, annuities, insurance policies, retirement funds, pensions, profit sharing, disability or death benefits, and other similar types of periodic receipts, including a lump-sum amount or prospective monthly amounts for the delayed start of a periodic amount (except as provided in subsection (d)(15)). For Participants, fixed income must be verified using third-party verification. In the second and third years, income may be adjusted by a Cost of Living Adjustment (COLA) or current interest rate obtained from a public source or from Participant-provided third-party generated documentation.
- (7) Payments in lieu of earnings, such as unemployment and disability compensation, worker's compensation, compensatory damages and severance pay (except as provided in subsection (d)(3)).
- (8) The amount of alimony and/or child support payments as specified in the divorce settlement or separation agreement unless the Family certifies the income is not being provided and has made reasonable effort to collect the amounts due by filing with the courts or agencies responsible for enforcing payment.
- (9) Periodic and determinable allowances, such as lottery winnings paid in periodic payments; recurring contributions or gifts regularly received from organizations or from persons not living in the unit; wagering and gambling; and other types of periodic receipts.
- (10) Anticipated amounts and benefits derived (during the twelve month period following admission or annual reexamination effective date) from Assets to which any member of the Family has access.

(c) Income from Temporarily Absent Family Members.

Income from Family members who are temporarily absent from the household for a period of not more than one hundred eighty days will be included in the Family's income, even

if part or all of their income is not available to the Family. Income of a temporarily absent Head of Household and spouse serving in the Armed Forces must be included as provided in subsection (b)(2).

- (d) Annual Income Does Not Include. The following items shall not be considered as part of Annual Income:
- (1) Temporary, nonrecurring, or sporadic gifts;
 - (2) Amounts received by the Family which are specifically for or in reimbursement of, the cost of medical expenses for any Family member;
 - (3) One-time lump-sum additions to Family Assets, such as inheritances, insurance payments (including payments under health and accident insurance and worker's compensation), capital gains and settlement for personal or property losses (except as provided in subsection (b)(7));
 - (4) The full amount of student financial assistance paid directly to the student who is a member of the Family or to the educational institution on behalf of the student;
 - (5) The special pay to a Family member serving in the Armed Forces who is exposed to hostile fire;
 - (6) Income from employment of children who are members of the Family (including foster children) under the age of eighteen years;
 - (7) Earnings in excess of \$480 for each full time student who is a member of the Family eighteen years old or older (excluding the Head and Co-Head of Household);
 - (8) Payments received for the care of foster children or foster adults (such individuals usually persons with disabilities, unrelated to the Family, who are unable to live alone);
 - (9) Adoption assistance payments in excess of \$480 per adopted child;
 - (10) Amounts received under training programs funded by HUD;
 - (11) Amounts received by a Family member who is a Person with Disabilities that are disregarded for a limited time for purposes of Supplemental Security Income eligibility and benefits because such amounts are set aside for use under a Plan to Attain Self-Sufficiency (PASS), as defined in 24 CFR 5.609;
 - (12) Amounts received by a Family member in other publicly assisted programs which are specifically

for or in reimbursement of out-of-pocket expenses incurred (special equipment, clothing, transportation, child care, etc.) and which are made solely to allow participation in a specific program;

- (13) Incremental earnings and benefits resulting to any Family member from participation in qualifying state or local employment training programs (including training programs not affiliated with a local government) and training of a Family member as resident management staff during the training period. Amounts excluded by this provision must be received under employment training programs with clearly defined goals and objectives, and are excluded only for the period during which the Family member participates in the employment training program;
- (14) Reparation payments paid by a foreign government pursuant to claims filed under the laws of that government by persons who were persecuted during the Nazi era;
- (15) Deferred periodic amounts from Supplemental Security Income (SSI) and Social Security benefits that are received in a lump sum or in prospective monthly amounts;
- (16) Amounts received by the Family in the form of refunds or rebates under state or local law for property taxes paid on the dwelling unit;
- (17) Amounts paid by a state agency to a Family with a member who has a developmental disability and is living at home to offset the cost of services and equipment needed to keep the developmentally disabled Family member at home;
- (18) Amounts received under a resident service stipend if it does not exceed \$200 per month. Amounts more than \$200 per month are not considered "Stipends." A resident service stipend is a modest amount received by a resident for performing a service for the PHA or Owner, on a part-time basis, which enhances the quality of life in the development. Such services may include, but are not limited to, fire patrol, hall monitoring, lawn maintenance, resident initiatives coordination, and serving as a member of the development's governing board. No

resident may receive more than one such stipend during the same period of time;

- (19) Income of Live-in Aides, as defined in Section 8-10-2;
 - (20) Amounts specifically excluded by any other federal statute from consideration as income for purposes of determining eligibility or benefits under a category of assistance programs, which includes assistance under any program to which the exclusions set forth in 24 CFR 5.609(c) apply. A notice will be published in the *Federal Register* and distributed to PHA's and housing owners identifying the benefits that qualify for this exclusion. Updates will be published and distributed when necessary.
 - (21) Families eligible for EID are limited to a single consecutive twenty-four month period for the receipt of this benefit. All qualifying earned income within the straight twenty-four month period will be excluded.
- (e) Assets means all property owned that has value and is available to meet debts, commitments, or legacies, which include:
- (1) Amounts including, without limitation, amounts in checking accounts (average balance), savings accounts, safety deposit boxes, at home, etc.
 - (2) Principal value of any trust available to the Family. In cases where a trust fund has been established and the trust is not revocable by, or under the control of, any member of the Family, the value of the trust fund will not be considered an asset so long as the fund continues to be held in trust. Any income distributed from the trust fund shall be counted when determining Annual Income under Section 8-10-6.
 - (3) Equity in rental property or other capital investments. Equity is the estimated current market value of the asset less the unpaid balance on all loans secured by the Assets and any reasonable costs (such as broker fees) that would be incurred in selling such Assets.
 - (4) Equity in real property and other contracts for purchase or sale of real property. The equity is the estimated market value less the unpaid balance on all loans secured by the Assets and

- any reasonable expenses that would be incurred in selling the property.
- (5) Stocks, bonds, savings certificates, Treasury Bills, certificates of deposit, money market funds, and other investment accounts.
 - (6) Assets which, although owned by more than one person, allow unrestricted access by the Applicant.
 - (7) Individual Retirement and Keogh Accounts, and similar retirement savings accounts, even though withdrawal would result in a penalty.
 - (8) Company retirement, termination of employment, and/or pension funds if any member of the Family has access to said Asset, as follows:
 - (A) While the subject Family member is employed, include only the amount the Family member can withdraw without retiring or terminating employment.
 - (B) At retirement or termination of employment by the subject Family member, include the lump-sum benefit to be received as asset. Include as Family Income any benefits received through periodic payments.
 - (9) Lump-sum receipts such as inheritances, capital gains, lottery winnings, cash from sale of Assets, Social Security and SSI lump sum payments, insurance settlements (including payments under health and accident insurance and worker's compensation), settlement for personal or property losses, and other claims.
 - (10) Personal property held as an investment, including, but not limited to, gems, jewelry, coin collections, art, antique cars, etc.
 - (11) Cash value of life insurance policies.
 - (12) The value of any business or Family Asset disposed of by an Applicant or tenant for less than fair market value (including a disposition in trust, but not in a foreclosure or bankruptcy sale or separation or divorce settlements where a court determines value) during the two years preceding the admission date to the Program or the effective date of the next reexamination.
 - (13) Value of a home currently being purchased with assistance under 24 CFR Part 982, Subpart M, ten years after the purchase date of the home.
 - (f) Assets do not include:

- (1) Interests in Indian trust land and equity accounts in HUD homeownership programs.
- (2) The value of necessary items of personal property such as furniture and automobiles, unless such item is deemed by the Agency as for investment.
- (3) The value of a home currently being purchased with assistance under 24 CFR Part 982, subpart M, only during the first ten years after the purchase date of the home.
- (g) Period for Determining Annual Income.
 - (1) Under normal circumstances, Annual Income shall be the projected amount anticipated by the Family for a twelve month period; or
 - (2) If the circumstances are such that it is not possible to anticipate a level of income over a twelve month period (e.g., seasonal or cyclic income), or if the Agency believes that past income is the best available indicator of expected future income, the Agency may annualize the income anticipated for a shorter period, subject to a redetermination at the end of the shorter period.
 - (3) At admission, the Family must provide third party verification of all Assets, or document why third party verification is not available. For the next two years, Assets less than five thousand dollars may be self-certified.
- (h) Families with Zero Anticipated Annual Income. A Family with no visible means of income support may be issued a Voucher, provided that the following conditions are met:
 - (1) The Family signs an affidavit stating they receive no income from any source at the initial eligibility determination;
 - (2) The Family signs an affidavit at least once every three months until the Agency discontinues this requirement; and
 - (3) The Family reports any income it receives and the Agency will determine if such income shall be counted in the Family's eligibility for participation.

The Family shall be disqualified from participation in the Program should the Agency determine that the Family has not fulfilled these conditions. [Eff 10/20/03; §1-6; am, ren §8-10-6 and comp 11/23/12; am and

comp AUG 18 2017] (Auth: RCH §§4-105.4, 6-302,
ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R.
§982.4(a)(2))

§8-10-7 Eligibility Criteria. (a) Non-Discrimination. It is the policy of the Agency to comply with all applicable laws relating to civil rights, including Title VI of the Civil Rights Act of 1964, Title VII of the Civil Rights Act of 1968 (as amended by the Community Development Act of 1974 and the Fair Housing Amendments Act of 1988), Executive Orders 11063 as amended, 12259 as amended and 12892, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Title II of the Americans with Disabilities Act (to the extent that it applies, otherwise Section 504 and the Fair Housing Amendments govern), any applicable state or local laws and any legislation protecting the individual rights of tenants, applicants or staff that may subsequently be enacted. The Agency shall not discriminate because of race, color, gender, religion, familial status, disability, age, marital status, ancestry, or national origin in determining eligibility or in the leasing, rental or other disposition of housing or related facilities, including land, that is part of any project or projects under the jurisdiction of the Agency covered by a contract for annual contributions under the United States Housing Act of 1937, as amended, or in the use or occupancy thereof, except as may be permitted in the designation of occupancy of certain developments for older persons (including elderly people with disabilities).

(b) Eligible applicants for participation in this Program include individuals:

- (1) Who qualify as a Family, as defined in Section 8-10-2;
- (2) Whose Family's Annual Income does not exceed the income limits prescribed by HUD as set forth in the CFR;
- (3) Who are citizens or eligible non-citizens as provided in the CFR; and
- (4) Who are not ineligible as provided in Section 8-10-7(c).

(c) A Family shall be declared ineligible for rental assistance if:

- (1) The Family has an outstanding balance owed to the Agency and/or another PHA in connection with any public assistance program or project that receives funds under the United States Housing Act of 1937 or amendments thereto. Such ineligible Family may again be eligible for rental assistance under the Program upon repaying the entire outstanding balance owed to the Agency, such other PHA or the project which receives funds for housing purposes, or upon the Participant's entering into a repayment agreement with the Agency and does not breach said agreement. An Applicant who has an outstanding balance due with any such PHA or project shall be allowed on the Waiting List, but shall be denied admission to the Program unless and until such outstanding balance has been paid in full by the time the Applicant is on the top of the Waiting List and the Agency is then determining the eligibility of the Applicant for the Program.
- (2) Any member of the Family has committed fraud, bribery, or any other corrupt or criminal act in connection with the Agency, and/or any federal housing program. The Applicant or Participant in this case will be ineligible to apply for housing assistance for three years from the date of declared ineligibility or termination of assistance.
- (3) Any household member has been evicted from federally assisted housing for any reason whatsoever, including, without limitation, for Drug Related Criminal Activity, or terminated from any Section 8 program for program violation. The household shall be denied admission for three years from the date of eviction or termination of assistance, whichever shall occur later.
- (4) Any household member is currently engaging in the illegal use of a drug; or there is reasonable cause to believe that a household member's illegal drug use or pattern of illegal drug use, or a household member's abuse or pattern of abuse of alcohol, threatens the health, safety or right to peaceful enjoyment of the premises by other residents. The Family shall be terminated immediately and/or denied admission to the Program for three years from termination of

assistance or determination of ineligibility or until the situation that caused the denial or termination no longer exists, whichever shall occur latest.

- (5) Any household member has ever been convicted of Drug Related Criminal Activity for the manufacture, production, or sale of methamphetamines anywhere, including on the premises of federally assisted housing, in violation of federal, state or local laws. The Family shall be immediately terminated and/or permanently denied admission to the Program.
- (6) Any household member is currently engaging in, or has engaged in within the last three years from date of application, denial of assistance, or termination of assistance, any a) Drug Related Criminal Activity, b) violent criminal activity, or c) other criminal activity which threatens the health, safety or right to peaceful enjoyment of the premises by other residents or persons residing in the immediate vicinity, or the health and safety of the Owner, property management staff, or Agency staff. The Family shall be terminated immediately and/or denied admission for three years from the date of termination or determination of ineligibility.
- (7) Any household member is subject to a lifetime registration requirement under any state or federal sex offender registration program. The household that has such a member shall be terminated and/or permanently denied admission to the Program.
- (8) Any household member has engaged in or threatened abusive behavior toward the Agency or Agency personnel. If already receiving assistance, the Family shall be terminated and will be ineligible to apply for assistance for a period of three years after termination of assistance or being declared ineligible.
- (9) The Family or any member thereof has been evicted while receiving assistance under the Program for any of the reasons stated in Section 8-10-22(a). If already receiving assistance, the Family shall be terminated and shall be ineligible to apply for assistance for a period of three years after

termination of assistance or being declared ineligible.

- (10) The Family has violated or failed to perform any Family obligation or requirement under the Program or any other HUD or Agency regulation, or has failed to cooperate in the administration of the Program, both as described in 24 CFR 982.551 and 982.552. The Family will be ineligible to apply for assistance for a period of three years after termination of assistance or being declared ineligible.
- (11) An Applicant is or was part of a current Participant Family in the Agency's Homeownership Option Program and is included as part of that household for occupancy and subsidy purposes.

[Eff 10/20/03; §1-7; am, ren §8-10-7 and comp 11/23/12; am and comp **AUG 18 2017**] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.201, 982.202)

§8-10-8 Application for Program. (a) Application. Each Family shall be required to complete and sign an Agency application form for admission to the Program. The Agency shall reflect the date and time each application is received.

(b) Record of Family. A file shall be established for each Family and shall contain the application and all data collected to verify and document the Family's status in accordance with HUD requirements.

(c) Review and Placement on Waiting List. The Agency shall review each Family's application. If the applicant is determined by the Agency to be preliminarily eligible, but the Agency is unable to immediately issue any more Vouchers, the Agency shall place such Family on the Waiting List in accordance with the provisions set forth in Section 8-10-9(a).

(d) Determination of Ineligibility. If an Applicant is determined to be ineligible, the Agency shall promptly state the reasons for its finding in a letter to the Applicant. The letter shall also state that the Applicant may request, and state the procedure how to request, an informal review of the decision, as provided in Section 8-10-25.

(e) Misrepresentation. If any Applicant deliberately misrepresents the information on an application, the Agency may cancel such application, deny admission, and/or may turn over such matter to the proper authorities for investigation and prosecution.

(f) Suspension of Taking Applications and Closing of Waiting List. If there is insufficient funding to admit all eligible Applicants for participation, the Agency may at any time suspend the acceptance or processing of new applications. In such case, the Agency shall not be required to take the actions specified above. Any such determination by the Agency shall be publicly announced in the same manner as provided in Section 8-10-4 and shall be effective as of the date stated in such announcement. [Eff 12/7/07; §1-8; am, ren §8-10-8 and comp 11/23/12; am and comp **AUG 18 2017**] (Auth: RCH §§4-105.4, 6-302, ROH §1-9) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §982.54)

§8-10-9 Establishment of a Waiting List.

(a) Placement Onto Waiting List.

(1) Each Family shall be placed onto the Waiting List by a lottery method; provided that FUP-eligible Applicants shall be placed on the waiting list by date and time of application.

(2) Each Family shall be placed onto the Moderate Rehabilitation Program Waiting List by date and time of application.

(3) Each Family file shall be maintained in a manner so as to assure compliance with the selection provisions set forth in Section 8-10-10.

(b) Changes in Family Composition While on Waiting List. If there is a change in Family composition, the Family shall immediately report the change to the Agency in writing.

(c) Purging the Waiting List. From time to time, the Waiting List will be purged of Applicants who have not responded to requests for information; or have not responded to inquiries about their continued interest in the Program; or may have moved from the Agency's jurisdiction.

Before removal from the Waiting List, the Agency shall send a written notice to the Applicant (except in the case where the original request for information or response was returned by the post office and no forwarding address was available), advising that the Family has a right to dispute the removal according to the provisions in Section 8-10-25.

An Agency decision to withdraw from the Waiting List the name of an Applicant Family that includes a person with disabilities is subject to reasonable accommodation in accordance with 24 CFR Part 8. If the Applicant did not respond to the Agency's request for information or updates because of the Family member's disability, the Agency must reinstate the Applicant in the Family's former position on the Waiting List. [Eff 10/20/03; §1-9; am, ren §8-10-9 and comp 11/23/12; am and comp AUG 18 2017] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.54, 982.204)

§8-10-10 Issuance of Voucher. (a) Preference in Selecting Eligible Families. In selecting Families from the Waiting List to participate in the Voucher Program, the Agency shall apply the following order of preference:

- (1) A Family that has had its HAP Contract terminated due to insufficient funding, and that has reapplied pursuant to Section 8-10-23(i);
- (2) A Family that has had its Voucher cancelled or withdrawn due to insufficient funding, and that has reapplied pursuant to Section 8-10-23(i);
- (3) A Family that is receiving a HUD Special Funded Voucher the funding for which will end;
- (4) An assisted Family under the Moderate Rehabilitation Program who is required to move due to a change in Family size or wishes to move and has been cleared by the Agency and the Owner of all amounts due; provided the Family is on the Waiting List, and all Applicants on the waiting list ahead of the Family have been assisted;
- (5) An Elderly Family, Disabled Family, Displaced Family, or a Family certified as receiving housing assistance through a program for the homeless administered by the City and County of Honolulu. No more than twenty-five percent of the Vouchers issued in one year shall be

allocated to homeless Families under this preference;

- (6) All other Families in the order of lottery position of their respective applications, provided that the number of participants remains within the Agency's Annual Contributions Contract authorization.

(b) In selecting Families for participation in HUD funded specified categories as defined in 24 CFR 982.204(e), such as Welfare-to-Work, Mainstream, and Family Unification Programs or Special Admission Programs, as defined in 24 CFR 982.203, such as but not limited to the Preservation and Opt-Out Vouchers, the Agency shall follow the eligibility and selection criteria set by HUD for the above-mentioned special Voucher programs. If selection for the above-mentioned specified category Voucher is to be from the Agency's Waiting List, the Agency shall first select those Families that meet the eligibility criteria for the special Voucher program in order of the lottery position of their applications. If there are no Waiting List Applicants who meet the eligibility criteria, the Agency may open the Waiting List specifically to obtain applicants who meet the eligibility criteria of the special Voucher Program. If HUD permits, the Agency shall select Families in the order of the lottery position of their applications.

(c) In accordance with 24 CFR 982.203, if HUD awards the Agency program funding that is targeted for Families living in specified units:

The Agency must use the assistance for the Families living in these units.

The Agency may admit a Family that is not on the Agency's Waiting List, or without considering the Family's Waiting List position.

(d) Special Waiting List(s) and selection policies may be established as needed and as allowed under the Section 8 Project-Based Voucher Program rules and policies.

(e) Processing of Applications. The Agency shall determine eligibility for issuance of Vouchers in accordance with schedules and criteria established by HUD and the Agency. In doing so, the Agency shall require every Applicant to complete and sign an application or an updated application, if necessary.

(f) Verification. The information submitted on the

application for admission shall be verified in accordance with HUD guidelines to substantiate income and Family eligibility, Voucher or subsidy size and rent to be paid. All verifications shall be valid for a period of sixty days prior to admission.

(g) Notification. The Agency shall provide VAWA information to all applicants approved for admission to the Program.

(h) Voucher. If a Voucher is available and an Applicant is determined to be eligible, that Applicant shall be issued a Voucher signed by the Applicant and a duly authorized representative of the Agency, upon participating in a Family briefing, as provided in Section 8-10-11. [Eff 10/20/03; §1-10; am 5/28/04; am 12/7/07; am, ren §8-10-10 and comp 11/23/12; am and comp **AUG 18 2017**] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.54, 982.202 to 982.204, 982.207, 42 U.S.C. 13925; 42 U.S.C. 14043e et seq)

§8-10-11 Certification of Family Participation.

(a) Family Briefing. When an eligible Applicant is ready to be issued a Voucher and before the Family moves between units, the Agency shall conduct individual and/or group briefing sessions with, and provide Voucher holder's packets to, all selected Families. The briefing session is to provide selected Families with an explanation of Program requirements, information to assist them in locating a suitable unit, conditions governing participation in the Program and reference information about the Family for prospective Landlords as provided in Section 8-10-13. The Agency will take appropriate steps to ensure effective communication with any disabled attendee. Verbal information and an information packet shall be given to Families selected for the Program as provided in 24 CFR 982.301.

Each Family or a designated adult representative thereof must participate in this briefing prior to being given a Voucher. Failure to participate shall be grounds for disqualification from the Program.

(b) Expiration and Extension of Voucher. The Voucher shall expire at the end of sixty days from the date of issuance, but a Family may submit to the Agency a written request for an extension. If the Agency determines that

the Family's failure to find a suitable unit is not due to the fault, or lack of diligence, on the part of the Family, and if the Agency believes that there is a reasonable possibility that the Family may, with additional time, find a suitable unit, the Agency may grant one or more extensions the aggregate of which shall not exceed a total of sixty days. The total period of the Voucher, including extensions, shall not exceed one hundred twenty days; except as requested by the Family as a reasonable accommodation in accordance with HUD regulations. The HUD form, Request for Tenancy Approval, must be submitted on or before the expiration date recorded on the Voucher, or any extension thereof. The Lease and HAP Contract shall become effective no more than thirty days after the Voucher expiration date, or any extension thereof.

If a Family submits a Request for Tenancy Approval prior to the expiration date and the Lease is subsequently disapproved, the Voucher may be extended upon written request of the Family for a period equivalent to the lesser of the number of days between the submission of the Request for Tenancy Approval and the date of Lease disapproval.

A determination not to grant any further extensions shall not preclude the Family from filing a new application for another Voucher when the Waiting List is open.

If the Agency has a report that the Family is prevented from leasing a suitable unit because of illegal discrimination, the Agency shall provide written informational material to the Family and refer it to the Fair Housing Officer at the HUD Area Office in Honolulu or to the Hawai'i State Civil Rights Commission in Honolulu. [Eff 10/20/03; S1-11; am, ren S8-10-11 and comp 11/23/12; am and comp AUG 18 2017] (Auth: RCH §§4-105.4, 6-302, ROH S1-9.1) (Imp: RCH S6-302; ROH S6-23.3; 24 C.F.R. §§982.54, 982.301 to 982.304)

S8-10-12 Subsidy Standards/Occupancy Standards.

(a) Guidelines on Voucher Size and Occupancy. The following guidelines are set forth solely for determining the bedroom size to be designated on the Voucher. In determining the appropriate Voucher size, the Agency shall balance the need to avoid overcrowding with the need to make the best use of available Voucher funding and take reasonable action to avoid unnecessary subsidy. All standards in this section relate to the number of bedrooms

on the Voucher, not the Family's actual living arrangements. The Agency shall consider and apply the following criteria:

- (1) A Family shall be assigned the smallest Voucher suitable for its needs. Each Voucher, therefore, will identify at least one bedroom for every two persons, consistent with Housing Quality Standards.
- (2) Every member of the Family, regardless of age, shall be considered in determining the Family's Voucher size and the Agency shall count:
 - (A) Children who are subject to a joint custody agreement but live in the unit at least 51% of the time;
 - (B) Foster children and foster adults intending to reside in the unit for more than one hundred eighty days will not be required to share a bedroom with Family members and will be included in determining the Voucher size;
 - (C) A member of the Family who is temporarily absent from the unit for less than one hundred eighty days, unless otherwise provided by HUD rules;
 - (D) Minor children and college students who are away at school but live with the Family during school recesses;
- (3) In situations of verified medical necessity, an additional bedroom may be provided for:
 - (A) A Live-in Aide;
 - (B) Medical equipment, which requires a separate bedroom, or
 - (C) A Family member who must have a separate bedroom due to a documented serious medical condition.
- (4) A Family comprised solely of a pregnant woman (with no other person) shall be treated as a two-person Family.
- (5) The Agency shall not count absent Family members who are on active military duty or are institutionalized for an indefinite period, permanent absent members or visitors.
- (6) In no event may a Single Person be issued a Voucher size that is larger than a zero bedroom.
- (7) The living room of a unit may be used as a sleeping room for occupancy purposes only. The

living room shall not be counted as a bedroom for Voucher issuance purposes.

- (8) The following ratio shall be used as an issuance guide:

<u>Number of Bedrooms</u>	<u>Minimum Persons</u>	<u>Maximum Persons</u>
0	1	1
1	2	2
2	3	4
3	5	6
4	7	8

- (9) The following ratios shall be used as an occupancy guide for the Family members per sleeping room:

<u>Number of Bedrooms</u>	<u>Minimum Persons</u>	<u>Maximum Persons</u>
0	1	2
1	2	4
2	2	6
3	3	8
4	6	10

(b) Exception Payment Standards as a reasonable accommodation. The Agency may approve a payment standard of not more than one hundred twenty percent of the FMR as a reasonable accommodation for a Family that includes one or more Persons with Disabilities. The Family must submit a written request and include supporting documentation from a certified health professional.

(c) Visitors. Visitors of the Participant Family may reside with the Family no more than thirty days in one calendar year. Minors and college students who were part of the Family but who now live away from the home during the school year and are no longer on the Lease shall not be subject to this limitation. The Landlord must be notified and approve of visitors in advance of their staying with the Participant.

(d) Applicability of Voucher. Under the Voucher Program, a Family may rent an acceptable unit that is larger or smaller than stated on the Voucher. However, a smaller unit must meet the space requirements of "...at least one sleeping room or living/sleeping room of appropriate size for each two persons." The Payment Standard for a Family shall be the lower of (1) Voucher size, or (2) unit size of the unit rented by the Family. The Gross Rent for a unit must be comparable to other similar unassisted units in the area. A Family that initially submits for approval

a unit with a Gross Rent larger than the Payment Standard allotted for the Family shall pay not more than forty percent of the Family's Monthly Adjusted Income toward rent and utilities. [Eff 10/20/03; §1-12; am 12/7/07; am ren §8-10-12 and comp 11/23/12; am and comp **AUG 18 2017**] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.54, 982.402)

§8-10-13 Finder's Keeper Policy.

Upon receipt of a Voucher, the Family shall be responsible for finding an approved unit of appropriate size prior to expiration of the Voucher. The Family may select the dwelling unit which it already occupies if the unit meets all the requirements under the Voucher Program. Special Housing Types as provided in 24 CFR Part 982, Subpart M, will be allowed only as required by HUD regulations. The Agency may provide assistance in finding units for those Families who, because of age, disability or other reasons are unable to find an approved unit and shall provide assistance in cases where the Family alleges that discrimination is preventing it from finding a unit. Any such assistance shall not directly or indirectly reduce the Family's opportunity to choose among available units.

It is the policy of the Agency to provide a prospective Owner with the name, address and phone number of current and previous landlords of the Family. Such information is provided as part of the Family briefing and packet. [Eff 10/20/03; §1-13; am, ren §8-10-13 and comp 11/23/12; am and comp **AUG 13 2017**] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.54, 982.302(a), 982.304)

§8-10-14 Portability of Housing Vouchers.

After ACC or Program requirements have been fulfilled, a Family holding a current Voucher may move to another area and receive assistance. An Applicant Family is eligible for Portability if it applied in the Initial PHA's jurisdiction and holds a current Voucher.

- (1) The Family must inform the Initial PHA of where the Family wants to move and on what date it wants to move.

- (2) The Initial PHA shall make a determination as to whether the Applicant Family is income eligible in the jurisdiction of the Receiving PHA.
- (3) The Initial PHA shall advise the Family how to contact and request assistance from the Receiving PHA and shall promptly notify the Receiving PHA to expect the Family.
- (4) The Initial PHA shall give the Receiving PHA the most recent HUD Form 50058 and related verification information for the Family.
- (5) The Voucher size for the Family is determined in accordance with the occupancy standards of the Receiving PHA.
- (6) If the Applicant Family originally applied from outside the Agency jurisdiction, the Family must initially lease a unit under the Voucher Program within the Agency's jurisdiction for at least twelve months before the Portability provisions can be applied.
- (7) Moves under Portability are limited to not more than one in any twelve month period. [Eff 10/20/03; §1-14; am, ren §8-10-14 and comp 11/23/12; am and comp **AUG 18 2017**] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.353, 982.355)

§8-10-15 Request for Tenancy Approval. (a) Upon finding a suitable unit, the Family shall submit a copy of the Request for Tenancy Approval as signed by the Owner of the unit and the Family. Prior to approval of any unit for rental, the following actions shall be conducted:

Review of Lease and Tenancy Addendum. The Agency shall require a copy of the proposed Lease between the Owner and the Family. The HUD approved Tenancy Addendum shall be incorporated within the Lease.

Rent Reasonableness Review. The Agency shall determine whether the requested Rent to Owner plus any applicable Utility Allowance is approvable and that the Rent to Owner is reasonable.

Inspection of Unit.

(b) Reasonableness of Rent Certification by the Agency. The Agency shall certify for each approved unit that the Rent to Owner for such unit is:

Reasonable in relation to rents currently being charged for comparable units in the private, unassisted market, taking into account the age, location, size, type, quality, amenities, facilities, management and maintenance services of such unit; and

Not in excess of rents currently being charged by the Owner for comparable and unassisted units.

(c) Inspection of Unit.

(1) The Agency shall inspect the unit proposed to be leased to a Family prior to the approval of the Lease, as required by HUD thereafter, and at such other times as may be necessary to assure that the Owner and the Family are maintaining the unit in accordance with HQS, are providing the agreed upon utilities and other services and are complying with the terms and conditions of the Lease and/or HAP Contract.

If there are any deficiencies which must be corrected in order for the unit to meet HQS, the Agency shall notify the Owner or the Family of the work required. The Agency shall confirm that all deficiencies are corrected. The Agency may allow the Owner and Family to self-certify that all deficiencies have been repaired.

If the Agency determines that a unit does not meet HQS, and the Owner or the Family fails to take corrective action after being duly notified, or falsely self-certified that deficiencies were corrected, the Agency may exercise any of its rights, including, without limitation, disapproval of the Lease, abatement of housing assistance payments (even if the Family continues in occupancy), and/or termination of the HAP Contract. Accordingly, if corrective action is not fully completed by the deadline set by the Agency, the Agency shall not approve a new Lease, and shall not continue Housing Assistance Payments, after such deadline. In such situations, if the Family wishes to move into another unit and the Agency decides to terminate the HAP Contract, the Family, if eligible, shall be issued another Voucher.

- (2) If the unit violates the City and County of Honolulu building and/or zoning codes, the Agency shall notify the Owner of this violation and shall disapprove the unit.
If the unit is being utilized for any illegal purpose, the Agency shall notify the Owner and the Family of the violation and shall take appropriate action.
- (3) The Agency shall prepare and maintain reports on inspection and re-inspections. The report shall specify any deficiencies that must be corrected in order for the unit to meet HQS; and any other deficiencies, for use in the event of a subsequent claim by the Owner that deficiencies were caused by the Family during the period of occupancy.
- (4) The Agency shall schedule inspections or re-inspections of the unit with reasonable advance notice to the relevant party(ies). If the Participant is unable to keep a reinspection appointment, an adult authorized by the Head of Household or Landlord must be present. If there are more than three no-shows of reinspection appointments in a three year period, the Agency may consider ineligibility of the Participant for violations of the Family Obligations as described on the Voucher and as provided by 24 CFR 982.551.

(d) Responsibilities of the Family. The Family shall be responsible for compliance with all regulations of the Program as related to or required of the Family, its obligations under the Lease with the Owner, and any amendments to any of the foregoing.

(e) Responsibilities of the Owner. The Owner shall be responsible for compliance with all regulations of the Program as related to or required of the Owner, its obligations under the Lease, provisions of the HAP Contract, and any amendments to any of the foregoing. [Eff 10/20/03; §1-15; am, ren §8-10-15 and comp 11/23/12; am and comp AUG 15 2017] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§ 982.54, 982.303, 982.305, 982.308, 982.405, 982.452, 982.551)

S8-10-16 Rents. (a) Voucher Program.

- (1) Minimum Rent. The minimum rent shall be \$50 or as mandated by HUD. The Agency shall implement this policy effective immediately, before the Family's next annual reexamination.
- (2) Maximum Family Share at Initial Occupancy. Rents may exceed the applicable Payment Standard; however, the amount of assistance payment will not be increased. The initial Family Share for a newly leased unit shall not exceed forty percent of the Participant's Monthly Adjusted Income if the Gross Rent exceeds the applicable Payment Standard. This rent limitation applies to the initial occupancy.
- (3) Establishing the Payment Standard. At least annually, the Agency shall determine whether an adjustment is necessary to the applicable Payment Standard being used in the Agency's Voucher Program to assure continued affordability of housing by Participant Families. The Payment Standard shall be between ninety percent and one hundred ten percent of the published FMR for the applicable unit size.
- (4) Hardship Exemptions from the Minimum Rent Requirement.
 - (A) The Agency may waive or defer the minimum rent requirement for a Family that demonstrates that it is experiencing a financial hardship due to an unexpected or unprecedented burden on the Family as a result of one of the following situations beyond the Family's control:
 - (i) The Family has lost eligibility for or is awaiting an eligibility determination for a federal, state or local assistance program, including a Family that includes a member who is a noncitizen lawfully admitted for permanent residence under the Immigration and Nationality Act who would be entitled to public benefits but for title IV of the Personal Responsibility and Work Opportunity Act of 1996.
 - (ii) The Family would be evicted because it is unable to pay the minimum rent.

- (iii) The Family income has decreased due to changed circumstances, including loss of employment.
 - (iv) The Family has an increase in expenses due to changed circumstances, such as medical costs, childcare, transportation, or education.
 - (v) A death or severe illness has occurred in the Family.
 - (vi) Other qualifying circumstances as determined by the Agency or HUD.
- (B) The Family shall submit a written request for an exemption from the minimum rent, with a complete and detailed explanation of the basis for the request and how the Family's situation qualifies under subparagraph (A) above, along with documentation that supports the Family's request. The minimum rent requirement will be suspended beginning the month following the Family's submission of a completed request. During the suspension, the minimum rent will be included in the Family's Total Tenant Payment and the Housing Assistance Payment will be increased accordingly.
- (C) Upon receipt of the Family's completed written request for exemption from the minimum rent requirement, the Agency will decide whether to grant the request, and if so, whether the hardship is temporary or long term. The Agency shall inform the Family of its decision in writing, including any immediate reinstatement of the minimum rent and any repayment obligations of the Family. The Agency's decision shall be subject to the Agency's informal process. A Family that disagrees with the Agency's decision may request an informal hearing.
- (i) Temporary Hardship. If it is determined, based on documentation provided by the Family, that the hardship is temporary, the minimum rent will be suspended for a period of ninety days from the first month

following the date the Family's written request is received by the Agency. At the end of the ninety-day period the minimum rent will be reinstated retroactively to the date of the suspension and the amount of overpaid assistance, based on the minimum rent amount, shall be reimbursed by the Family. The Agency will offer a reasonable repayment agreement to cover the minimum rent charges accumulated during the suspension.

- (ii) Long-term Hardship. If it is determined, based on documentation provided by the Family, that the hardship will extend beyond a ninety-day period, the Family will be exempt from the minimum rent requirement until the hardship no longer exists. Statements from third parties confirming the basis for the hardship may be required. The Family shall also provide any documentation that the Agency may periodically require to verify continuing hardship, and the Family shall comply with reporting information as required under obligations of the Family, described in 24 CFR 982.551. At a minimum, the Family's qualification for the hardship exemption shall be reviewed at each annual reexamination and any interim reexamination. The Family shall not be required to pay minimum rent for the period that the Agency determines the hardship exists.
- (iii) No Hardship. If the Agency determines that the claimed hardship does not qualify for an exemption from the minimum rent, or has not been established, the minimum rent will be reinstated. A repayment agreement will be executed for the minimum rent accrued during the time of the suspension.

(b) Rent Considerations Applicable to the Voucher Program.

- (1) Rent Reasonableness. The Agency shall determine the reasonableness of rent 1) before the subject unit is approved, 2) before any increase in rent as requested by the Landlord, 3) if there is a five percent decrease in the published FMR in effect sixty days before the Family's HAP Contract anniversary date (for the unit size rented by the Family) as compared with the FMR in effect one year before the Family's previous HAP Contract anniversary date, and 4) when directed by HUD.
- (2) Rent Increases. The Owner must submit a written notice to the Agency at least sixty days prior to any rent increase. The Agency may not approve the increase in rent unless the Owner has complied with all requirements of the HAP Contract and HQS.
- (3) Annual Determination of Allowances, Charges, and Adjustments. At least annually, the Agency shall review the Utility Allowance schedule and shall revise the allowance for a utility category if there has been a change of ten percent or more in the utility rate since the last time the Utility Allowance schedule was revised. The Agency shall maintain information supporting the annual Utility Allowance review and any revisions made in the Utility Allowance schedule. Any changes affecting the Family Share resulting from the adjustments shall be made at the Family's annual reexamination.
- (4) Maintenance of Certification and Relevant Documents. The Agency shall respectively maintain all certifications and relevant documentation for inspection by HUD for three years. [Eff 10/20/03; §1-16; am 12/7/07; am, ren

§8-10-16 and comp 11/23/12; am and comp AUG 19 2017] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§ 982.54, 982.503, 982.505, 982.507, 982.508, 982.516)

§8-10-17 Housing Assistance Payments. (a) Housing Assistance Payments Contract. The Agency shall make Housing Assistance Payments to the Owner on behalf of the Family in accordance with the Housing Assistance Payments Contract. No Housing Assistance Payments shall be made for any unit that is vacant and the subject HAP Contract shall be terminated.

(b) Amount of Housing Assistance Payments. The maximum Housing Assistance Payment that the Agency shall pay on behalf of the Family shall be the lower of the applicable Payment Standard for the Family or the Gross Rent, less the Total Tenant Payment.

(c) The Agency's Financial Obligations. The Agency's financial obligations shall be limited to making Housing Assistance Payments on behalf of Families. The Housing Assistance Payments to the Owner will continue during the term of the HAP Contract until the Family Share equals the lesser of the Payment Standard or Gross Rent. However, the termination of the Housing Assistance Payments shall not affect the Family's other rights or obligations under the Lease. Such termination shall also not preclude the resumption of payments as a result of changes in income or rent or other relevant circumstances during the term of the HAP Contract. If one hundred eighty days have passed since the date of the last Housing Assistance Payment on behalf of the Family, the subject HAP Contract shall be deemed terminated.

The Owner may retain the HAP for the month in which a Family moves.

(d) Limitation of Benefits to Family. In no event shall a Family receive or accept assistance from more than one PHA, for more than one unit, or under any other federal, state or local housing assistance program. [Eff 10/20/03; §1-17; am, ren §8-10-17 and comp 11/23/12; am and comp **AUG 18 2017**] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§ 982.54, 982.451)

§8-10-18 Execution of Lease and HAP Contract. (a) Term of Lease. The initial term of the Lease shall begin on a date stated in the Lease, and shall continue at least for one year therefrom, except if a shorter term would improve housing opportunities for the Family and a term shorter than one year is the prevailing local market practice. After the initial term has

expired, the Lease will continue in effect from month to month or as stated under the Lease.

(b) Term of HAP Contract. The term of the HAP Contract begins on the first day of the Lease term and will continue in effect until any of the following occurs:

- (1) The Lease is terminated by the Owner in accordance with the provisions stated in the Lease and/or Addendum to Lease;
- (2) The Lease is terminated by the Family in accordance with the provisions stated in the Lease and/or Addendum to Lease;
- (3) The Lease is terminated by mutual agreement of the subject Family and subject Owner;
- (4) The Agency terminates the HAP Contract;
- (5) The Agency terminates the Family's Program assistance;
- (6) The Family moves from the subject unit; or
- (7) One hundred eighty days have passed after the last Housing Assistance Payment was made to the Owner.

(c) Subsequent Adjustment to Initial Rent to Owner. If any subsequent adjustment to the initial Rent to Owner is to be made, it shall be made in accordance with applicable HUD and Agency rules and policies.

(d) Security Deposit. The Family is responsible for the entire payment of the security deposit under the Lease in accordance with state law and is expected to obtain funds to pay these deposits from its own resources and/or other private or public sources.

(e) Vacation of Unit, Disposition of Security Deposit. If the Family vacates its unit in violation of the Lease, the Owner, subject to state laws, may use the security deposit as reimbursement for any unpaid amounts owed by the Family under the Lease. The Owner shall notify the Family of the Owner's intention to retain part or all of the security deposit within fourteen days of the date the Family vacates. If no such amounts are owed, or if the amounts owed are less than the amount of the security deposit, the Owner shall refund the full amount or the unused balance of the security deposit to the Family.

(f) Disapproval of Lease. If the Lease or unit is disapproved, the Agency shall notify the Family and the Owner of the specific reasons for disapproval and the date by which they may remedy the disapproved items. If the Family and the Owner choose to remedy the disapproved items, a new or revised HUD form, Request for Tenancy

Approval, shall be submitted before the specified date stated on the notice of disapproval. The Agency, in its sole discretion, may approve the Lease if the disapproved items have been remedied. [Eff 10/20/03; S1-18; am ren S8-10-18 and comp 11/23/12; am and comp AUG 18 2017]
(Auth: RCH §§4-105.4, 6-302, ROH S1-9.1) (Imp: RCH S6-302; ROH S6-23.3; 24 C.F.R. §§982.305 to 982.309, 982.313, 982.507)

§8-10-19 Continued Eligibility and Interim Reexamination.

(a) Eligibility for Participation. A Family's eligibility for participation shall continue if the Family maintains the requirements governing eligibility, or the Agency has determined that the Family is eligible for continued assistance.

(b) Absence from Unit. To remain eligible for assistance, the entire Family may not be absent from the unit for longer than twenty-eight consecutive days. An individual Family member of a two or more member household shall not be considered absent if the member is expected to return to the Family within one hundred eighty days of the member's departure. If all Family members will be absent for more than twenty-eight consecutive days, the Family's assistance in the Program and the HAP Contract with the Owner will be terminated. The Family must promptly notify the Agency of absence from the unit, including any information requested on the purpose of the Family absences and must provide reasonable proof by supplying any information or certification requested by the Agency to verify that the Family is residing in the unit or the particulars relating to the Family absence from the unit.

(c) Reporting Changes in Income and Family Composition. A Family must report any changes in Family Income or family composition within ten days of the change and obtain approval from the Agency and Owner in connection therewith in order to maintain eligibility.

(d) Reporting Changes Under the Family Self Sufficiency Program. A Family who is on contract with the Agency's Family Self Sufficiency Program must report all decreases in earned income within ten days of the change once escrow has been established.

(e) Interim Reexamination. A Family may, at any time, request an interim reexamination because of a change

in Family Income. Any increase in Housing Assistance Payments resulting from such interim reexamination shall be effective as of the first day of the month following the month in which the change is reported or the effective date of the change, whichever is later, provided the Family complies with all Agency Program requirements. A Family receiving such increase shall report all subsequent changes in Family Income that occur any time before the next scheduled annual reexamination date within ten days of the change. Appropriate changes shall be made to the Housing Assistance Payments in the event of such changes. Upward adjustment to the Family Share shall be made on the first day of the month following the first complete calendar month after either the notification of the change or the effective date of income change, whichever is earlier. However, upward adjustment to the Family Share which is not reported timely will be effective on the first day of the month following the effective date of income change.

(f) Family Break-up. If a Family breaks up or members separate therefrom, the Agency shall have the discretion to decide, on a case-by-case basis, which Family members, if any, and assuming continued eligibility, will remain with the Program, unless a court of proper jurisdiction includes the disposition of the Voucher as part of the divorce or separation decree or other court decision in connection therewith. Factors to be considered by the Agency are:

- (1) Whether the assistance should remain with the Family members remaining in the original assisted unit;
- (2) Whether there are minor children or ill, elderly or disabled Family members;
- (3) Whether Family members were forced to leave the unit because of actual or threatened violence against Family members by a spouse or other member of the household, or an affiliated individual as defined in 24 C.F.R. part 5, subpart L. If the Family Break-up is due to activity covered by VAWA, the lease may be bifurcated.
- (4) Circumstances brought to the attention of the Agency, including, without limitation, matters raised during an informal review or meeting, which a Family member may request pursuant to Section 8-10-25. [Eff am and

comp AUC 13 2017] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.54, 982.312, 982.315, 982.516, 982.551)

§8-10-20 Reexamination. (a) Annual Reexamination.

A Family must be recertified for participation in the Program annually.

(1) An increase in the Family Share of the rent that results from an annual reexamination will take effect on the Family's anniversary date, and the Family will be notified at least thirty days in advance.

(A) If less than thirty days remain before the scheduled effective date, the increase takes effect on the first of the month following the end of the thirty day notice period.

(B) If a Family moves to a new unit, the increase will take effect on the effective date of the new Lease and HAP Contract, and no thirty day notice is required.

(C) If the Agency chooses to schedule an annual reexamination for completion prior to the Family's anniversary date for administrative purposes, the effective date will be determined by the Agency, but will always allow for the thirty day notice period.

(D) If the Family causes a delay in processing the annual reexamination, increases in the Family Share of rent will be applied retroactively, to the scheduled effective date of the annual reexamination. The Family will be responsible for any overpaid subsidy and may be offered a repayment agreement.

(2) A decrease in the Family Share of the rent that results from an annual reexamination will take effect on the Family's anniversary date.

(A) If a Family moves to a new unit, the decrease will take effect on the effective date of the new Lease and HAP Contract.

(B) If the Agency chooses to schedule an annual reexamination for completion prior to the Family's anniversary date for administrative purposes, the effective date will be determined by the Agency.

(C) If the Family causes a delay in processing the annual reexamination, decreases in the Family Share of the rent will be applied prospectively, from the first day of the month following completion of the reexamination processing. Delays in reexamination processing are considered to be caused by the Family if the Family fails to provide information requested by the Agency by the date specified, and this delay prevents the Agency from completing the reexamination as scheduled.

(b) Termination of Payments. Termination of Housing Assistance Payments, due to a determination of the Family's ineligibility, shall be in accordance with applicable HUD and Agency guidelines.

(c) Decrease in Family Size. When the Agency finds that the size of a Family has decreased, which requires a smaller Voucher size, the Family shall be reissued a Voucher based on its new size. Adjustments to the Housing Assistance Payments shall be made based on the reissued Voucher size at the Family's next annual reexamination following the change in Family size.

(d) Increase in Family Size. If the Agency finds that the size of a Family has increased, which qualifies it for a larger Voucher size, the Family may be re-issued a Voucher based on the appropriate bedroom size. If after an increase in the size of a Family such Family's unit does not comply with the occupancy standards in Section 8-10-12, the Family shall immediately be issued a Voucher for a larger bedroom size and must find another unit within one hundred twenty (120) days. Housing Assistance Payments and the Family's assistance shall be terminated at expiration of the Family's Voucher and/or upon the Family rejection, without good reason, of the offer of a unit which the Agency judges to be acceptable. [Eff 10/20/03; S1-20; am, ren S8-10-20 and comp 11/23/12; am and ren AUG 13 2017] (Auth: RCH §§4-105.4, 6-302, ROH S1-9.1) (Imp: RCH S6-302; ROH S6-23.3; 24 C.F.R. §§982.54, 982.516)

§8-10-21 Termination of Lease and Families Moving to New Units. (a) Termination of Lease and Reapplication. If a Family wishes to move from a unit that it is then

occupying during the initial Lease period, the Family must legally terminate such Lease therefor and obtain a release from the Owner. The Family may thereafter reapply for a new Voucher.

(b) Re-issuance of Voucher. If a Participant Family wishes to move to another unit prior to or upon termination of its current Lease and wishes to continue participating in the Program, such Family shall reapply for a Voucher and the Agency shall reissue a Voucher if the Family has been determined eligible for continued assistance and has fulfilled its obligations under the Program. [Eff 10/20/03; S1-21; am, ren S8-10-21 and comp 11/23/12; am and ren AUG 13 2017] (Auth: RCH §§4-105.4, 6-302, ROH S1-9.1) (Imp: RCH S6-302; ROH S6-23.3; 24 C.F.R. §§982.54, 982.516)

S8-10-22 Termination of Tenancy by Owner.

(a) Grounds for Termination. During the term of a Lease, the Owner shall not terminate such Lease with a Participant Family except for:

- (1) A Serious Violation or Repeated Violation of the Lease
- (2) Violations by the Family of federal, state or county laws which impose obligations on a tenant in connection with the occupancy or use of the subject unit and surrounding premises;
- (3) Criminal activity or alcohol abuse by the Family (as provided in the HUD prescribed Tenancy Addendum); or
- (4) Other good cause (as provided in the HUD prescribed Tenancy Addendum).

(b) Eviction by Court Action, Notice. The Owner may evict the Participant Family from the unit only by instituting a court action. The Owner must give the Tenant advance written notice which specifies the ground(s) for termination of the Lease. The subject Lease shall not be terminated before the Owner has given this notice to the subject Family, and the notice must be given at or before the commencement of the eviction action. The Owner must give the Agency a copy of any Owner termination of Lease notice to the Tenant. [Eff 10/20/03; S1-22; am, ren S8-10-22 and comp 11/23/12; am and ren AUG 13 2017] (Auth: RCH §§4-105.4, 6-302, ROH S1-9.1) (Imp: RCH S6-302; ROH S6-23.3; 24 C.F.R. S982.311)

§8-10-23 Denial or Termination of Assistance by

Agency. (a) Denial of Assistance for an Applicant. Includes any or all of the following: denying listing on the Agency Waiting List, denying or withdrawing a Voucher, refusing to enter into a HAP Contract or approve a Lease, and refusing to process or provide assistance under Portability procedures. The Agency shall provide VAWA information to all applicants denied admission to the Program.

(b) Termination of Assistance for a Participant. Includes any one or more of the following: terminating assistance from the Section 8 Rental Assistance Program, refusing or withdrawing a Voucher, refusing to enter into a HAP Contract or approve a Lease, terminating housing assistance payments under an outstanding HAP Contract, and refusing to process or provide assistance under Portability procedures. The Agency shall provide VAWA information to all participants terminated from the Program.

(c) Grounds for Denial or Termination. The Agency shall deny or terminate assistance for the following reasons:

- (1) Applicant or Participant has not paid all amounts owed to the Agency or any other PHA or has not reimbursed the Agency or any other PHA for any amounts the Agency or other PHA has paid to an Owner as allowed in a HAP Contract under the Certificate Program for unpaid rent, damages or other amounts owed by the Family under the Lease, or for vacancy loss;
- (2) Applicant or Participant breaches a repayment agreement;
- (3) Applicant or Participant is guilty of Program abuse, fraud, bribery or other corrupt or criminal act in connection with the Agency and/or any federal housing program;
- (4) Participant whose Total Tenant Payment is equal to the lesser of the Payment Standard or Gross Rent and one hundred eighty days have elapsed since the Agency's last HAP was made on behalf of such Participant;
- (5) The Family does not reside at the unit for more than twenty eight (28) consecutive days, as provided in Section 8-10-19(b).

- (6) Appropriate Family members do not provide their Social Security information and documentation within the time required and specified by the Agency;
- (7) Family member(s) fails to sign and submit consent forms for obtaining information in accordance with 24 CFR, Part 5, subparts B and F;
- (8) Family member(s) fails to submit required evidence to establish citizenship or eligible immigration status in accordance with 24 CFR, Part 5.
- (9) Family member(s) has violated one or more of the obligations of the Family, as described in 24 CFR 982.551;
- (10) The Family, or any member of the household thereof, has been evicted within the last three years from federally assisted housing, has been evicted for Violation of the Lease under the Voucher program, or has been disqualified or terminated from or deemed ineligible for any Voucher Program for any violation thereof;
- (11) Member(s) of the household has/have engaged in or threatened abusive or violent behavior toward Agency personnel;
- (12) Member(s) of the household is/are subject to the lifetime registration requirement under a state sex offender registration program. The Agency shall perform criminal history background checks necessary to determine whether any household member is subject to a lifetime sex offender registration requirement in the state where the housing is located and in other states where the household members are known to have resided. Such Family shall be permanently denied admission to the Program.
- (13) Member(s) of the household is/are or has/have engaged in violent criminal activity. "Violent criminal activity" means: any illegal criminal activity that has as one of its elements the use, attempted use, or threatened use of physical force, firearms or other weapons against the person or property of another, substantial enough to cause, or be reasonably likely to cause, serious bodily injury or property damage.
- (14) Member(s) of the household is/are or has/have engaged in other criminal activity. "Other

criminal activity" means: any criminal activity which may threaten or does threaten the health or safety of others, or the right of peaceful enjoyment of the premises by other residents or persons residing in the immediate vicinity; or which may threaten or does threaten the health or safety of the Owner or Agency staff.

- (15) Household member(s) is/are or has/have engaged in or has/have a pattern of alcohol abuse. "Alcohol abuse" means: any activity which, when perpetrated while under the influence of alcohol, may threaten or does threaten the health or, safety of others or the right to peaceful enjoyment of the premises by other residents. Alcohol abuse may not be considered a disqualifying factor if the Family properly evidences to the satisfaction of the Agency before such fact is discovered by the Agency, that the member of the household who abused alcohol:
- (A) Does not currently abuse alcohol and
 - (i) Has successfully completed an alcohol rehabilitation program; or
 - (ii) Is participating in a supervised alcohol rehabilitation program; or
 - (B) Is no longer part of the household.
- (16) Household member(s) is/are currently or has/have engaged in drug-related criminal activity. "Drug-related criminal activity" means:
- (A) The manufacture, sale or distribution of, or the possession with intent to manufacture, sell or distribute, illegal drugs;
 - (B) A pattern of illegal use of a drug by any household member, which may threaten the health, or safety of others, or the right to peaceful enjoyment of the premises by other residents or persons residing in the immediate vicinity of the Family;
 - (C) Any illegal use or possession (other than with intent to manufacture, sell or distribute), of a drug or a controlled substance, except that such use or possession must have occurred within three years from the date of declared ineligibility or termination of assistance.

- (D) Prior drug-related criminal activity described in above subsections (16)(B) and (16)(C) may not be considered a disqualifying factor if the Applicant or Participant Family can demonstrate to the satisfaction of the Agency, before such drug-related criminal activity is discovered by the Agency, that the subject household member:
 - (i) Does not currently use or possess illegal drugs; and
 - a. Has successfully completed a supervised drug rehabilitation program in connection therewith; or
 - b. Is currently enrolled in a supervised drug rehabilitation program; and
 - c. Is willing to submit to random tests for the presence of illegal drugs; or
 - (ii) The household member engaged or engaging in drug-related criminal activity is no longer a member of the household.
- (E) An Applicant or Participant or any household member thereof convicted of manufacturing or producing methamphetamines anywhere, including, without limitation, on the premises of federally assisted housing, in violation of any federal, state, or local law, shall be immediately terminated and permanently denied admission to the Program.
- (F) An Applicant or Participant or any household member thereof evicted or terminated from federally assisted housing for drug-related criminal activity shall be denied admission to the Program for a period of three years from the effective date of eviction or termination of assistance, whichever shall occur later.
- (17) An Applicant or Participant enrolled in a special Voucher program has a Voucher that has expired.
- (d) Preponderance of Evidence. As a measure to determine whether a person has violated Program

requirements, the Agency must have acquired or been presented with a Preponderance of Evidence, as defined hereinbelow, that the Family, or any household member, is/are or has/had engaged in drug-related criminal activity, violent criminal activity or alcohol abuse.

- (1) Preponderance of Evidence means evidence which is of greater weight or is more convincing than the evidence which is offered in opposition to it; that is, evidence which as a whole shows that the fact sought to be proved is more probable than not. With respect to burden of proof in civil actions, Preponderance of Evidence means the greater weight of evidence, or evidence that is more credible and convincing to the mind. That evidence which best accords with reason and probability.

The word "preponderance" means something more than "weight"; it denotes a superiority of weight, or outweighing. The words are not synonymous, but substantially different. There is generally a "weight" of evidence on each side in case of contested facts. Evaluators of facts, however, cannot properly act upon the weight of evidence, in favor of the one having the burden of proof, unless the facts overbear, in some degree, the weight upon the facts provided by the other side. Preponderance of Evidence means that amount of evidence necessary for the plaintiff to win in a civil case. Preponderance of Evidence is that degree of proof which is more probable than not. Preponderance of Evidence is determined by the greater weight of all evidence, which does not necessarily mean the greater number of witnesses, but which means taking into account opportunity for knowledge, information possessed, and the manner of testifying.

- (2) Testimony from neighbors, co-workers, acquaintances, and police, court and police records, information from the Criminal Justice Center and other credible evidence, may be used toward determining whether a Preponderance of Evidence exists in regard to activities which would give cause for the Agency denying or terminating assistance. Situations which would add to the Preponderance of Evidence include, but are not limited to, drug raids, drugs found in

the unit, evidence which is tied to the activity, arrest warrants issued, and police reports detailing the offense.

(e) Initial Screening. Initial screening concerning grounds for denial or ineligibility to the Program will be based on information provided by the Family to the Agency in the application process. The inquiries will be standardized and directed to all applicants by the inclusion of the inquiries on the application form.

(f) Notice Regarding Prohibition of Admission. Where the Agency decides to prohibit admission to an Applicant, the Agency shall give to such Applicant a written notice thereof which shall state:

- (1) The reasons for the denial of assistance;
- (2) The effective date of the denial; and
- (3) The Applicant's right to request an informal hearing under Section 8-10-25.

(g) Notice Regarding Termination. Where the Agency decides to terminate assistance to a Participant Family, the Agency must give both the Family and the Owner thirty days' prior written termination notice which states:

- (1) The reasons for the termination;
- (2) The effective date of the termination;
- (3) The Family's right to request an informal hearing under Section 8-10-25; and
- (4) The Family's sole responsibility to pay the full rent to the Owner if the Family remains in occupancy.

(h) Term of Prohibition. An Applicant or Participant or any household member thereof shall be denied admission to any of the Agency's Section 8 Housing Assistance Programs for a period of three years from the date of the termination or denial of assistance, except as otherwise expressly provided by these rules (e.g., permanent denial of admission for persons convicted of manufacturing or producing methamphetamines anywhere, pursuant to Section 8-10-23(c)(16)(E)).

(i) Termination of Assistance Due to Insufficient Funding.

- (1) If the Agency determines that funding is insufficient to support continued assistance for Families in the Program, the Agency may terminate assistance.

(A) The Agency may cancel or withdraw Vouchers prior to their expiration.

- (B) The Agency shall terminate HAP Contracts by the most recent date of admission.
- (2) Families whose assistance is terminated in accordance with this subsection due to insufficient funding may reapply to the Program.
- [Eff 10/20/03; §1-23; am 12/7/07; am, ren §8-10-23 and comp 11/23/12; am and ren **AUS 13 2017**] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.454, 982.552 to 982.554)

§8-10-24 Disqualification from Participation.

(a) If the Agency determines that a Family or Owner has violated Program policies and requirements, such Family or Owner may be disqualified from participation in the Program for such period as deemed appropriate by the Agency. The Family or Owner shall be notified in writing of the disqualification and shall be entitled to a hearing under Section 8-10-25.

(b) Disqualification of an Applicant or Participant is described in Sections 8-10-7(c) and 8-10-23.

(c) An Owner may be disqualified from participation if:

- (1) The Owner has been suspended from participation by HUD; or
- (2) The federal government has instituted an administrative or judicial action against the Owner for violation of the Fair Housing Act or other federal equal opportunity requirements; or
- (3) The Owner has violated obligations under the HAP Contract; or
- (4) The Owner has committed fraud, bribery or any other corrupt or criminal act in connection with any federal housing program; or
- (5) The Owner has engaged in drug trafficking, drug-related criminal activity or violent criminal activity; or
- (6) The Owner has a history or practice of non-compliance with HQS, or renting units that fail to meet local housing codes; or
- (7) The Owner has a history or practice of failing to evict Families for drug related or violent criminal activity; or for activity or for failure to act which threatens the health, safety or right of peaceful enjoyment of the premises by

others, PHA employees or neighbors of the Family;
or

- (8) The Owner has not paid state or local real property taxes, fines or assessments; or
- (9) The Owner has an outstanding balance owed to the Agency and does not repay after efforts to collect are unsuccessful; or
- (10) With respect to any unit rented after June 14, 1998, the Owner leases such unit to a parent, spouse, child, grandparent, grandchild, sister or brother of any member of the Family who is related to the Owner, unless the Agency determines that approving the unit would be a reasonable accommodation for a Family member who is a Person with Disabilities.

(d) Nothing in this rule is intended to give any Owner any right to participate in the Program. [Eff 10/20/03; §1-24; am, ren §8-10-24 and comp 11/23/12; am and ren AGE 13 2017] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.54, 982.453)

§8-10-25 Informal Settlement of Disputes.

(a) 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 calendar days after the day the dispute arose or, if there was a written notification which gave rise to the dispute, within fifteen 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 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 therefor, and the procedures by which a hearing

under Section 8-10-26 may be obtained if the complainant is not satisfied with the proposed resolution.

(b) Provision of Criminal Record. If denial or termination of assistance is based on a criminal record, the Agency shall provide the subject of the record and the Applicant or Participant with a copy of the criminal record and give the Family an opportunity to dispute the accuracy and relevance of that record in the informal review process as described in this Section. [Eff 10/20/03; §1-25; am, ren §8-10-25 and comp 11/23/12; am and comp **AUG 15 2017**] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.54, 982.554)

§8-10-26 Hearing on a Dispute. (a) Request for a Hearing. If a complainant is not satisfied with the disposition of a dispute in the informal discussion, and would like to pursue the dispute further, or if the complainant has received an adverse decision, the complainant must submit a written request for a hearing to the Agency within fifteen calendar days after receipt of the written summary of the informal discussion or receipt of an adverse decision.

In accordance with 24 CFR 982.554 and 982.555, hearings are not required for:

- (1) Discretionary administrative determinations by the Agency;
- (2) General policy issues or class grievances;
- (3) A determination of unit size under the Agency subsidy standards;
- (4) The Agency determination not to extend a Voucher term;
- (5) The Agency determination not to grant approval of a Lease or tenancy;
- (6) The Agency determination that a unit is not in compliance with HQS;
- (7) For an Applicant, a determination of the Voucher size under the Agency subsidy standards;
- (8) For a Participant, the Agency establishment of a Utility Allowance for Families in the Program; and
- (9) For a Participant, the Agency's determination to exercise or not to exercise any right or remedy against an Owner under a HAP Contract.

(b) Form and Content of Written Request. The written request shall contain each of the following:

- (1) Name, address and telephone number of the complainant;
- (2) A designation of the specific statutory provision, rule, decision, or order in question, together with a statement of the dispute involved;
- (3) A clear statement of the complainant's position or contention;
- (4) A memorandum of points and authorities, containing a full discussion of reasons or legal authorities in support of such position or contention; and
- (5) The action or relief sought.

(c) Person Conducting Hearing. The Administrator of the Agency or his or her duly authorized representative shall conduct the hearing.

(d) Notice and Conduct of Hearing / Judicial Review. The notice and conduct of the hearing and the request for judicial review shall be made pursuant to Chapter 91, Hawai'i Revised Statutes (HRS) and 24 CFR 982.554 and 982.555. [Eff 10/20/03; §1-26; am, ren §8-10-26 and comp 11/23/12; am and comp AUG 13 2017] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.54, 982.554, 982.555)

§8-10-27 Equal Opportunity Requirements. (a) The Program requires compliance with:

- (1) The Fair Housing Act;
- (2) Title VI of the Civil Rights Act of 1964;
- (3) The Age Discrimination Act of 1975;
- (4) Executive Order 11063, Equal Opportunity in Housing, Executive Order 12259, and Executive Order 12892;
- (5) Section 504 of the Rehabilitation Act of 1973;
- (6) Title II of the Americans with Disabilities Act, and all rules, regulations, and requirements issued pursuant thereto; and
- (7) HRS Chapter 515 (Discrimination in Real Property Transactions), but solely to the extent such State laws do not change or affect any requirement of 24 CFR Part 982 or any other HUD

requirements for administration or operation of the Program.

(b) The Agency shall notify applicants and participants of their rights under the Violence Against Women Act. [Eff 10/20/03; §1-27; am, ren §8-10-27 and comp 11/23/12; am and comp AUG 13 2017] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.53, 982.552)

§8-10-28 Code of Conduct.

The City shall maintain the following code of conduct:

- (1) Require compliance with conflict of interest requirements of the Housing Choice Voucher Program at 24 CFR 982.161; and
- (2) Prohibit the solicitation or acceptance of gifts or gratuities, in excess of a nominal value, by an officer or employee of the City, or any contractor, subcontractor, or agent of the City. The City's policies concerning administrative and disciplinary remedies for violation of the City's code of conduct are outlined in the Revised Charter of the City & County of Honolulu 1973 (2000 Edition), as amended, Article XI, Standards of Conduct and the Revised Ordinances of Honolulu 1990, as amended, Chapter 3, Article 8, Additional Standards of Conduct. (Eff 12/7/07;

§1-28; am, ren §8-10-28 and comp 11/23/12; am and comp AUG 13 2017] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.54, 982.161)

§8-10-29 Special Housing Types.

The following Special Housing Types are permitted in accordance with 24 CFR 982.601(a) and the Agency's building and zoning codes:

- Single room occupancy (SRO) housing;
- Congregate housing;
- Group home;
- Shared housing.

[Eff 12/7/07; §1-29; am, ren §8-10-29 and comp 11/23/12; am and comp AUG 13 2017] (Auth: RCH §§4-105.4, 6-

302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.54, 982.601)

§8-10-30 Severability. If any section, sentence, clause or phrase of these rules or their application to any person or circumstances or property is held to be unconstitutional, invalid, or unenforceable, the remaining portions of these rules or the application of these rules to other persons or circumstances or property shall remain in full force and not be affected. The Agency hereby declares that it would have adopted these rules, and each and every section, sentence, clause or phrase thereof, irrespective of the fact that any one or more other sections, sentences, clauses, or phrases is declared unconstitutional, invalid, or unenforceable. [Eff 10/20/03; §1-28; am and ren §1-30 12/7/07; am, ren and comp 11/23/12; am and comp **ASC 13 2017**] (Auth: RCH §§4-105.4, 6-302, ROH §1-9.1) (Imp: RCH §6-302; ROH §6-23.3; 24 C.F.R. §§982.54)

**DEPARTMENT OF COMMUNITY SERVICES
CITY AND COUNTY OF HONOLULU**

Amendments to Chapter 10 Section 8, Tenant Based Rental Assistance and Moderate Rehabilitation Programs were adopted on August 18, 2017, following a public hearing on July 12, 2017 after public notice was given on May 28, 2017, in the Honolulu Star-Advertiser Public Hearings.

These Rules shall take effect ten days after filing with the City Clerk of the City and County of Honolulu.




GARY K. NAKATA
Director
Department of Community Services

APPROVED:



KIRK CALDWELL
Mayor
City and County of Honolulu
Date: 08/07/17

FILED:



GLEN I. TAKAHASHI
City Clerk
Date: August 8, 2017

APPROVED AS TO FORM
AND LEGALITY:



Deputy Corporation Counsel

DEPARTMENT OF HUMAN SERVICES

Amendment and Compilation of Chapter 17-2028

Hawaii Administrative Rules

November 15, 2018

SUMMARY

1. §17-2028-60 is amended
2. Chapter 2028 is compiled.

HAWAII ADMINISTRATIVE RULES

TITLE 17

DEPARTMENT OF HUMAN SERVICES

SUBTITLE 5

HAWAII PUBLIC HOUSING AUTHORITY

CHAPTER 2028

FEDERALLY-ASSISTED PUBLIC HOUSING PROJECTS

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§17-2028-2	Definitions
§17-2028-3	Income limits
§17-2028-4	Asset transfers
§17-2028-5	Occupancy guidelines
§17-2028-6	Occupancy standards
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§17-2028-8	Verification of information
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Subchapter 2 Eligibility

§17-2028-21	Applicants
§17-2028-22	Eligibility for admission and participation
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determined to be ineligible for
admission

Subchapter 3 Tenant Selection

§17-2028-31	Nondiscrimination
§17-2028-32	Income targeting
§17-2028-33	Deconcentration
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Historical Note: Chapter 2028 of Title 17, Hawaii Administrative Rules, is substantially based upon Chapter 17-2028, Hawaii Administrative Rules, [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; am and comp **JAN 20 2019**], Chapter 17-535, Hawaii Administrative Rules, [Eff 1/1/81; am and comp 2/11/85; am and comp 5/26/98; R 12/03/01], and Chapter 15-190, Hawaii Administrative Rules [Eff 12/03/01; R 9/04/07]

SUBCHAPTER 1

GENERAL PROVISIONS

§17-2028-1 Purpose. These rules are adopted under chapter 91, HRS, and shall govern the administration of federal public housing programs designated to be carried out by a public housing agency, including admission to and the continued occupancy of federally-assisted public housing projects owned or operated by the authority. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. Parts 5, 903, 960, 965, 966; HRS §§356D-4, 356D-13)

§17-2028-2 Definitions. Whenever used in this chapter, unless specifically defined:

"Accessible dwelling unit" means a dwelling unit that is located on an accessible route and when designed, constructed, altered, or adapted can be approached, entered, and used by individuals with physical disabilities or a dwelling unit being made accessible as a result of alterations and is intended for use by a specific qualified individual with disabilities which meets the requirements of applicable standards that address the particular disability or impairment of an individual.

"Adjusted income" means "annual income" of the members of the family residing or intending to reside in the dwelling unit minus any HUD allowable expenses and deductions as defined in 24 C.F.R. §5.611 as it existed on March 28, 2013.

"Admissions and Continued Occupancy Policy" or "ACOP" means the regulatory document governing the policies by which the authority determines eligibility for admission, prospective tenant selection, dwelling

unit assignment, fair and nondiscriminatory transfers, rental agreement terminations, pet policies, and other property-specific guidelines as required pursuant to these rules.

"Annual income" means the gross amount of income anticipated to be received by the family during the twelve months after admission or reexamination. Gross income is the amount of income prior to any HUD allowable expenses or deductions, and does not include income which has been excluded by HUD, as defined in 24 C.F.R. §5.609 as it existed on March 28, 2013.

"Applicant" means an individual or family that submits an application for admission to the program but is not yet a participant in the program.

"Assets" or "net family assets" means net cash value after deducting reasonable costs that would be incurred in disposing of real property, savings, stocks, bonds, and other forms of capital investment as defined in 24 C.F.R. §5.603 as it existed on March 28, 2013, and excludes the value of necessary items of personal property such as furniture and automobiles.

"Assisted housing" means the same as "federally-assisted housing".

"Authority" means the Hawaii public housing authority.

"Backcharge" means the amount of arrears in rent or other charges owed to the authority.

"C.F.R." means the United States Code of Federal Regulations.

"Common areas" means areas which are available for use by more than one family including lobbies, corridors, hallways, stairways, parking lots, spots, ramps, washing machine or laundry room, rooftops, elevators, washrooms and lobby areas, driveways, storerooms, and shared ventilation ducts that service more than one dwelling unit.

"Community facilities" means real and personal property; buildings, equipment, lands, and grounds for recreational or social assemblies, and for educational, health, or welfare purposes; and necessary or convenient utilities, when designed

primarily for the benefit and use of the authority or the occupants of the dwelling units.

"Community service" means the performance of voluntary work or duties that are a public benefit and that serve to improve the quality of life, enhance resident self-sufficiency, or increase resident self-responsibility in the community. Community service is not employment and may not include political activities.

"Community wide" means inclusive of any location that is under the jurisdiction of the authority.

"Continuously assisted" means that the applicant is currently receiving assistance under any program of the United States Housing Act of 1937, as amended, and there is no break in assistance to the family.

"Covered families" means families who receive welfare assistance or other public assistance benefits ("welfare benefits") from a State or other public agency ("welfare agency") under a program for which federal, State, or local law requires that a member of the family must participate in an economic self-sufficiency program as a condition for such assistance.

"Criminal activity" means the tenant, any member of the tenant's household, a guest or another person under the tenant's control has engaged in any conduct constituting a criminal violation of federal law, HRS, or local ordinances regardless of whether there has been an arrest or conviction for such activity and without satisfying the standard of proof used for a criminal conviction.

"Designated housing" or "designated project" means a property (or properties), or a portion thereof that has been designated for occupancy by disabled families, elderly families, or mixed populations of disabled families and elderly families.

"Disabled family" means a family whose head, spouse, or sole member is a person with disabilities; or two or more persons with disabilities living together; or one or more persons with disabilities living with one or more live-in aides.

"Domestic violence" means the actual or threatened physical violence directed against a family member by a spouse, former spouse, or other member of the family who is living or has lived with the family.

"Drug" means a controlled substance as defined in section 102 of the Controlled Substances Act (21 U.S.C. §802) as it existed on March 28, 2013.

"Drug related criminal activity" means the illegal manufacture, sale, distribution, or use of a drug, or possession of a drug with intent to manufacture, sell, distribute or use the drug.

"Dwelling unit" means a residential unit in a public housing project.

"Economic self-sufficiency program" means any program designed to encourage, assist, train, or facilitate the economic independence of HUD-assisted families or to provide work for such families.

"Elderly" or "elderly family" means a family whose head, spouse, or sole member is a person who is at least sixty-two years of age; or two or more persons who are at least sixty-two years of age living together; or one or more persons who are at least sixty-two years of age living with one or more live-in aides.

"Eligible family" means a family that meets the qualifications and requirements of the program for admission into federally-assisted public housing.

"Enclosed or partially enclosed" means closed in by a roof or overhang and at least one wall. Enclosed or partially enclosed areas include but are not limited to areas commonly described as public lobbies, lanais, interior courtyards, patios, and covered walkways.

"Exempt individual" means an individual who is exempt from complying with community service or self-sufficiency activities and which is further defined in 24 C.F.R. §960.601(b) as it existed on March 28, 2013.

"Extremely low-income family" means a family whose annual income does not exceed thirty per cent of the median income for the area, as determined by HUD with adjustments for smaller and larger families, except that HUD may establish income ceilings higher

or lower than thirty per cent of the median income for the area if HUD finds that such variations are necessary because of unusually high or low family incomes.

"Family" means regardless of actual or perceived sexual orientation, gender identity, or marital status:

- (1) Two or more persons who live or intend to live together as a unit and whose income and resources are available to meet the family's needs and who may be related by blood, marriage, or operation of law and whose head of family has reached the age of majority. Family may include foster children and hanai children;
- (2) An elderly family;
- (3) A disabled family;
- (4) A displaced family;
- (5) The remaining member of a tenant family who is recorded as an authorized occupant on the current list of household members and who has reached the age of majority; or
- (6) A single person who is not an elderly or displaced person, or a person with disabilities, or the remaining member of a tenant family.

"Family self-sufficiency program" or "FSS program" means the program established by the authority in accordance with 24 C.F.R. Part 984 to promote self-sufficiency of assisted families, including the coordination of supportive services.

"Federally-assisted housing" means housing assisted under any of the following HUD programs:

- (1) Public housing;
- (2) Housing receiving project-based or tenant-based assistance under Section 8 of the United States Housing Act of 1937 (42 U.S.C. §1437f) as it existed on March 28, 2013;
- (3) Housing that is assisted under section 202 of the Housing Act of 1959, as amended by section 801 of the National Affordable

- Housing Act (12 U.S.C. §1701q) as it existed on March 28, 2013;
- (4) Housing that is assisted under section 202 of the Housing Act of 1959, as such section existed before the enactment of the National Affordable Housing Act as it existed on March 28, 2013;
 - (5) Housing that is assisted under section 811 of the National Affordable Housing Act (42 U.S.C. §8013) as it existed on March 28, 2013;
 - (6) Housing financed by a loan or mortgage insured under section 221(d)(3) of the National Housing Act (12 U.S.C. §17151 (d)(3)) that bears interest at a rate determined under the proviso of section 221(d)(5) of such Act (12 U.S.C. §17151 (d)(5)) as it existed on March 28, 2013;
 - (7) Housing insured, assisted, or held by HUD or by a State or local agency under section 236 of the National Housing Act (12 U.S.C. §1715z-1) as it existed on March 28, 2013; or
 - (8) Housing assisted by the Rural Development Administration under section 514 or section 515 of the Housing Act of 1949 (42 U.S.C. §§1483, 1484) as it existed on March 28, 2013.

"Foster children" means a person or persons, under eighteen years of age who is or are not related to the foster parent by blood, marriage, or adoption and who is or are in need of parenting care.

"Foster parent" means any adult person who gives parenting care and maintenance to a foster child pursuant to placement by an authorized agency.

"Gender identity" means actual or perceived gender-related characteristics.

"Hanai children" means a person or persons, under eighteen years of age, for whom an applicant or tenant provides food, nourishment and support for a minimum period of at least a year or has been recognized in the household for support by the department of human

services and who is acknowledged as the applicant's or tenant's child among friends, relatives and the community.

"HRS" means the Hawaii Revised Statutes.

"HUD" means the United States Department of Housing and Urban Development.

"Imputed welfare income" means the amount of annual income not actually received by a family, as a result of a specified welfare benefit reduction, that is nonetheless included in the family's annual income for purposes of determining rent.

"Involuntarily displaced" means an applicant who has vacated or will have to vacate the unit where the applicant lives because of one or more of the following:

- (1) Displacement by disaster;
- (2) Displacement by governmental action; or
- (3) Displacement by action of housing owner for reasons beyond the applicant's control and despite the applicant meeting all previously imposed conditions of occupancy. The action taken by the owner shall be for reasons other than an increase in rent.

"Live-in aide" means a person who resides with one or more elderly persons, or near elderly persons, or persons with disabilities, and who:

- (1) Is determined to be essential to the care and well-being of the persons;
- (2) Is not obligated for the support of the persons;
- (3) Would not be living in the unit except to provide the necessary support services; and
- (4) Is not a tenant.

"Location" means any site comprising a common geographic area undivided by natural or man-made barriers (such as rivers, highways, railroads, or other major obstructions) that block or impede normal pedestrian traffic and which may contain more than one project.

"Low-income family" means a family whose annual income does not exceed eighty per cent of the median income for the area, as determined by HUD with adjustments for smaller and larger families, except that HUD may establish income ceilings higher or lower than eighty per cent of the median income for the area if HUD finds that such variations are necessary because of unusually high or low family incomes.

"Multifamily dwelling" means a building containing more than two dwelling units.

"Near elderly family" means a family whose head, spouse, or sole member is at least fifty years of age but below the age of sixty two, or two or more persons, who are at least fifty years of age but below the age of sixty two, living with one or more live-in aides.

"PHA plan" means the authority's public housing agency plan that is prepared pursuant to 24 C.F.R. Part 903.

"Projects" means those rental properties owned or operated by the authority.

"Public housing" or "federally-assisted public housing" means housing assisted under the United States Housing Act of 1937, other than under Section 8 of that Act, and includes dwelling units in a mixed finance project that are assisted by the authority with capital or operating assistance.

"Refusal of an offer" means an applicant declines an offer made by the authority for a specific unit from any waiting list or an applicant's failure to respond to a written offer from the authority for a specific unit within the time specified in the offer.

"Rental agreement" means the agreement or contract containing the terms and conditions of occupancy of a dwelling unit entered into by the tenant and authority.

"Resident" means a United States citizen or a permanent United States resident who is able to demonstrate his or her intent to reside in Hawaii. Intent to reside in Hawaii may be demonstrated by the following: length of time spent in Hawaii; leasing or renting of a home in Hawaii; filing of personal Hawaii

income tax returns; registering to vote in Hawaii. Hawaii driver's license; record of Hawaii motor vehicle registration; notification of hire to work in Hawaii; records of employment in Hawaii; military records substantiating Hawaii residency; enrollment of minor children in Hawaii schools; establishment of bank accounts and other accounts in Hawaii; written reference from Hawaii residents, relatives, or social agencies; and any other indicia which could substantiate a claim of an intent to reside in Hawaii.

"Security deposit" means a monetary deposit required prior to admission to federally-assisted public housing or use of community facilities that is applied against the cost of loss or damage to the authority's property (reasonable wear and tear excepted) and non-payment of rent.

"Serviceman" means a person active in the Army, Navy, Air Force, Marine Corps or Coast Guard of the United States, and since July 29, 1945, the Commissioned Corps of the U.S. Public Health Service who has served therein at any time:

- (1) On or after April 6, 1917, and prior to November 11, 1918;
- (2) On or after September 16, 1940, and prior to July 26, 1947;
- (3) On or after June 27, 1950, and prior to February 1, 1955; or
- (4) On or after August 6, 1964 and prior to May 7, 1975.

"Sexual orientation" means homosexuality, heterosexuality, or bisexuality.

"Smoke" or "smoking" means inhaling or exhaling the fumes of tobacco or any other plant material, or burning or carrying any lighted smoking equipment for tobacco or any other plant material.

"Staff" means the employees or agents of the authority.

"Tenant" means the person or persons who enter into a rental agreement with the authority to reside in a dwelling unit.

"U.S.C." means the United States Code.

"Utility allowance" means the value of utilities such as electricity, gas, and water costs that are included in the gross rent of the tenant. This does not include telephone or cable television services.

"Utility reimbursement" means the amount, if any, by which the utility allowance for the unit exceeds the total tenant payment of the family occupying the unit.

"Very low-income family" means a family whose annual income does not exceed fifty per cent of the median income for the area, as determined by HUD with adjustments for smaller and larger families, except that HUD may establish income ceilings higher or lower than fifty per cent of the median income for the area if HUD finds that such variations are necessary because of unusually high or low family incomes.

"Veteran" means any person who served in the military or naval forces of the United States who has been discharged or released from active service under conditions other than dishonorable.

"Violent criminal activity" means any criminal activity that has as one of its elements the use, attempted use, or threatened use of physical force substantial enough to cause, or be reasonably likely to cause, serious bodily injury or property damage. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp JAN 20 2019] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. Parts 5, 903, 960, 965, 966; HRS §§356D-4, 356D-13)

§17-2028-3 **Income limits.** (a) Income limits for an applicant's admission to a public housing project shall be as prescribed by HUD annual income limit guidelines.

(b) The authority shall adjust the income limits as established and required by HUD.

(c) Because the HUD income limits are mandatory and the authority has no discretion to amend or change the income limits, the income limits shall be established without a public hearing as provided in

§17-2028-3

Chapter 91-3(d), HRS, as it existed on March 28, 2013. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §5.601; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-4 **Asset transfers.** (a) All assets transferred or assigned from an applicant or tenant to another person, within a two year period prior to submitting an application for the program or reexamination shall be included in determining an applicant's assets.

(b) In determining assets, the authority shall include the value of any business or assets disposed of by an applicant or tenant for less than fair market value (including a disposition in trust, but not in a foreclosure or a bankruptcy sale) during the two years preceding the date of the application for the program or reexamination, as applicable, in excess of the consideration received therefore. In the case of a disposition as part of a separation or divorce settlement, the disposition will not be considered to be for less than fair market value if the applicant or tenant receives important consideration not measurable in dollar terms. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §5.603; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-5 **Occupancy guidelines.** (a) The authority shall establish occupancy guidelines to maintain the maximum usefulness of the dwelling units, while preventing excessive wear and tear or underutilization. The occupancy guidelines are incorporated by reference and attached as exhibit A.

(b) The occupancy guidelines shall provide for minimum and maximum unit sizes depending on the number of persons in a household for purposes of determining

unit size for the wait list. The occupancy guidelines are not to be confused with the authority's occupancy standards, which are based on prevailing county building codes. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 63 Fed. Reg. 70982-70987; 63 Fed. Reg. 70256-70257; HRS §§356D-4, 356D-13, 356D-31).

§17-2028-6 Occupancy standards. The authority and families shall abide by the occupancy standards for the admission and continued occupancy in housing projects as prescribed by the housing codes of the county in which the units are located. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 63 Fed. Reg. 70982 - 70987; 63 Fed. Reg. 70256-70257; HRS §§356D-4, 356D-13, 356D-31).

§17-2028-7 Utility allowances. (a) The monthly rent for a family residing in a federally-assisted public housing project shall include utility allowances established in accordance with HUD's standards for utility allowances as described in 24 C.F.R. §965.505 as it existed on March 28, 2013.

(b) Utility allowances shall be calculated by determining the utility rate then multiplying it by the applicable quantity allowance. A schedule of applicable quantity allowances for lighting, electric domestic hot water heaters, miscellaneous electrical, gas domestic hot water heaters shall be developed annually and shall take into account relevant factors affecting consumption requirements, including:

- (1) The equipment and functions intended to be covered by the allowance for which the utility will be used;
- (2) The size of the dwelling units and the number of occupants per dwelling unit;

- (3) Type of construction and design of the housing project;
- (4) The energy efficiency of authority-supplied appliances and equipment;
- (5) The utility consumption requirements of appliances and equipment whose reasonable consumption is intended to be covered by the total tenant payment; and
- (6) Temperature of domestic hot water.

(c) The authority shall conduct a review of utility rates in January of each year as required by 24 C.F.R. §965.507 as it existed on March 28, 2013. Electric and gas rate schedules for all providers shall be collected and reviewed for each month from the preceding January through December of the calendar year prior to the fiscal year beginning July 1. These monthly rates shall be averaged over the year period.

(d) The new utility allowances shall be posted and noticed to tenants at least sixty days prior to the implementation date, during which time tenants shall have the opportunity to present written or oral comments. The applicable schedules shall be publicly posted in a conspicuous manner at the authority's project offices and shall be furnished upon request. The implementation date for new allowances shall be July 1.

(e) Implementation of all new allowances or components of allowances, by utility, shall be required when there is more than a ten per cent change in the resulting allowance due to a rate change since the last change was effective. In cases when a utility is granted a substantial rate increase in between the annual review, a mid-year allowance adjustment may be required.

(f) The authority may update the quantity allowances. To update the quantity allowance, units of various sizes in a sampling of different types of developments shall be surveyed to determine the types of existing equipment as well as to identify any factors affecting energy efficiency. If there is a variance in energy consumption factors within housing projects, the worst case scenario shall be identified

and utilized for calculating the quantity allowances. The authority may, at its option, develop property specific allowances for its properties.

- (1) Allowances for lighting shall be developed by conducting a field survey of a representative sample of units to determine the number and type of fixtures. The following factors shall be used to determine the kilowatt hour per month allowance for each unit size:
 - (A) The number of fixtures;
 - (B) Watts per fixture; and
 - (C) Estimated hours of use per day.
- (2) Allowances for miscellaneous electric equipment shall be based upon usage of a television, radio, miscellaneous small appliances, and a fan.
- (3) The allowance for refrigerators is based on the equipment in place at the time of survey.
- (4) Allowances for cooking shall be based on the equipment in place at the time of survey.
- (5) 가 electric domestic hot water heating shall be based on engineering calculations for each bedroom size assuming a certain number of occupants. The data used in the calculations include estimated consumption per occupant per day, temperature of incoming water, temperature of hot water supply, efficiency of heater, and energy required to heat water to supply temperature.
- (6) Allowance for solar domestic hot water shall be based on a cost analysis of a domestic hot water heating system.
- (7) Gas consumption allowances shall be developed using the same methodology as the electric consumption allowance.
- (g) The authority shall provide medical disability allowances for tenants who have provided proof of medical necessity to the authority. The quantity allowances for medical equipment shall be

determined by taking the equipment's average energy consumption multiplied by the normal frequency of usage.

(h) A family shall pay for utility usage in excess of the applicable utility allowance.

(i) A family shall receive a utility reimbursement when the utility allowance exceeds the total family payment except where:

- (1) The family is paying a flat rent;
- (2) The utility reimbursement would result in a rent due to the authority below the minimum rent as established in section 17-2028-61; or
- (3) The family has received a financial hardship exemption pursuant to section 17-2028-61(b) from the minimum rent payment and reimbursement would result in a balance due from the authority to the household.

(j) If a family resides in a dwelling unit served by authority-furnished utilities and must pay for utility usage in excess of the applicable utility allowance pursuant to subsection (h), where:

- (1) A checkmeter has been installed, the family must pay the excess unit cost of the relevant utility amount based on the authority's average utility rate as described in subsection (b).
- (2) A checkmeter has not been installed, the family must pay for excess usage resulting from estimated utility consumption attributable to tenant-owned major appliances or to optional functions of authority-furnished equipment according to the schedule described in subsection (b).

[Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §§5.603, 5.632, 960.253, Part 965 Subpart E, §966.4; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-8 Verification of information. An applicant or tenant shall provide documentation to verify information upon request of the staff. [Eff 7/21/05; am and comp 9/4/07; comp 5/24/14; comp
JAN 20 2019 (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. Part 5, Subpart B; 24 C.F.R. §§960.203, 960.259; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-9 Misrepresentation. An applicant may be denied admission to a housing project if the applicant has submitted false information, withheld information, or made wilful misstatements. A tenant who does the same may be denied continued eligibility and have the rental agreement terminated. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp
JAN 20 2019] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §966.4; HRS §§356D-4, 356D-13, 356D-31)

SUBCHAPTER 2

ELIGIBILITY

§17-2028-21 Applicants. (a) A person seeking admission to a housing project shall submit a completed pre-application form prepared by the authority. The applicant may file at any of the authority's in-take offices and apply for one of the geographic waiting list areas prescribed in section 17-2028-36.

(b) The applicant shall be preliminarily placed on a waiting list upon submission of a completed pre-application form. Placement on a waiting list shall not be deemed a determination on eligibility or admission.

(c) An applicant who has misrepresented material information shall not be eligible to file an application with the authority for twelve months from the date of written notification from the authority. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §§960.202, 960.203; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-22 Eligibility for admission and participation. (a) To be eligible for participation in the program, applicant and household members shall meet all of the requirements of the pre-application and final application phases as set forth below:

- (1) During the pre-application phase, the applicant and adult household members shall:
 - (A) Qualify as a family;
 - (B) Be income eligible as determined under section 17-2028-3;

- (C) Not have an outstanding debt owed to the authority as a participant in any of its programs;
- (D) Not have an outstanding liability for unpaid rent or damages incurred while previously participating in any section 8 rental subsidy program or any HUD rental assistance program;
- (E) Provide a social security number for all family members or certify that the person does not have a social security number;
- (F) Not have been evicted since March 1, 1985, from a public housing program administered by the authority or any of its predecessors, the housing and community development corporation of Hawaii or Hawaii housing authority;
- (G) Not have been evicted from assisted housing by reason of drug-related criminal activity for a three-year period beginning on the date of the eviction unless the evicted tenant successfully completes a supervised drug rehabilitation program approved by the authority;
- (H) Not have committed fraud, bribery, or any other corrupt or criminal act in connection with any federal or state housing program;
- (I) Not be currently engaging in illegal use of a drug or give the authority reasonable cause to believe that a household member's illegal use (or pattern of illegal use) of a drug or abuse (or pattern of abuse) of alcohol may interfere with the health, safety, or right to peaceful enjoyment of the premises by other tenants. For the purposes of this subsection:
 - (i) "Currently engaged in" means the person has engaged in the behavior

- recently enough to justify a reasonable belief that the behavior is current; and
- (ii) In determining whether to deny eligibility based on a pattern of illegal use of a drug or a pattern of abuse of alcohol by a household member, the authority may consider rehabilitation as provided for under 42 U.S.C. §13661(b)(2)(A)-(C) as it existed on March 28, 2013.
- (J) Not currently or during a three year period preceding the date when the applicant household would otherwise be selected for admission be engaged in any drug-related criminal activity or violent criminal activity or other criminal activity involving assault, terroristic threatening, firearms, dangerous weapons, harassment, kidnapping, sexual assault, extortion, forgery, burglary, unauthorized entry into a dwelling, unauthorized entry into motor vehicle, criminal property damage, criminal trespass on public housing property, disorderly conduct, child pornography, and consuming liquor on public housing property, which is considered as reasonably likely to adversely affect the health, safety, right to peaceful enjoyment of the premises by other tenants, the authority, or staff;
 - (K) Not have been convicted of drug-related criminal activity for the manufacture, production, or distribution of methamphetamines;
 - (L) Not subject to lifetime registration requirements under any state sex offender's registration program;

- (M) Disclose tobacco use of all family members within the household.
- (2) During the final application phase, the applicant and all adult household members shall meet the requirements as set forth in (1), above, as well as the following requirements:
 - (A) Not engage in or threaten abusive or violent behavior toward the authority's staff. For purposes of this subsection, "threaten" means an oral or written threat or physical gestures that communicate intent to abuse or commit violence. Abusive or violent behavior may be verbal or physical and include use of expletives that are generally considered insulting, racial epithets, or other language, written or oral, that is customarily used to insult or intimidate; and
 - (B) Furnish evidence of citizenship or eligible immigrant status as provided for in 24 C.F.R. §5.508 as it existed on March 28, 2013.

(b) An applicant's past performance in meeting financial obligations, especially rent, may be considered by the authority in its selection of families for admission into its federally-assisted public housing program.

(c) An applicant who is continuously assisted under the United States Housing Act of 1937, as amended, shall be admitted to the program as though the applicant was already a program participant. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 42 U.S.C. §13661; 24 C.F.R. §§5.216, 960.201, 960.202, 960.203, 960.204, 960.205; HRS §§356D-4, 356D-13, 356D-31)

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§17-2028-23 Notification of eligibility.

(a) Upon making a determination of eligibility, the authority shall mail or cause to be delivered a written notification to an applicant. The notification shall specifically state the reasons for the determination.

(b) An applicant determined to be ineligible for admission or participation in the program shall be provided an opportunity for an informal hearing pursuant to section 17-2028-24. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp JAN 20 2019] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §960.208; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-24 Informal hearing for applicants determined to be ineligible for admission. (a) An applicant determined to be ineligible for admission or participation in the program may request an informal hearing by submitting a written request within fourteen calendar days from the date of notification of ineligibility.

(b) The informal hearing shall be scheduled within twenty-one calendar days from the date the written request is received and shall be conducted by any person or persons designated by the authority, but shall not be a person who made or approved the determination of ineligibility or a subordinate of such person.

(c) The applicant shall be given the opportunity to present evidence, which shall be considered by the hearing officer, along with the data compiled by the authority.

(d) A written notice of the hearing officer's decision shall be mailed to the applicant within twenty-one calendar days after the hearing. The notice shall include an explanation of the reasons for decision. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp JAN 20 2019] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §960.208; HRS §§356D-4, 356D-13, 356D-31)

SUBCHAPTER 3

TENANT SELECTION

§17-2028-31 **Nondiscrimination.** Tenant selection and assignment shall be made without regard to race, color, sex, religion, marital status, creed, national or ethnic origin, age, familial status, gender identity, sexual orientation, handicap or disability or HIV infection. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §960.103; HRS §§356D-4, 356D-13, 356D-31, 515-3)

§17-2028-32 **Income targeting.** (a) Not less than forty per cent of families admitted to the program during the fiscal year from the waiting list shall be extremely low income families.

(b) To the extent allowed by 24 C.F.R. §960.202(b)(2) as it existed on September 5, 2013, admission of extremely low income families to the authority's Section 8 voucher program during the authority's fiscal year shall be credited against the targeting requirement in subsection (a). [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §960.202; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-33 **Deconcentration.** (a) For federally-assisted public housing projects, the authority shall give priority to applicants to ensure that, to the maximum extent feasible, the housing projects will include families with a broad range of income generally representative of low income families in the authority's area of operation. The authority

shall not allow dwelling units to remain vacant awaiting an applicant who meets the appropriate income range.

(b) The authority may not concentrate very low-income families in dwelling units in certain public housing projects or certain buildings within projects. Additionally, the authority may not concentrate higher income families in dwelling units in certain housing projects or certain buildings within projects.

(c) In order to effectuate the policies stated in this section, the authority may reserve a certain percentage of units for applicant placement for applicants who do not qualify for a preference as described in section 17-2028-34. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**]
] (Auth: HRS §§356D-4, 356D-13) (Imp: 24
C.F.R. §§5.607, 903.1, 903.2, 960.204, 960.205, 960.206; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-34 Local preferences. (a) Subject to section 17-2028-33(c), eligible applicants shall be given preference for admission in the program in the order of the dates of their applications if, at the time they are seeking housing assistance, they fall within the following preference priority groups:

- (1) Involuntarily displaced;
- (2) Victims of domestic violence who are participating in a program with case management through a domestic violence shelter, program, or clearinghouse; or
- (3) Homeless persons who are participating in a federally or state funded homeless transitional shelter or program, and who are in compliance with a social service plan.

(b) Subject to section 17-2028-33(c), each preference in each priority group is of equal weight and an applicant who qualifies for any of the preferences shall receive assistance before any other applicant who is not so qualified regardless of:

- (1) Place on the waiting list; or
- (2) Date or time of submission of an application.

(c) A single applicant who is elderly, disabled or displaced shall be given preference over all other single applicants, regardless of the other single applicant's local preference.

(d) An applicant shall not receive preference if any adult member of the applicant family is a person who was evicted or terminated from any federally-assisted housing or state-aided public housing program operated by the authority for a three-year period beginning on the date of eviction because of drug-related criminal activities unless the adult member has successfully completed a rehabilitation program approved by the authority. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**]
(Auth: HRS §§356D-4; 356D-13) (Imp: 24 C.F.R. §960.204, 960.206; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-35 **Loss of preference.** An applicant who declines one offer of a housing unit, without good cause, or who voluntarily requests cancellation of the application, shall lose all preferences for a period of twelve months from the date the offer was declined or from the date of the request for cancellation. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: 24 C.F.R. §960.206; HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §960.206; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-36 **Waiting list.** (a) The authority shall maintain fifteen geographical waiting lists, which are community wide in scope and consist of all eligible applicants as follows:

- (1) City and County of Honolulu

- (A) Honolulu waitlist which is comprised of Ka'ahumanu Homes, Kalakaua Homes, Kalihi Valley Homes, Kamehameha Homes, Kuhio Homes, Mayor Wright Homes, Palolo Valley Homes, Punchbowl Homes, Pu'uwai Momi, Salt Lake Apartments, Spencer House, Kalanihuia, Makamae, Makua Ali'i, Paoakalani, and Pumehana;
 - (B) Central Oahu waitlist which is comprised of Kauhale Nani, Wahiawa Terrace, and Kupuna Home O'Waialua;
 - (C) Windward Oahu waitlist which is comprised of Ho'okipa Kahalu'u, Kaneohe Apartments, Kauhale O'hana, Ko'olau Village, and Waimanalo Homes; and
 - (D) Leeward Oahu waitlist which is comprised of Hale Laulima, Kau'iokalani, Maili I & II, Nanakuli Homes, Waimaha - Sunflower, and Waipahu I & II.
- (2) County of Hawaii
- (A) Hilo waitlist which is comprised of Lanakila Homes, Punahele Homes, Pomaikai Homes, Hale Aloha O Puna, Hale Olaloa, Kauhale O'Hanakahi;
 - (B) Honoka'a waitlist which is comprised of Hale Hauoli;
 - (C) Ka'u waitlist which is comprised of Pahala;
 - (D) Kona waitlist which is comprised of Ka Hale Kahalu'u, Hale Ho'okipa, Kaimalino, Kealakehe, and Nani Olu;
 - (E) Waikoloa waitlist which is comprised of Ke Kumu 'Ekolu; and
 - (F) Waimea waitlist which is comprised of Noelani I & II.
- (3) County of Maui
- (A) East Maui waitlist which is comprised of Kahekili Terrace and Makani Kai Hale;

- (B) West Maui waitlist which is comprised of Pi'ilani Homes and David Malo Circle; and
 - (C) Molokai waitlist which is comprised of Kahale Mua.
- (4) County of Kauai
- (A) East Kauai waitlist which is comprised of Hui O Hanama'ulu, Kapa'a, Hale Nana Kai O Kea, and Hale Ho'olulu; and
 - (B) West Kauai waitlist which is comprised of Ele'ele Homes, Hale Ho'onanea, Kalaheo Homes, Kekaha Ha'aheo, Kawailehua, and Home Nani.

(b) Applicants shall be notified of the opportunity to apply for and be placed on one of the waiting lists through notices posted in a conspicuous place at the authority's offices that accept applications and printed statements in the authority's informational material on its application process.

(c) Placement of applications on the waiting list shall be based upon the following:

- (1) Size of dwelling unit required based on occupancy standards;
- (2) Type of dwelling unit required (e.g., accessible for persons with disabilities);
- (3) Local preference subject to income targeting and deconcentration policies and goals; and
- (4) Date and time of receipt of application.

(d) An applicant cannot remain on a waiting list if they are currently a tenant in any federal public housing program.

(e) An applicant shall notify the authority of any change which will affect applicant's place on the waiting list and the authority's ability to contact applicant. Changes include, but are not limited to, family status, financial status, preference status, mailing address, and current residence.

(f) An applicant may elect to change from one geographic waiting list to another geographic waiting list while maintaining the original date and time of their application upon proper written notice to the authority. [Eff 7/21/05; am and comp 9/4/07; comp

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JAN 20 2019] (Auth: 24 C.F.R. §§960.206; HRS
§§356D-4; 356D-13) (Imp: 24 C.F.R. §960.206; HRS
§§356D-4, 356D-13, 356D-31)

§17-2028-37 Removal from waiting list. An applicant shall not be removed from the waiting list unless:

(a) The applicant requests that applicant's name be removed;

(b) The applicant fails to notify the authority of applicant's continued interest for housing at least once every twelve months;

(c) The applicant no longer meets the eligibility criteria set forth in section 17-2028-22;

(d) The applicant fails to respond to the authority's reasonable contact efforts.

Correspondence to the last known address will constitute reasonable effort to contact;

(e) The applicant fails without good cause to keep a scheduled interview or to provide requested information necessary to determine eligibility; or

(f) The applicant misrepresents any material information to the authority in the application or otherwise. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §§960.206, 960.208; HRS §§356D-4, 356D-13, 356D-31)

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§17-2028-38 Closing the waiting list. (a) The authority, at its discretion, may restrict acceptance of applications, and close the waiting list in whole or in part, when it determines that it will be unable to assist all the applicants on the waiting list within a reasonable period of time.

(b) The authority shall announce any closure and reopening of the application process through notices posted in a conspicuous place at the authority's offices that accept applications.

(c) During periods when application acceptance is closed and until it is reopened, the authority shall not maintain a list of persons to be notified when application acceptance is reopened.

[Eff 7/21/05; am and comp 9/4/07; am and comp 5/40/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13)
(Imp: 24 C.F.R. §960.202, 960.206; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-39 Offers. (a) An applicant shall be afforded one offer to rent a suitable unit.

(b) The offer to eligible applicants shall be made in sequence based upon the following:

- (1) Size of dwelling unit required;
- (2) Type of dwelling unit required (e.g. accessible units for the mobility, hearing or visually impaired);
- (3) Local preferences, subject to income targeting and deconcentration policies and goals; and
- (4) Date and time the application was received.

(c) Upon refusal of one offer, without good cause, the applicant's name will be cancelled from the waiting list on which the applicant's name has been placed.

(d) An applicant shall not be considered to have been offered a unit if an offer has been declined for good cause. Good cause may include, but is not limited to the following:

- (1) The unit is not of the proper size or type and the applicant would be able to reside there only temporarily (e.g., a specially designed unit that is awaiting a person with a disability needing such a unit);
- (2) The unit offered is unsuitable for health or safety reasons for the applicant;
- (3) The applicant is unable to move at the time of the offer and presents clear evidence which substantiates this to the authority's satisfaction, including, but not limited to:

- (A) A doctor verifies that the applicant has just undergone major surgery and needs a period to recuperate;
 - (B) A court verifies that the applicant is serving on a jury which has been sequestered; or
 - (C) A landlord verifies that the applicant has an existing rental agreement that cannot be breached without causing undue financial hardship.
- (4) The applicant's acceptance of the offer would result in undue hardship not related to consideration of race, color, national origin, or language and the applicant presents evidence which substantiates this to the authority's satisfaction (e.g., inaccessibility to source of current employment or day care facilities). [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §§960.202, 960.203, 960.206, 960.208; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-40 Occupancy of accessible dwelling units. (a) The authority shall take the following nondiscriminatory steps to maximize the utilization of accessible units by eligible individuals whose disability requires the accessibility features of the particular unit. When an accessible unit becomes vacant the authority shall, before offering such units to an applicant without a disability, offer such unit:

- (1) First, to a current occupant of another unit of the same project or other projects within the same housing program, having disabilities requiring the accessibility features of the vacant unit and occupying a unit not having such features, or, if no such occupant exists, then

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(2) To an eligible qualified applicant on the waiting list having a disability requiring the accessibility features of the vacant unit.

(b) When an applicant accepts an accessible unit, and the applicant does not have a disability that requires the accessibility features of the unit, the applicant shall be required to agree to move to a non-accessible unit when one becomes available. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: §§356D-4, 356D-13) (Imp: 24 C.F.R. §8.27, ; HRS §§356D-4, 356D-13, 356D-31)

SUBCHAPTER 4

OCCUPANCY AND RENTAL AGREEMENT

§17-2028-51 Rental agreement. (a) A tenant shall enter into a rental agreement with the authority that sets forth the conditions of occupancy for the tenant including, but not limited to, the rental terms, security deposit, smoking prohibitions, eligibility reexaminations and rental adjustments, and for welfare recipients, authorization for the authority to draw rental payments directly from their EBT or bank accounts.

(b) No tenant shall be permitted to remain in a housing project without a valid rental agreement. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §966.4; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-52 Eligibility for continued occupancy.

- (a) To be eligible for continued occupancy in a housing project, the tenant shall:
- (1) Qualify as a family;
 - (2) Conform to the occupancy standards;
 - (3) Abide by smoking prohibitions pursuant to section 17-2028-60;
 - (4) Not have a record of conduct or behavior which may be detrimental to the project, its tenants or employees of the authority; and
 - (5) Except for an exempt individual, conform to the following community service and economic self-sufficiency requirements:
 - (A) Contribute eight hours per month of community service (not including political activities);

- (B) Participate in an economic self-sufficiency program for eight hours per month; or
- (C) Perform eight hours per month of combined activities as described in paragraphs (A) and (B), above.

(b) Except for a newborn child, a person shall not be permitted to join or rejoin the family until the authority verifies that the person meets the eligibility requirements set forth in section 17-2028-22, and approves of the family's request to add a family member as an occupant of the unit. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: C.F.R. §§960.603, 966.4; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-53 Reexamination. (a) For families who pay an income-based rent, the authority shall reexamine a tenant's annual income, assets, family composition, and any other matter necessary to determine a tenant's rent and eligibility for continued occupancy at least once every twelve months.

(b) For families who pay a flat rent pursuant to section 17-2028-62, the authority shall conduct reexaminations as follows:

- (1) At least once every twelve months, the authority shall reexamine the family's composition and any other matter necessary to determine the family's eligibility for continued occupancy; and
- (2) At least once every three years, the authority shall reexamine the family's annual income, assets and any other matter necessary to determine the family's eligibility for continued occupancy.

(c) For all families who include non-exempt individuals, the authority shall also annually reexamine compliance with community service and economic self-sufficiency requirements. [Eff 7/21/05;

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am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**
] (Auth: HRS §§356D-4, 356D-13) (Imp: 24
C.F.R. §§960.257, 966.4; HRS §§356D-4, 356D-13, 356D-
31)

§17-2028-54 Reexamination results. (a) A family shall be given written notification within a reasonable time, after determination by the staff, of both the family's eligibility for continued occupancy and rent schedule.

(b) A family found ineligible for continued occupancy by the staff shall be required to vacate the dwelling unit unless the ineligibility is due to noncompliance with community service requirements pursuant to 24 C.F.R. Part 960, Subpart F as it existed on March 28, 2013. In such cases of noncompliance with community service requirements, the rental agreement shall not be renewed at the end of the twelve month term unless:

- (1) The tenant, and any other noncompliant family member, enter into a written agreement with the authority, in the form and manner required by the authority, to cure such noncompliance in accordance with such agreement; or
- (2) The family provides written assurance satisfactory to the authority that the tenant or other noncompliant family member no longer resides in the unit.

(c) A family aggrieved by the reexamination results may request a hearing pursuant to the authority's grievance procedure as provided in chapter 17-2021. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §§960.257, 960.607, 966.4, 966.51; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-55 Special reexamination. If at the time of admission or reexamination, a family's income cannot be reasonably anticipated for the next twelve-month period, the authority may schedule a special reexamination at any time prior to the next annual reexamination when deemed necessary. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp] (Auth: HRS §§356D-4, 356D-13) (Imp: 24
C.F.R. §5.609; HRS §§356D-4, 356D-13, 356D-31)

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§17-2028-56 Interim rent adjustment. (a) The authority may adjust a family's rent between reexamination if a tenant reports a change in family income. However, adjustments to rent shall not be made for covered families with reduced welfare benefit payments resulting from welfare sanctions for noncompliance with welfare self-sufficiency and work activity requirements. Adjustments, reflecting a lower rent, shall be made effective on the first of the month following the month the report was made. The authority will not process the rent adjustment if it confirms that the decrease in income will last less than thirty calendar days.

(b) A tenant who has obtained a decrease in rent under this section shall report all income increases to the authority which occur prior to the next reexamination within ten business days of when tenant knows the increase will occur, and rent shall be readjusted accordingly. Any increase in rent shall be effective on the first day of the second month following the month in which the change occurred.

(c) A tenant who fails to report any increase in income after obtaining a decrease in rent under this section shall be subject to a back rent charge retroactive to the month in which the rent increase should have been made pursuant to section 17-2028-58.

(d) A tenant shall report to the authority any changes in family composition. Rent adjustment shall be made between reexaminations when a person with income is added to the family and the rent adjustment

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shall be effective on the first of the second month following the approved inclusion. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp JAN 20 2019] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §§5.615, 960.257, 966.4; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-57 Tenant transfers. (a) Tenant transfers shall be made without regard to race, sex, color, creed, age, religion, gender identity, sexual orientation, handicap, national origin, or familial status.

(b) The authority may transfer a family to another dwelling unit:

- (1) To prevent overcrowding or under utilization of a dwelling unit as determined by the authority at the time of the annual or interim reexamination;
- (2) To preserve the purpose for which a project or unit was specifically developed or designed such as to meet the needs of the elderly or persons with disabilities;
- (3) Based on an emergency where conditions of the dwelling unit, building or project pose an immediate, verifiable threat to life, health or safety of the family;
- (4) For economic reasons affecting the tenant or the authority;
- (5) For administrative reasons determined by the authority including, but not limited to, permitting modernization, renovation, or rehabilitation work and transferring eligible tenants with disabilities from State-aided public housing projects to federally-assisted public housing projects; or
- (6) As a reasonable accommodation.

(c) Tenant transfers may take priority over new admissions.

(d) A family shall be afforded one offer to transfer to a unit that meets the criteria set forth in (b) above within the same housing project in which the family resides. If such unit is not available, the family may then be offered a unit in another housing project under the control of the management unit. If such a unit is not available, the family may then be offered a suitable unit on the island on which the family resides. Declining an offer to transfer for good cause as determined by the authority shall not be considered a refusal.

(e) A family requesting a transfer shall not be transferred during periods when eviction proceedings have been initiated or are in process against such family, which includes the issuance of a notice of violation of the rental agreement by the authority for which the authority is seeking eviction, or scheduling a grievance hearing related to same or during any periods of conditional deferment of eviction action against such family.

(f) A family requesting a transfer, who is not current with rent or other charges, and who does not have an approved payment arrangement shall not be transferred until the situation is resolved to the satisfaction of the authority.

(g) A family shall not be transferred between any federally-assisted housing programs.

(h) The authority may terminate the rental agreement of a family who refuses to transfer as required by the authority. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp JAN 20 2019]
(Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §966.4; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-58 **Backcharges.** (a) A family shall pay in full any backcharges within ninety days from the date of notification of the backcharge; provided that where the family timely reports a change in income to the authority and a backcharge results from an increase in income, payment for any backcharges

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shall not be due until ninety days from the date of a completed reexamination or interim rent adjustment. Failure to do so shall result in the termination of the rental agreement.

(b) The authority may, in its discretion, elect to negotiate a reasonable payment arrangement with a family to ensure payment in full of any backcharges. When the authority determines not to exercise this discretion, the family shall be responsible for the full balance of backcharges as stated in subsection (a). [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §966.4; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-59 Rental agreement termination. (a) A family shall give the authority at least twenty-eight days written notice that the family will vacate the family's unit prior to the vacate date.

(b) The authority may terminate a rental agreement when the tenant, any member of the tenant's household, or any guest or other person under the tenant's control:

- (1) Fails to observe or perform any covenant or obligation of the rental agreement, or rule of the authority or housing project, or law or ordinance of a governmental agency that pertains to or establishes standards of occupancy. This includes but is not limited to the following:
 - (A) Serious or repeated violation of the material terms of the rental agreement, including failure to make payments due or fulfill household obligations set forth in the rental agreement;
 - (B) Failure to provide family income, assets, employment and composition information and documentation to enable the authority to determine the family's

- rental rate and eligibility for continued occupancy;
- (C) Family no longer conforms to the occupancy limits as established by the authority for the unit occupied by the family and the family refuses to move to the first appropriate size unit offered;
 - (D) When requested by the authority due to health and safety, repair, abatement, construction or renovation of the dwelling unit, the family refuses to move;
 - (E) Family is ineligible for continued occupancy;
 - (F) Failure of a family member to comply with community service requirement provisions of 24 C.F.R. part 960, subpart F as it existed March 28, 2013, provided that such failure shall result in non-renewal of rental agreement and termination of tenancy at the end of the twelve-month rental agreement term;
 - (G) At the time of admission, reexamination, interim or at any other time, the family has submitted false information or has withheld valuable information or has made wilful misstatements; and
 - (H) Family fails to accept the authority's offer of a revision to the existing rental agreement.
- (2) Engages in the illegal use of a drug or gives the authority reasonable cause to believe that the illegal use (or pattern of illegal use) of a drug or abuse (or pattern of abuse) of alcohol may interfere with the health, safety, or right to peaceful enjoyment of the premises by other tenants;
 - (3) Who the authority determines engages in any criminal activity that threatens the health,

- safety, or right to peaceful enjoyment of the premises by other tenants;
- (4) Who the authority determines engages in any drug-related criminal activity on or near the authority's premises;
 - (5) Threatens the health or safety of an employee, contractor or agent of the authority or State;
 - (6) Violates the smoking prohibitions pursuant to section 17-2028-60 on more than three occasions and receives written notice of said violations; provided that if tenant, any member of the tenant's household, or any guest or other person under the tenant's control receives only one violation of section 17-2028-60 in one year, and participates in and completes a smoking cessation service program within the same year, the authority will clear the one violation and shall not deem the incident as a violation for the following year;
 - (7) Fails to maintain utility services;
 - (8) Has been convicted of a felony during the term of the tenancy, and the felony is related to the authority's property or funds, the resident association or tenant association's property or funds, homicide, assault, terroristic threatening, firearms, dangerous weapons, kidnapping, sexual assault, extortion, burglary, unauthorized control of propelled vehicle, and criminal property damage. This subsection does not apply to tenant's guest or other person under tenant's control;
 - (9) Flees to avoid prosecution, or custody or confinement after conviction, for a crime, or attempt to commit a crime, that is a felony under the laws of the place from which the individual flees;
 - (10) Violates a condition of probation or parole imposed under federal or state law; or

(11) Engages in wilful damage to the authority's property.

(c) The authority shall give a tenant written notice of the proposed termination of the rental agreement that conforms to 24 C.F.R. §966.4 as it existed on March 28, 2013, such as:

- (1) Fourteen days in the case of failure to pay rent except for nonpayment of minimum rent during the 90-day period beginning the month following the family's request for a financial hardship exemption pursuant to section 17-2028-61(b);
- (2) A reasonable time commensurate with the exigencies of the situation in the case of creation or maintenance of a threat to the health or safety of other tenants or project employees; or
- (3) Thirty days in all other cases.

The authority shall terminate a rental agreement in accordance with chapter 356D, HRS.

(d) The authority may terminate a rental agreement if any member of the family engages in the use of marijuana, even if pursuant to a lawful prescription under part IX of the Hawaii uniform controlled substances act as it existed on March 28, 2013. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: 24 C.F.R. §966.4; §§356D-4, 356D-13; 356D-98) (Imp: 24 C.F.R. §966.4; HRS §§356D-4, 356D-13, 356D-31, 356D-92)

§17-2028-60 **Smoking prohibited.** (a) Smoking is prohibited in all public housing projects, or portions of public housing projects, including inside dwelling units, unless specifically exempted by the authority in the ACOP, including:

- (1) In all common areas, community facilities, administrative offices or maintenance areas in and around the authority's public housing projects, including vehicles owned or leased by the authority. The authority may

designate additional common areas in the ACOP; and

- (2) Within a presumptively reasonable minimum distance of twenty five feet from entrances, exits, and windows that open to common areas, community facilities, and dwelling units, and ventilation intakes that serve common areas, community facilities, and dwelling units, including enclosed or partially enclosed areas where smoking is prohibited.

(b) This prohibition applies to the use of marijuana, even if its use is pursuant to a lawful prescription under part IX of the Hawaii uniform controlled substances act as it existed on March 28, 2013 that was given subsequent to tenant placement in the dwelling unit.

(c) Where smoking is not prohibited in a dwelling unit pursuant to subsection (a) and the household includes a person who smokes as disclosed pursuant to section 17-2028-22, the family shall pay a non-refundable monthly fee of \$5.00.

(d) The authority may discontinue the monthly fee required in subsection (c) when a family can demonstrate to the authority reasonable cause to believe that no member of the household continues to smoke. For the purposes of this subsection:

- (1) "Reasonable cause to believe" means by a preponderance of the evidence; and
- (2) In determining whether to discontinue charging the monthly fee, the authority may consider completion of a smoking cessation program. [Eff and comp 5/24/14, am and comp **JAN 20 2019** (Auth: §§356D-4, 356D-6.5, 356D-13, 328J-2) (Imp: 24 C.F.R. §§903.7, 966.3; HRS §§356D-4, 356D-6.5, SLH 2018, Act 127, §1, 356D-13, 356D-31)

SUBCHAPTER 5

RENTS, SECURITY DEPOSITS, and OTHER CHARGES

§17-2028-61 Minimum rents. (a) There is established a minimum rent of \$50.00 per month.

(b) The authority shall grant an exemption from payment of minimum rent if the family is unable to pay the minimum rent because of financial hardship attributable only to the following situations:

- (1) The family has lost eligibility for or is awaiting an eligibility determination for a Federal, State, or local assistance program;
- (2) The family would be evicted because it is unable to pay the minimum rent;
- (3) The income of the family has decreased because of changed circumstances, including loss of employment;
- (4) A death has occurred in the family; and
- (5) Other circumstances determined by the authority or HUD.

(c) If a family requests a financial hardship exemption, the authority shall suspend the minimum rent requirement beginning the month following the family's request for a hardship exemption, and continuing until the authority determines whether there is a qualifying financial hardship and whether it is temporary or long term.

(d) When the authority determines that a qualifying financial hardship is temporary, the authority shall reinstate the minimum rent from the beginning of the suspension of the minimum rent ninety days after receiving the exemption request. The authority shall offer a reasonable payment arrangement to the family to ensure payment in full of any backcharges.

§17-2028-61

(e) When the authority determines a qualifying financial hardship is long term, the authority shall exempt the family from the minimum rent requirements so long as such hardship continues. Such exemption shall apply from the beginning of the month following the family's request for a hardship exemption until the end of the qualifying financial hardship.

(f) When the authority determines that there is no qualifying financial hardship exemption, the authority shall reinstate the minimum rent, including back rent owed from the beginning of the suspension. The family shall be responsible for backcharges as established in section 17-2028-58 and shall not be eligible for payment arrangements as provided under section 17-2028-58(b). [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**]
(Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. 5.630; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-62 Choice of rent. Once a year, the authority shall give each family the opportunity to choose between two methods of determining the monthly tenant rent. The family may choose to pay either a flat rent or income-based rent.

(a) The flat rent shall be the fair market rents ("FMRs") that are determined by HUD, at least annually, pursuant to 24 C.F.R. §888.113 as it existed on March 28, 2013. These FMRs, which include utilities (exclusive of telephone and cable television), are established for dwelling units of various bedroom sizes. Because the FMRs are determined by HUD and the authority has no discretion to amend or change the FMRs, the FMRs shall be established without a public hearing as provided in Section 91-3(d), HRS.

(b) The income-based rent is based on thirty per cent of the family's monthly adjusted income or ten per cent of the family's monthly income, or the minimum rent set forth in section 17-2028-61, whichever is greater.

- (1) The income-based rent does not include charges for excess utility consumption or other charges.
- (2) The income-based rent shall not exceed the total tenant payment pursuant to 24 C.F.R. §5.628 as it existed on March 28, 2013, for the family minus any applicable utility allowance for tenant-paid utilities. If the utility allowance exceeds the total tenant payment, the authority shall pay such excess amount (the utility reimbursement) either to the family or directly to the utility supplier to pay the utility bill on behalf of the family. If the authority pays the utility supplier, the authority shall notify the family of the amount of the utility reimbursement paid to the supplier.
- (3) For purposes of establishing the income-based rent, the authority shall exclude from annual income the earned income of previously unemployed family members and increases in earnings of a family member during participation in any economic self-sufficiency or other job training program as provided for in 24 C.F.R. §960.255 as it existed on March 28, 2013 and the PHA plan.

(c) If a family is unable to pay the flat rent because of financial hardship, the family may at any time request a switch to payment of income-based rent prior to the next annual option to select the type of rent. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §356D-15) (Imp: HRS §§356D-4, 356D-13; 24 C.F.R. §§5.628, 960.253, 960.255; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-63 Security deposits. (a) Prior to admission to a housing project, a family shall pay a security deposit in an amount not to exceed one month's rent. The security deposit may be applied to rent or

§17-2028-63

used to repay charges owed to the authority upon the termination of the rental agreement.

(b) Where smoking is not prohibited in a dwelling unit pursuant to section 17-2028-60(c) and the household includes a person who smokes as disclosed pursuant to section 17-2028-22, the family shall pay an initial refundable smoking deposit of \$75.00.

(c) The authority may charge a non-refundable community facilities maintenance fee of not less than one per cent of the community facilities expenses for rental and use for private functions. Resident associations that are duly recognized by the authority shall be exempt from the payment of this deposit.

[Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §966.4; HRS §§356D-4, 356D-13, 356D-31).

§17-2028-64 **Other Charges.** The authority may charge a family, in addition to monthly rent and applicable utility charges, the following:

(a) A late fee of \$25.00 if the monthly rent is paid after the seventh business day of that month;

(b) A dishonored check fee of \$25.00 for every check made payable to the authority that is returned for insufficient funds; and

(c) Maintenance costs which includes repair costs related to damages to the dwelling unit or appliances or equipment furnished by the authority, in excess of ordinary wear and tear, and for any repairs to project buildings, facilities, or common areas required because of the wrongful act or negligence of the family or the family's guest or visitor.

[Eff and comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §966.4; HRS §§356D-4, 356D-13, 356D-31).

SUBCHAPTER 6

FAMILY SELF-SUFFICIENCY PROGRAM

§17-2028-71 Family self-sufficiency program.

The objective of the authority's family self-sufficiency (FSS) program is to reduce the dependency of low-income families on welfare assistance, section 8, public housing, or any federal, state, or local rent or homeownership subsidies. Under the family self-sufficiency program, low-income families are provided opportunities for education, job training, counseling, and other forms of social service assistance, while living in assisted housing, so that they may obtain the education, employment, and business and social skills necessary to achieve self-sufficiency. [Eff 7/21/05; am and comp 9/4/07; comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. Part 984; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-72 Eligibility. (a) Tenants in the authority's federal public housing program are eligible to participate in the family self-sufficiency program.

(b) Preference shall be given to applicants who already receive family self-sufficiency-related support services for fifty per cent or less of the allocations. [Eff 7/21/05; am and comp 9/4/07; comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. Part 984; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-73 Recruitment and outreach. (a) The authority shall conduct outreach programs to recruit participants for the family self-sufficiency program.

(b) Outreach efforts may include the following:

- (1) Sending informational brochures to each family participating in the authority federal public housing program;
- (2) Conducting orientation sessions for families who express an interest in participating in the family self-sufficiency program; and
- (3) Identifying and targeting potential families in the authority's caseloads.

[Eff 7/21/05; am and comp 9/4/07;

comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. Part 984; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-74 Selection. (a) Families will be selected without regard to race, color, religion, sex, disability, gender identity, sexual orientation, familial status, or national origin.

(b) Families will be selected by date of receipt of the family self-sufficiency application.

(c) In the event there are more applicants than family self-sufficiency allocations available, the authority shall conduct a lottery to determine placement on the waiting list.

(d) Initially, up to twenty-five tenants may be selected to participate in the family self-sufficiency program. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. Part 984; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-75 Termination or withholding of service. (a) The authority shall monitor and assess the family self-sufficiency participant's progress and compliance with the goals set forth in the contract of

participation. When the authority determines that the family self-sufficiency participant is not making progress or complying with the goals of the contract of participation, the authority shall notify the family self-sufficiency participant of such determination and provide the family self-sufficiency participant six months to demonstrate compliance with the plan of the contract of participation.

(b) If no progress has been made or the family self-sufficiency participant is still not complying with the contract of participation after the six-month period, the authority shall provide the family self-sufficiency participant with a written notice of intent to terminate or withhold services and of the opportunity to request an informal hearing.

[Eff 7/21/05; am and comp 9/4/07; comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13)
(Imp: 24 C.F.R. Part 984; HRS §§356D-4, 356D-13, 356D-31)

SUBCHAPTER 7

SPECIAL PROGRAMS

§17-2028-81 **Special programs.** The authority may administer programs that are created for special or specific purposes to benefit specific categories of persons pursuant to HUD regulations governing those programs. This may include selection from wait lists and lists of participants using criteria that are different from those provided in this chapter. [Eff 7/21/05; am and comp 9/4/07; comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. 960.505; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-82 **Occupancy by police officers.**

(a) For purposes of this section, "police officer" means a person determined by the authority to be, during the period of residence of that person in public housing, employed on a full-time basis as a duly licensed professional police officer by a federal, State or local government or by any agency of these governments.

(b) For the purpose of increasing security for tenants of a public housing project, the authority may allow police officers that would not otherwise be eligible for occupancy in public housing, to reside in a public housing dwelling unit.

(c) The authority shall include in the PHA annual plan or supporting documents the number and location of the units to be occupied by police officers, and the terms and conditions of their tenancies; and a statement that such occupancy is needed to increase security for public housing tenants.

(d) Occupancy by police officers shall be carried out pursuant to 24 C.F.R. §960.505, as it existed on March 28, 2013. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §960.505; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-83 Designated housing. (a) The authority may designate public housing projects, or portions of public housing projects, for occupancy by disabled families, elderly families, or mixed populations of disabled and elderly families.

(b) The authority shall designate public housing projects, or portions of public housing projects in accordance with 24 C.F.R. Part 945 as it existed on March 28, 2013. The authority shall also include a description of the designation activity in the PHA plan. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. Part 945; HRS §§356D-4, 356D-13, 356D-31)

SUBCHAPTER 8

HOUSEHOLD PETS

§17-2028-91 Pet ownership. (a) The authority may permit pet ownership by tenants of public housing, subject to compliance with the authority's pet policy established in the PHA plan.

(b) This subchapter does not apply to animals that assist, support or provide service to persons with disabilities. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp JAN 20 2019] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §§960.705, 960.707; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-92 Conditions for pet ownership.

(a) A tenant shall comply with the authority's reasonable conditions for pet ownership that include, but are not limited to, the following:

- (1) Obtaining a permit from the authority to own a pet pursuant to the requirements set forth in the authority's pet policy established in the PHA plan; and
- (2) Complying with the authority's rules for pet ownership.

(b) The authority may revoke a pet permit for the following reasons:

- (1) The authority determines that the pet is not properly cared for;
- (2) The pet presents a threat to the safety and security of other tenants, employees of the authority, contractors and others on the premises;
- (3) The pet is destructive or causes an infestation;
- (4) The pet disturbs other tenants for reasons including, but not limited to, noise, odor,

cleanliness, sanitation, and allergic reactions;

- (5) The pet owner fails to provide an annual update on the pet as required in the pet rules;
- (6) The resident association or project pet committee, which consists of tenants with and without a pet, recommends to the authority that the pet permit be revoked due to a demonstrated lack of cooperation and responsibility in maintaining the pet; or
- (7) Tenant fails to pay on a timely basis the following applicable pet fees:
 - (A) An initial pet deposit of \$75.00 or an amount equal to the total tenant payment, whichever is lower; and
 - (B) For owners of a dog or cat, a non-refundable monthly fee of \$5.00. This fee shall not apply to residents of projects for the elderly and persons with disabilities. [Eff 7/21/05; am and comp 9/4/07; am and comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: 24 C.F.R. §§5.318, 960.705, 960.707; HRS §§356D-4, 356D-13, 356D-31)

§17-2028-101

SUBCHAPTER 9

MISCELLANEOUS PROVISIONS

§17-2028-101 Severability. If any part, section, sentence, clause, or phrase of this chapter, or its application to any person or transaction or other circumstances, is for any reason held to be unconstitutional or invalid, the remaining parts, sections, sentences, clauses, and phrases of this chapter, or the application of this chapter to other persons or transactions or circumstances, shall not be affected. [Eff 7/21/05; am and comp 9/4/07; comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §§356D-4, 356D-13) (Imp: HRS §1-23)

§17-2028-102 Number and gender. Words in the singular or plural number and masculine gender shall have the same meaning as defined in section 1-17, HRS." [Eff 7/21/05; am and comp 9/4/07; comp 5/24/14; comp **JAN 20 2019**] (Auth: HRS §356D-4, 356D-13) (Imp: HRS §1-17)

IS-EN-01-MAL-EP
 OFFICE OF THE ATTORNEY GENERAL

DEPARTMENT OF HUMAN SERVICES

Amendments to and compilation of chapter 2028, title 17, Hawaii Administrative Rules, on the Summary Page dated November 15, 2018 were adopted on November 15, 2018 following a public hearing held on October 25, 2018, after public notice was given in the Honolulu Star-Advertiser, the Maui news, the Garden Island, West Hawaii Today, and the Hawaii Tribune-Herald on September 24, 2018.

They shall take effect ten days after filing with the Office of the Lieutenant Governor.



PONO SHIM, Chairperson
Board of Directors
Hawaii Public Housing Authority



DAVID Y. IGE
Governor
State of Hawaii

Dated: 01-10-2019

APPROVED AS TO FORM:



Deputy Attorney General

Filed: _____

LIEUTENANT GOVERNOR S
OFFICE

19 JUN 10 P 3:27

EXHIBIT A

OCCUPANCY GUIDELINES

The authority does not determine who shares a bedroom/sleeping room, but there must be at least one person per bedroom. The Occupancy Guidelines for determining unit size shall be applied in a manner consistent with Fair Housing guidelines.

For occupancy guidelines, an adult is a person 18 years or older.

All guidelines relate to the number of bedrooms in the unit. Dwelling units will be so assigned that:

One bedroom will be generally assigned for every two family members. The authority shall consider factors such as family characteristics including sex, age, or relationship, the number of bedrooms and the size of sleeping areas or bedrooms and the overall size of the dwelling unit. Consideration shall also be given for medical reasons and the presence of a live-in aide.

Single person families shall be allocated one bedroom.

GUIDELINES FOR DETERMINING BEDROOM SIZE FOR WAIT LIST

Bedroom Size	Persons in Household: <u>(Minimum #)</u>	Persons in Household: <u>(Maximum #)</u>
0 Bedroom	1	1
1 Bedroom	1	2
2 Bedrooms	2	4
3 Bedrooms	3	6
4 Bedrooms	4	8
5 Bedrooms	6	10

Universal Request: Partners In Care, Coordinated Entry System

* Required

1. Email address *



Special Prioritization

According to HUD guidance established in 24 CFR 576.400(e), 578.7(a)(8), 576.400(d), CPD 14-14-012, CPD 16-11, and CPD-17-01, providers may request through the case conferencing administration process, for clients to be considered for a special housing referral, when there is clear documented evidence of greater need, and such assignment meets the long-term, sustainable, housing needs, related to the conditions of consideration.

Please answer all questions applicable to the nature of request.

2. Agency / Program submitting request: *



Are you the designated P.O.C. for your program?

According to Partners In Care CES Policies and Procedures: Each program shall appoint one staff member (and have an established alternate staff member) to serve as the point of contact designated to submit special requests for prioritization and/or advancement on the By Name List.

3. **Last Name of staff APPROVED to submit request:** *

4. **Staff First Name:** *

5. **Job title:** *

6. **Phone #:** *

Client Vulnerability Survey

7. **Client Last Name:** *

8. **Client First Name:** *

9. **Client age:** *

10. **VI-SPDAT type:**

Mark only one oval.

- Singles VI-SPDAT
 Families VI-SPDAT
 Youth TAY-SPDAT

11. **HMIS Client ID # for Head of Household:**

12. VI-SPDAT score

Mark only one oval.

- 18
- 17
- 16
- 15
- 14
- 13
- 12
- 11
- 10
- 9
- 8
- 7
- 6
- 5
- 4
- 3
- 2

Veteran Status:



13. Method of Discharge*Mark only one oval.*

- Honorable Discharge
- General Discharge
- Other than Honorable Discharge
- Bad Conduct Discharge
- Dishonorable
- Eligible: Reserves/National Guard with 30 + days active status
- Ineligible: Reserves/National Guard due to less than 30 days active status
- Needs DD-214 to Verify
- Unverified: client reports VA eligibility
- Not a veteran

Determinants of Health

14. Health Plan: **Mark only one oval.*

- AlohaCare
- HMSA
- Kaiser
- Ohana
- United HealthCare
- AMHD
- AlohaCare-CCS
- HMSA-CCS
- Medicare
- Kaiser-CCS
- Ohana-CCS
- United HealthCare-CCS
- VA
- Unsure

15. Health Plan Service Coordinator name & contact info:

16. Please Check all the HUD qualifying disabilities that apply to the head of household.

Check all that apply.

- Mental Health Disability
- Physical Health Disability
- Substance Abuse
- Cognitive Disability
- Developmental Disability
- Post Traumatic Stress Disorder (Trauma)
- none
- Other: _____



17. Current Transportation Status:

Check all that apply.

- Disability Bus Pass
- Elderly Bus Pass
- Monthly Bus Pass
- Car
- None

18. Total Monthly SNAP Benefits (\$) for entire household: *

ALL adults in household monthly benefits before taxes (no "Under the Table")

Financial



19. Total Monthly Financial Resources (\$) for entire Household: *

ALL adults in household monthly income before taxes (no "Under the Table")

20. What are the current and/or projected sources of income? **Check all that apply.*

- Employment
- General Assistance
- Social Security Disability Income (SSDI)
- Social Security Retirement
- Supplemental Security Income (SSI)
- Support from family or friend
- "Under the table"
- Unemployment
- Veteran's Disability
- Unknown
- None
- Other: _____

21. Representative Payee name/contact (if applicable):

Family Composition

22. TOTAL # in the current household (adults and children)? **Mark only one oval.*

- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- more than 10

23. Is anyone in household pregnant?*Mark only one oval.*

- Yes
- No

24. Any Children Under Age 5?*Mark only one oval.*

- Yes
- No

25. Ages of children in household (#,#,#...):

26. Name of DOE Community Homeless Concerns Liaison involved?

Homeless History

27. Length of homelessness **Mark only one oval.*

- 12+ months (consecutive)
- 4 episodes in past 3 years = 12+ months
- under 12 months
- under 6 months
- under 3 months

28. Type of place Homeless client sleeps most often **Mark only one oval.*

- Emergency Shelter
- Streets / Sidewalks
- Park(s)
- Beach(s)
- Other places not meant for human habitation
- Transitional Shelter

29. Region of homeless location **Mark only one oval.*

- 1.) Downtown Honolulu: Salt Lake to Piikoi Street
- 2.) East Honolulu: Piikoi St. to Hawaii Kai, including Waikiki
- 3.) Ewa: Aiea to Kapolei
- 4.) Windward: Kaneohe to Waimanalo
- 5.) North: Wahiawa to North Shore
- 6.) Upper Windward: Kahaluu to Kahuuku
- 7.) Waianae Coast



Housing Barriers

30. **What Identification Documents does client currently possess? (you may check more than one)**

Check all that apply.

- State ID
- Driver's License
- Birth Certificate
- Social Security Card
- Passport
- Veterans Picture ID
- Veterans DD-214
- Other: _____

31. **Geographic area where client is NOT WILLING to accept housing:**

Check all that apply.

- 1.) Downtown Honolulu: Salt Lake to Piikoi Street
- 2.) East Honolulu: Piikoi St. to Hawaii Kai, including Waikiki
- 3.) Ewa: Aiea to Kapolei
- 4.) Windward: Kaneohe to Waimanalo
- 5.) North: Wahiawa to North Shore
- 6.) Upper Windward: Kahaluu to Kahuuku
- 7.) Waianae Coast



32. Housing barriers or special considerations?

Check all that apply.

- Elevator or first floor room required (cannot climb stairs)
- ADA unit needed
- Comfort/Service animal (legally authorized)
- One dog
- Multiple dogs
- Other pets as part of placement
- Transgender female
- Transgender male
- None
- Other: _____

33. Legal barriers to housing?

Check all that apply.

- Eviction from housing in past 5 years
- Felony assault conviction in past 10 years
- Felony sex offense conviction
- Felony conviction for drug distribution in past 10 years
- Current/Active Temporary Restraining Order (TRO)
- Unknown
- No known legal barriers
- Other: _____



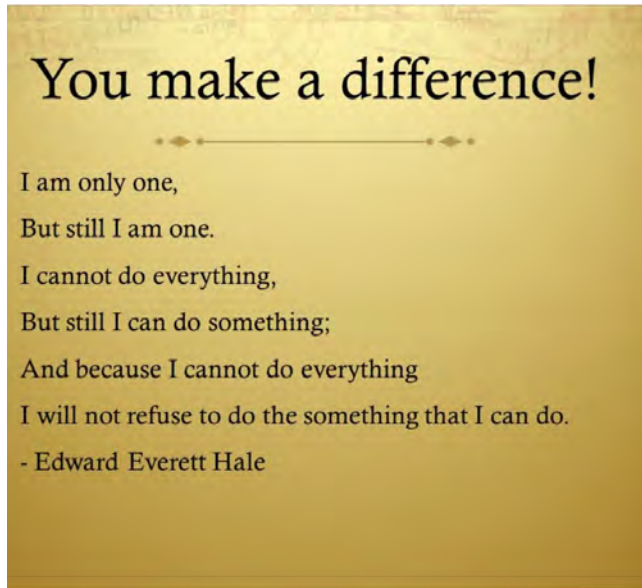
34. What category of Housing Assistance is being requested? *

Mark only one oval.

- Permanent Supportive Housing *Skip to question 35.*
- Bridge (Interim) Housing in Transitional Housing facility until PSH is available *Skip to question 35.*
- Mental Supportive Housing: Community-based Shelter Plus Care / Housing First *Skip to question 35.*
- Mental Health Supportive Housing: Single Room Occupancy Unit (Semi-Independent) *Skip to question 35.*
- Mental Healthy Supportive Housing: Group Home (Semi-Independent) *Skip to question 35.*
- Rapid Rehousing: Short Term, 1 to 3 months *Skip to question 34.*
- Rapid Rehousing: Medium Term, 3 to 9 months *Skip to question 34.*
- Rapid Rehousing Security Deposit: Permanent Housing Solution (Section 8 or Foster Home) *Skip to question 34.*
- Rapid Rehousing Security Deposit: Client Actively Engaged in Employment Development Program, also working with Housing Program Navigator / Case Manager *Skip to question 34.*
- Transitional Housing *Skip to question 34.*
- Transitional Housing: Despite VI-SPDAT score higher than TH range, housing sustainability can be achieved. *Skip to question 34.*
- Other: *Skip to question 34.*

Additional Information:

35. Please feel free to add other relevant information:



Stop filling out this form.

Permanent Supportive / Bridge (Interim) Housing

Interim / Bridge Housing * For clients on BNL to receive placement in transitional housing while being categorized as bridge housing AND therefore still be eligible for a PSH referral, a provider may send this request to case conferencing administration that may note that the grantee/recipient/sponsor staff must document a client's homelessness status at intake into the project, and should follow HUD's stated preferred order for documentation (CoC - 578.103(a)(3) and ESG - 576.500(b)).

36. Is client willing to accept interim / bridge housing if PSH is NOT available for 1 to 6 months? *

Mark only one oval.

- Yes
- No

Treating Professional Info:



37. Primary Care: physician & contact info:

38. Mental Health: treating professional & contact info:

39. **AMHD/CCS: program, staff name, contact info:**

40. **Does client need an 1157 assessment for mental health support?**

Mark only one oval.

- Yes
- No
- Unknown

41. **Alcohol/Drug Treatment Program: contact info & treatment plan:**

Most Vulnerable with Greatest Need



U.S. Department of Housing and Urban Development
Office of Community Planning and Development

Special Attention of: All Secretary's Representatives All Regional Directors for CPD All CPD Division Directors Continuums of Care (CoC) Recipients of the Continuum of Care (CoC) Program	Notice: CPD-14-012 Issued: July 28, 2014 Expires: This Notice is effective until it is amended, superseded, or rescinded Cross Reference: 24 CFR Parts 578 and 42 U.S.C. 11381, <i>et seq.</i>
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Subject: Notice on Prioritizing Persons Experiencing Chronic Homelessness and Other Vulnerable Homeless Persons in Permanent Supportive Housing and Recordkeeping Requirements for Documenting Chronic Homeless Status

42. **Please identify the verified condition(s) that justify advancing this client ahead of all other homeless on the By Name List. ***

Check all that apply.

- Vulnerability to illness or death
- Vulnerability to victimization including physical assault and abuse
- Functional impairments causing long-lasting physical incapacity
- Functional impairments causing long-lasting mental incapacity
- Undergoing life-sustaining medical treatment
- Being deprived of life-sustaining medical treatment due to homeless situation
- Has a terminal illness
- Other: _____

Severity of Need:

Treating professional's statement of medical necessity: 1) stable housing necessary to support life-sustaining care, & steady recovery, 2) Without housing the symptoms and conditions will persist & become life-threatening.

43. Please enter the treating professional's statement of medical necessity: *

44. Please upload any supporting documentation of medically compromised, vulnerable, and/or acute conditions:

Files submitted:

45. Estimated number of ER/hospital visits per month:

Mark only one oval.

	0	1	2	3	4	5	6	7	8	9	10	
lower # of ER visits	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	higher # of ER visits

46. Does client have the ability to live independently? *

Mark only one oval.

- Yes Skip to question 34.
- No Skip to question 46.
- Yes with chore services in place Skip to question 46.

Skip to question 34.

Functional Assessment



47. Enter score of recent 1147 Assessment (if available):

48. 1) Medication management:

Mark only one oval.

0 1 2 3

Independent without assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Unable to manage and take medications without assistance
--------------------------------	-----------------------	-----------------------	-----------------------	-----------------------	--

49. 2) Vision / Hearing / Speech

Mark only one oval.

0 1 2

Normal w/ minimal impairment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Has complete absence of one of these
------------------------------	-----------------------	-----------------------	-----------------------	--------------------------------------

50. 3) Communication functioning:

Mark only one oval.

0 1 2

Adequately communicates needs/wants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Unable to communicate needs/wants
-------------------------------------	-----------------------	-----------------------	-----------------------	-----------------------------------

51. 4) Memory functioning:

Mark only one oval.

0 1 2

Normal or minimal memory impairment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Problem with both short and long term memory
-------------------------------------	-----------------------	-----------------------	-----------------------	--

52. 5) Orientation: Mental Status

Mark only one oval.

0 1 2 3 4

Mentally alert and aware of surroundings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Disoriented and completely unaware of surroundings
--	-----------------------	-----------------------	-----------------------	-----------------------	-----------------------	--

53. 6) Feeding

Mark only one oval.

0 1 2

Independent without assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Requires assistance
--------------------------------	-----------------------	-----------------------	-----------------------	---------------------

54. 7) Transferring:

Mark only one oval.

	0	1	2	3	4	
Independent with or without assistive device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Cannot transfer from bed or toilet without assistance

55. 8) Ambulate:

Mark only one oval.

	0	1	2	3	4	5	
Independent without assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Unable to walk

56. 9) Bowel / Bladder function:

Mark only one oval.

	0	1	2	3	
Continent / independent without assistive device	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Incontinent - no control

57. 10) Bathing:

Mark only one oval.

	0	1	2	3	
Independent without assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Cannot bathe without total assistance

58. 11) Dressing and Personal Grooming:

Mark only one oval.

	0	1	2	3	
Independent without assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Requires total help in dressing/undressing/grooming

59. 12) Housecleaning:

Mark only one oval.

	0	1	2	3	
Independent without assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Unable to safely clean living area

60. 13) Shopping:

Mark only one oval.

	0	1	2	3	
Independent without assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Unable to safely go shopping

61. 14) Laundry:

Mark only one oval.

	0	1	2	
Independent without assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Unable to safely do the laundry

62. 15) Meal Preparation:

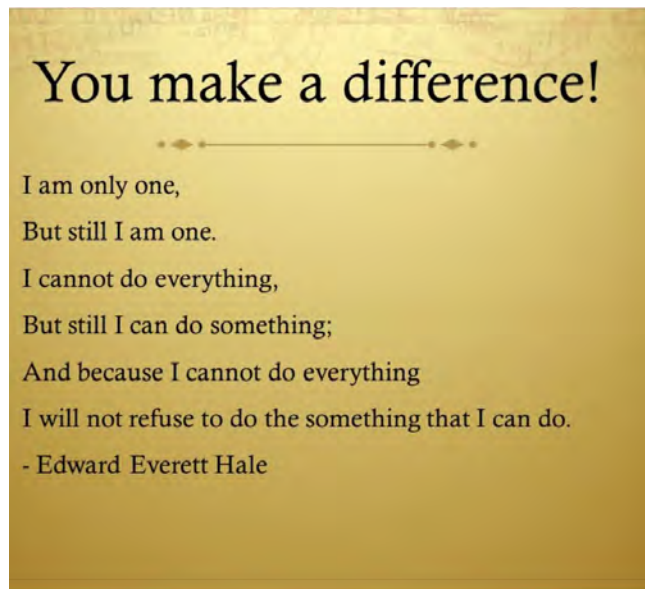
Mark only one oval.

	0	1	2	
Independent without assistance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Unable to safely prepare a meal

Skip to question 34.

Additional Information:

63. Please feel free to add other relevant information for consideration:



A copy of your responses will be emailed to the address you provided



Identifying
First Name*: _____ **Last Name*:** _____

Client has nickname
Nickname _____

Birth Date*: _____ Full DOB Partial (MM/YY) Partial (DD/YY)
Age: _____ Client doesn't know Refused Data not collected

Gender*

-
- Male
-
-
- Female
-
-
- Transgender Male to Female
-
-
- Transgender Female to Male
-
-
- Client Refused
-
-
- Other _____

Social Security#*: _____

-
- Full
-
-
- Partial
-
-
- Client doesn't know
-
-
- Refused
-
-
- Data Not Collected

Which VI SPDAT would you like to fill out for this client*?
 Family

Citizenship Status

-
- U.S. Citizen
-
- U.S. National
-
- Undocumented
-
-
- Eligible Non-Citizen (American Samoa or Swains Island)
-
- Client doesn't know
-
-
- Non-US Citizen COFA
-
- Client refused
-
-
- Ineligible Non-Citizen
-
- Data Not Collected

Language in which client is best able to express him/herself *

-
- Chinese
-
- Japanese
-
- Tagalog
-
-
- Chuukese
-
- Korean
-
- Vietnamese
-
-
- English
-
- Marshallese
-
- Other _____
-
-
- Ilocano
-
- Spanish

Has client ever served in the US Military?*
 Yes No Refused

Sharing
Relationship to Head of Household* Self (H of H)

Sharing* Shared Not Shared

Add Family Member (Children)

First Name*:	Last Name*:	Birth Date*:	Age:	Gender*:
1) _____	_____	_____	_____	_____
Relationship to Head of Household*		Social Security#*:		
<input type="checkbox"/> Spouse	<input type="checkbox"/> Other Relative	_____	<input type="checkbox"/> Full DOB	<input type="checkbox"/> Male
<input type="checkbox"/> Child	<input type="checkbox"/> Other Non-Relative		<input type="checkbox"/> Partial (MM/YY)	<input type="checkbox"/> Female
<input type="checkbox"/> Step-Child	<input type="checkbox"/> Unknown	<input type="checkbox"/> Full <input type="checkbox"/> Partial	<input type="checkbox"/> Partial (DD/YY)	<input type="checkbox"/> Trans M-F
<input type="checkbox"/> Grandparent	<input type="checkbox"/> Grandchild	<input type="checkbox"/> Client doesn't know	<input type="checkbox"/> Client doesn't know	<input type="checkbox"/> Trans F-M
<input type="checkbox"/> Guardian	<input type="checkbox"/> Foster-Child	<input type="checkbox"/> Refused	<input type="checkbox"/> Client refused	<input type="checkbox"/> Refused
		<input type="checkbox"/> Data Not Collected	<input type="checkbox"/> Data Not Collected	<input type="checkbox"/> Other

Add Family Member (Children) - Continued

First Name*: 2) _____	Last Name *: _____	Birth Date*: _____	Age: _____	Gender*: _____
Relationship to Head of Household*		Social Security#*:		
<input type="checkbox"/> Spouse	<input type="checkbox"/> Other Relative	_____	<input type="checkbox"/> Full DOB	<input type="checkbox"/> Male
<input type="checkbox"/> Child	<input type="checkbox"/> Other Non-Relative	<input type="checkbox"/> Full <input type="checkbox"/> Partial	<input type="checkbox"/> Partial (MM/YY)	<input type="checkbox"/> Female
<input type="checkbox"/> Step-Child	<input type="checkbox"/> Unknown	<input type="checkbox"/> Client doesn't know	<input type="checkbox"/> Partial (DD/YY)	<input type="checkbox"/> Trans M-F
<input type="checkbox"/> Grandparent	<input type="checkbox"/> Grandchild	<input type="checkbox"/> Refused	<input type="checkbox"/> Client doesn't know	<input type="checkbox"/> Trans F-M
<input type="checkbox"/> Guardian	<input type="checkbox"/> Foster-Child	<input type="checkbox"/> Data Not Collected	<input type="checkbox"/> Client refused	<input type="checkbox"/> Refused
			<input type="checkbox"/> Data Not Collected	<input type="checkbox"/> Other

First Name*: 3) _____	Last Name *: _____	Birth Date*: _____	Age: _____	Gender*: _____
Relationship to Head of Household*		Social Security#*:		
<input type="checkbox"/> Spouse	<input type="checkbox"/> Other Relative	_____	<input type="checkbox"/> Full DOB	<input type="checkbox"/> Male
<input type="checkbox"/> Child	<input type="checkbox"/> Other Non-Relative	<input type="checkbox"/> Full <input type="checkbox"/> Partial	<input type="checkbox"/> Partial (MM/YY)	<input type="checkbox"/> Female
<input type="checkbox"/> Step-Child	<input type="checkbox"/> Unknown	<input type="checkbox"/> Client doesn't know	<input type="checkbox"/> Partial (DD/YY)	<input type="checkbox"/> Trans M-F
<input type="checkbox"/> Grandparent	<input type="checkbox"/> Grandchild	<input type="checkbox"/> Refused	<input type="checkbox"/> Client doesn't know	<input type="checkbox"/> Trans F-M
<input type="checkbox"/> Guardian	<input type="checkbox"/> Foster-Child	<input type="checkbox"/> Data Not Collected	<input type="checkbox"/> Client refused	<input type="checkbox"/> Refused
			<input type="checkbox"/> Data Not Collected	<input type="checkbox"/> Other

First Name*: 4) _____	Last Name *: _____	Birth Date*: _____	Age: _____	Gender*: _____
Relationship to Head of Household*		Social Security#*:		
<input type="checkbox"/> Spouse	<input type="checkbox"/> Other Relative	_____	<input type="checkbox"/> Full DOB	<input type="checkbox"/> Male
<input type="checkbox"/> Child	<input type="checkbox"/> Other Non-Relative	<input type="checkbox"/> Full <input type="checkbox"/> Partial	<input type="checkbox"/> Partial (MM/YY)	<input type="checkbox"/> Female
<input type="checkbox"/> Step-Child	<input type="checkbox"/> Unknown	<input type="checkbox"/> Client doesn't know	<input type="checkbox"/> Partial (DD/YY)	<input type="checkbox"/> Trans M-F
<input type="checkbox"/> Grandparent	<input type="checkbox"/> Grandchild	<input type="checkbox"/> Refused	<input type="checkbox"/> Client doesn't know	<input type="checkbox"/> Trans F-M
<input type="checkbox"/> Guardian	<input type="checkbox"/> Foster-Child	<input type="checkbox"/> Data Not Collected	<input type="checkbox"/> Client refused	<input type="checkbox"/> Refused
			<input type="checkbox"/> Data Not Collected	<input type="checkbox"/> Other

First Name*: 5) _____	Last Name *: _____	Birth Date*: _____	Age: _____	Gender*: _____
Relationship to Head of Household*		Social Security#*:		
<input type="checkbox"/> Spouse	<input type="checkbox"/> Other Relative	_____	<input type="checkbox"/> Full DOB	<input type="checkbox"/> Male
<input type="checkbox"/> Child	<input type="checkbox"/> Other Non-Relative	<input type="checkbox"/> Full <input type="checkbox"/> Partial	<input type="checkbox"/> Partial (MM/YY)	<input type="checkbox"/> Female
<input type="checkbox"/> Step-Child	<input type="checkbox"/> Unknown	<input type="checkbox"/> Client doesn't know	<input type="checkbox"/> Partial (DD/YY)	<input type="checkbox"/> Trans M-F
<input type="checkbox"/> Grandparent	<input type="checkbox"/> Grandchild	<input type="checkbox"/> Refused	<input type="checkbox"/> Client doesn't know	<input type="checkbox"/> Trans F-M
<input type="checkbox"/> Guardian	<input type="checkbox"/> Foster-Child	<input type="checkbox"/> Data Not Collected	<input type="checkbox"/> Client refused	<input type="checkbox"/> Refused
			<input type="checkbox"/> Data Not Collected	<input type="checkbox"/> Other

To add additional family members, please use VI Family additional member form page 2a.

VI SPDAT Enrollment Add/Edit

Program Entry Date*: _____

Program (County)*: _____

Provider*: _____

Restricted Information* Shared Not Shared**General Information/Consent**

Family Or Individual* (HMIS Self Populates) _____ **Interviewer's Name*:** _____
 Staff
Survey Date and Time*: _____ **Position*:** Team Volunteer
Interview location*: _____ **Has Consented to Participate*:** Yes No
Is there a second parent currently part of the household? * Yes No **Second Parent's Name*:** _____

Children

1. How many children under the age of 18 are currently with you? * _____ Answered Refused
2. How many children under the age of 18 are not currently with your family, but you have reason to believe they will be joining you when you get housed? * _____ Answered Refused
3. Is any member of the family currently pregnant? * Yes No Refused

A. Housing

5. Where do you and your family sleep most frequently? *
 Shelters Outdoors
 Transitional Housing Refused
 Safe Haven Other _____

6. How long has it been since you and your family lived in permanent stable housing (in months)? * _____ Answered Refused
7. In the last three years, how many times have you and your family been homeless? * _____ Answered Refused

B. Risks**For 8a-8d -- In the past six months, how many times have you or anyone in your family:**

8a. received health care at an emergency department/room? * _____ Answered Refused
8b. taken an ambulance to the hospital? * _____ Answered Refused
8c. been hospitalized as an inpatient? * _____ Answered Refused
8d. used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines? * _____ Answered Refused
8e. talked to police because they witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told them that they must move along? * _____ Answered Refused
8f. stayed 1 or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between? * _____ Answered Refused

B. Risks (Continued)

9. Have you or anyone in your family been attacked or beaten up since they've become homeless?*

Yes
 No
 Refused

11. Do you or anyone in your family have any legal stuff going on right now that may result in them being locked up, having to pay fines, or that make it more difficult to rent a place to live?*

Yes
 No
 Refused

12. Does anybody force or trick you or anyone in your family to do things that you do not want to do?*

Yes
 No
 Refused

10. Have you or anyone in your family threatened to or tried to harm themselves or anyone else in the last year?*

Yes
 No
 Refused

13. Do you or anyone in your family ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone they don't know, share a needle, or anything like that?*

Yes
 No
 Refused

C. Socialization

14. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you or anyone in your family owe them money?*

Yes
 No
 Refused

16. Does everyone in your family have planned activities, other than just surviving, that make them feel happy and fulfilled?*

Yes
 No
 Refused

18. Is your family's current homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because other family or friends caused your family to become evicted?*

Yes
 No
 Refused

15. Do you or anyone in your family get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that?*

Yes
 No
 Refused

17. Is everyone in your family currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?*

Yes
 No
 Refused

D. Wellness

19. Has your family ever had to leave an apartment, shelter program, or other place you were staying because of the physical health of you or anyone in your family?*

Yes
 No
 Refused

21. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you or anyone in your family?*

Yes
 No
 Refused

23. When someone in your family is sick or not feeling well, does your family avoid getting medical help?*

Yes
 No
 Refused

20. Do you or anyone in your family have any chronic health issues with your liver, kidneys, stomach, lungs or heart?*

Yes
 No
 Refused

22. Does anyone in your family have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?*

Yes
 No
 Refused

24. Has drinking or drug use by you or anyone in your family led your family to being kicked out of an apartment or program where you were staying in the past?*

Yes
 No
 Refused

D. Wellness (Continued)

25. Will drinking or drug use make it difficult for your family to stay housed or afford your housing?*

Yes
 No
 Refused

26b. Has your family ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of a past head injury?*

Yes
 No
 Refused

27. Do you or anyone in your family have any mental health or brain issues that would make it hard for your family to live independently because help would be needed?*

Yes
 No
 Refused

29. Are there any medications that a doctor said you or anyone in your family should be taking that, for whatever reason, they are not taking?*

Yes
 No
 Refused

31. Has your family's current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you or anyone in your family have experienced?*

Yes
 No
 Refused

26a. Has your family ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of a mental health issue or concern?*

Yes
 No
 Refused

26c. Has your family ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of a learning disability, developmental disability, or other impairment?*

Yes
 No
 Refused

CONDITIONAL QUESTION: Based on answers provided for questions #19-27.

28. Does any single member of your household have a medical condition, mental health concerns, and experience with problematic substance use?*

Yes
 No
 Refused

30. Are there any medications like painkillers that you or anyone in your family don't take the way the doctor prescribed or where they sell the medication?*

Yes
 No

E. Family Unit

32. Are there any children that have been removed from the family by a child protection service within the last 180 days?*

Yes
 No
 Refused

34. In the last 180 days have any children lived with family or friends because of your homelessness or housing situation?*

Yes
 No
 Refused

CONDITIONAL QUESTION: IF THERE ARE SCHOOL-AGED CHILDREN:

Yes
 No
 Refused

36. Do your children attend school more often than not each week?*

37. Have the members of your family changed in the last 180 days, due to things like divorce, your kids coming back to live with you, someone leaving for military service or incarceration, a relative moving in, or anything like that?*

Yes
 No
 Refused

33. Do you have any family legal issues that are being resolved in court or need to be resolved in court that would impact your housing or who may live within your housing?*

Yes
 No
 Refused

35. Has any child in the family experienced abuse or trauma in the last 180 days?*

Yes
 No
 Refused

38. Do you anticipate any other adults or children coming to live with you within the first 180 days of being housed?*

Yes
 No
 Refused

E. Family Unit (Continued)

39. Do you have two or more planned activities each week as a family such as outings to the park, going to the library, visiting other family, watching a family movie, or anything like that?

Yes
 No
 Refused

40b. After school, or on weekends or days when there isn't school, is the total time children spend each day where there is no interaction with you or another responsible adult 2 or more hours per day for children aged 12 or younger?*

Yes
 No
 Refused

40a. After school, or on weekends or days when there isn't school, is the total time children spend each day where there is no interaction with you or another responsible adult 3 or more hours per day for children aged 13 or older?*

Yes
 No
 Refused

CONDITIONAL QUESTION: IF THERE ARE CHILDREN BOTH 12 AND UNDER & 13 AND OVER:

Yes
 No
 Refused

41. Do your older kids spend 2 or more hours on a typical day helping their younger sibling(s) with things like getting ready for school, helping with homework, making them dinner, bathing them, or anything like that?*

Follow-Up Questions
Survey Region*

- Downtown Honolulu - Salt Lake to Piikoi St
- East Honolulu: Piikoi St. to Hawaii Kai, Waikiki
- Ewa - Aiea to Kapolei
- Windward: Kaneohe to Waimanalo
- Upper Windward Kahaluu to Kahuku
- North - Wahiawa to North Shore
- Waianae Coast
- Other _____

Where do you usually go for healthcare or when you're not feeling well?*

- Hospitals: *For Oahu Only, please select*
- Castle Medical Center
 - Kaiser Medical Center Honolulu/Moanalua
 - Kapiolani/Pali Momi Medical Center
 - Straub Clinic and Hospital
 - Queens Medical Center
- Clinics: *For Oahu Only, please select*
- Kalihi Palama Health Center
 - Waianae Coast Comprehensive Health Center
 - Waikiki Health Center
 - Waimanalo Health Center
- VA
- Other: Specify: _____
- Does Not Go For Care

Additional Follow-Up Questions (Continued)

Where did you live prior to becoming homeless?*

Oahu Kauai U.S. Mainland (State) _____
 Hawaii Island Molokai Other _____
 Maui Lanai

Have you or anyone in your household served in the U.S. military?* Yes No

Which war/war era?*

<input type="checkbox"/> Persian Gulf Era (August 1991 – Present)	<input type="checkbox"/> World War II (September 1940 – July 1947)
<input type="checkbox"/> Post Vietnam (May 1975 – July 1991)	<input type="checkbox"/> Post September 11, 2001 (September 11, 2001 -Present)
<input type="checkbox"/> Vietnam Era (August 1964 – April 1975)	<input type="checkbox"/> Afghanistan/Iraq
<input type="checkbox"/> Between Korean and Vietnam War (Feb 1955– July 1964)	<input type="checkbox"/> Don't know
<input type="checkbox"/> Korean War (June 1950 – January 1955)	<input type="checkbox"/> Won't answer
<input type="checkbox"/> Between WWII and Korean War (Aug 1947 – May 1950)	<input type="checkbox"/> Other

What was your discharge status?*

<input type="checkbox"/> Honorable	<input type="checkbox"/> Uncharacterized
<input type="checkbox"/> General under honorable	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Under other than honorable conditions	<input type="checkbox"/> Client Refused
<input type="checkbox"/> Bad conduct	<input type="checkbox"/> Data not collected
<input type="checkbox"/> Dishonorable	

What kind of insurance do you have?*

<input type="checkbox"/> Medicaid	<input type="checkbox"/> Medicare	<input type="checkbox"/> Private Insurance
<input type="checkbox"/> VA	<input type="checkbox"/> None	Other _____

Medical Plan Name*

<input type="checkbox"/> Alohacare	<input type="checkbox"/> HMSA	<input type="checkbox"/> Kaiser	<input type="checkbox"/> Medicare	<input type="checkbox"/> Ohana
<input type="checkbox"/> United Healthcare	<input type="checkbox"/> Not Sure	<input type="checkbox"/> Other	<input type="checkbox"/> VA	

Type of Private Insurance* _____

Has client established behavioral health case management coverage through the Adult Mental Health Division (AMHD) or Community Care Services (CCS)?

<input type="checkbox"/> AMHD	<input type="checkbox"/> Pending
<input type="checkbox"/> CCS	<input type="checkbox"/> None

Surveyor: Is this client a verified user of emergency services?*

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Refused	<input type="checkbox"/> Data Not Collected	

Surveyor: Is the client a verified frequent user of high level mental health services (MH-1)?*

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Refused	<input type="checkbox"/> Data Not Collected	

Is there a phone number where someone can safely get in touch with you or leave you a message? _____

Is there an email where someone can safely get in touch with you or leave a message? Confirm this email _____

On a regular day, where is it easiest to find you? _____

What time of day is it easiest to do so?

<input type="checkbox"/> Specific Time _____	<input type="checkbox"/> Morning (8 am – Noon)	<input type="checkbox"/> Evening (4 – 8 pm)
	<input type="checkbox"/> Afternoon (Noon – 4pm)	<input type="checkbox"/> Night (8 pm – 12 midnight)

Ok, I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Refused	<input type="checkbox"/> Data Not Collected	

Identifying
First Name*: _____ **Last Name*:** _____

Client has nickname
Nickname _____

Birth Date*: _____
 Full DOB
 Partial (MM/YY)
 Partial (DD/YY)

Age: _____
 Client doesn't know
 Refused
 Data not collected

Gender*

-
- Male
-
-
- Female
-
-
- Transgender Male to Female
-
-
- Transgender Female to Male
-
-
- Client Refused
-
-
- Other _____

Social Security#*: _____

-
- Full
-
-
- Partial
-
-
- Client doesn't know
-
-
- Refused
-
-
- Data Not Collected

Which VI SPDAT would you like to fill out for this client*?

-
- Individual
-
-
- Youth

Citizenship Status

-
- U.S. Citizen
-
- U.S. National
-
- Undocumented
-
-
- Eligible Non-Citizen
-
- (American Samoa or Swains Island)
-
- Client doesn't know
-
-
- Non-US Citizen COFA
-
- Ineligible Non-Citizen
-
- Client refused
-
-
- Data Not Collected

Language in which client is best able to express him/herself *

-
- Chinese
-
- Japanese
-
- Tagalog
-
-
- Chuukese
-
- Korean
-
- Vietnamese
-
-
- English
-
- Marshallese
-
- Other _____
-
-
- Ilocano
-
- Spanish

Has client ever served in the US Military?*

-
- Yes
-
- No
-
- Refused

Contact Info
Is there a phone number where someone can safely get in touch with you or leave a message?

-
- Yes
-
- No

If Yes,

-
- Cell Phone: _____
-
- Primary
-
- Secondary
-
- Tertiary
-
-
- Home Phone: _____
-
- Primary
-
- Secondary
-
- Tertiary
-
-
- Work Phone: _____
-
- Primary
-
- Secondary
-
- Tertiary

Is there an email where someone can safely get in touch with you?*

-
- Yes
-
- No

If Yes,

 Email: _____
 Confirm Email: _____

Sharing
Relationship to Head of Household*

-
- Self (H of H)

Sharing*
 Shared
 Not Shared

VI SPDAT Enrollment Add/Edit
Program Entry Date*: _____

Program (County)*: _____

Provider*: _____

Restricted Information* Shared Not Shared

VI SPDAT Enrollment -
Family Or Individual* (HMIS Self Populates) _____

HOH Age* (HMIS Self Populates) _____

 Staff

Interviewer's Name*: _____

Position*: Team Volunteer

Interview location*: _____

Survey Date and Time*: _____

Has Consented to Participate*: Yes No

A. History of Housing and Homelessness
1. Where do you sleep most frequently?*
 Shelters

 Outdoors

 Transitional Housing

 Refused

 Safe Haven

 Other _____

2. How long has it been since you lived in permanent stable housing (in months)?* _____

 Answered

 Refused

3. In the past three years, how many times have you homeless?* _____

 Answered

 Refused

B. Risks
For 4a-4f, in the past six months, how many times have you:
4a. Received health care at an emergency department/room?* _____

 Answered

 Refused

4b. Taken an ambulance to the hospital?*: _____

 Answered

 Refused

4c. Been hospitalized as an inpatient?* _____

 Answered

 Refused

4d. Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?*: _____

 Answered

 Refused

4e. Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along?*: _____

 Answered

 Refused

4f. Stayed one or more nights in a holding cell, jail or prison, whether that was a short-term stay like the drunk tank, a longer stay for a more serious offence, or anything in between?*: _____

 Answered

 Refused

5. Have you been attacked or beaten up since becoming homeless?*: _____

 Yes

 No

 Refused

6. Have you threatened to or tried to harm yourself or anyone else in the last year?*: _____

 Yes

 No

 Refused

Risks (Continued)

- | | | | |
|---|---|--|---|
| <p>7. Do you have any legal stuff going on right now that may result in you being locked up or having to pay fines, or make it more difficult to rent a place to live?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused | <p>8. Does anybody force or trick you to do things that you do not want to do?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused |
| <p>9. Do you ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused | | |

C. Socialization and Daily Functioning

- | | | | |
|---|---|--|---|
| <p>10. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you owe them money?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused | <p>11. Do you get any money from the government, a pension, an inheritance, working under the table, a regular job, or anything like that?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused |
| <p>12. Do you have any planned activities, other than just surviving, that make you feel happy and fulfilled?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused | <p>13. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water and other things like that?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused |
| <p>14. Is your homelessness in any way caused by a relationship that broke down, an unhealthy or abusive relationship, or because family or friends caused you to become evicted?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused | | |

D. Wellness

- | | | | |
|---|---|--|---|
| <p>15. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused | <p>16. Do you have any chronic health issues with your liver, kidneys, stomach, lungs or heart?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused |
| <p>17. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused | <p>18. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused |
| <p>19. When you are sick or not feeling well, do you avoid getting help?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused | <p>20. FOR FEMALE RESPONDENTS ONLY: Are you currently pregnant?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused |
| <p>21. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused | <p>22. Will drinking or drug use make it difficult for you to stay housed or afford your housing?*</p> | <input type="checkbox"/> Yes
<input type="checkbox"/> No
<input type="checkbox"/> Refused |

Wellness (Continued)

23a. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of a mental health issue or concern?*

Yes
 No
 Refused

23b. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of a past head injury?*

Yes
 No
 Refused

23c. Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program or other place you were staying, because of a learning disability, developmental disability, or other impairment?*

Yes
 No
 Refused

24. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help?*

Yes
 No
 Refused

25. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking?*

Yes
 No
 Refused

26. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you sell the medication?*

Yes
 No
 Refused

27. YES OR NO: Has your current period of homelessness been caused by an experience of emotional, physical, psychological, sexual, or other type of abuse, or by any other trauma you have experienced?*

Yes
 No

Follow-Up Questions

Survey Region*

- Downtown Honolulu - Salt Lake to Piikoi St
- East Honolulu: Piikoi St. to Hawaii Kai, Waikiki
- Ewa - Aiea to Kapolei
- Windward: Kaneohe to Waimanalo
- Upper Windward Kahaluu to Kahuku
- North - Wahiawa to North Shore
- Waianae Coast
- Other _____

Where do you usually go for healthcare or when you're not feeling well?*

- Hospitals: **For Oahu Only, please select**
 - Castle Medical Center
 - Kaiser Medical Center Honolulu/Moanalua
 - Kapiolani/Pali Momi Medical Center
 - Straub Clinic and Hospital
 - Queens Medical Center
- Clinics: **For Oahu Only, please select**
 - Kalihi Palama Health Center
 - Waianae Coast Comprehensive Health Center
 - Waikiki Health Center
 - Waimanalo Health center
- VA
- Other: Specify: _____
- Does Not Go For Care

Follow-Up Questions (Continued)

Where did you live prior to becoming homeless?*

<input type="checkbox"/> Oahu	<input type="checkbox"/> Kauai	<input type="checkbox"/> U.S. Mainland (State) _____
<input type="checkbox"/> Hawaii Island	<input type="checkbox"/> Molokai	<input type="checkbox"/> Other _____
<input type="checkbox"/> Maui	<input type="checkbox"/> Lanai	

Have you or anyone in your household served in the U.S. military?* Yes No

Which war/war era?*

<input type="checkbox"/> Persian Gulf Era (August 1991 – Present)	<input type="checkbox"/> World War II (September 1940 – July 1947)
<input type="checkbox"/> Post Vietnam (May 1975 – July 1991)	<input type="checkbox"/> Post September 11, 2001 (September 11, 2001 -Present)
<input type="checkbox"/> Vietnam Era (August 1964 – April 1975)	<input type="checkbox"/> Afghanistan/Iraq
<input type="checkbox"/> Between Korean and Vietnam War (Feb 1955– July 1964)	<input type="checkbox"/> Don't know
<input type="checkbox"/> Korean War (June 1950 – January 1955)	<input type="checkbox"/> Won't answer
<input type="checkbox"/> Between WWII and Korean War (Aug 1947 – May 1950)	<input type="checkbox"/> Other

What was your discharge status?*

<input type="checkbox"/> Honorable	<input type="checkbox"/> Uncharacterized
<input type="checkbox"/> General under honorable	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Under other than honorable conditions	<input type="checkbox"/> Client Refused
<input type="checkbox"/> Bad conduct	<input type="checkbox"/> Data not collected
<input type="checkbox"/> Dishonorable	

What kind of insurance do you have?*

<input type="checkbox"/> Medicaid	<input type="checkbox"/> Medicare	<input type="checkbox"/> Private Insurance
<input type="checkbox"/> VA	<input type="checkbox"/> None	Other _____

Medical Plan Name*

<input type="checkbox"/> Alohacare	<input type="checkbox"/> HMSA	<input type="checkbox"/> Kaiser	<input type="checkbox"/> Medicare	<input type="checkbox"/> Ohana
<input type="checkbox"/> United Healthcare	<input type="checkbox"/> Not Sure	<input type="checkbox"/> Other	<input type="checkbox"/> VA	

Type of Private Insurance* _____

Has client established behavioral health case management coverage through the Adult Mental Health Division (AMHD) or Community Care Services (CCS)?

<input type="checkbox"/> AMHD	<input type="checkbox"/> Pending
<input type="checkbox"/> CCS	<input type="checkbox"/> None

Surveyor: Is this client a verified user of emergency services?*

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Refused	<input type="checkbox"/> Data Not Collected	

Surveyor: Is the client a verified frequent user of high level mental health services (MH-1)?*

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Refused	<input type="checkbox"/> Data Not Collected	

Is there a phone number where someone can safely get in touch with you or leave you a message? _____

Is there an email where someone can safely get in touch with you or leave a message? Confirm this email _____

On a regular day, where is it easiest to find you? _____

What time of day is it easiest to do so?

<input type="checkbox"/> Specific Time _____	<input type="checkbox"/> Morning (8 am – Noon)	<input type="checkbox"/> Evening (4 – 8 pm)
	<input type="checkbox"/> Afternoon (Noon – 4pm)	<input type="checkbox"/> Night (8 pm – 12 midnight)

Ok, I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so?

<input type="checkbox"/> Yes	<input type="checkbox"/> No	<input type="checkbox"/> Client doesn't know
<input type="checkbox"/> Refused	<input type="checkbox"/> Data Not Collected	

Identifying Information

*Case Worker: _____ Note: Fields with an * **MUST** be answered.

*First Name _____ *Last Name _____ Nickname _____

*Birthdate: _____ Full DOB reported Age Data not collected
 Partial Month/Year Client doesn't know Client refused
Age: _____ Partial Day/Year Client refused

*Gender: Male Full SSN reported
 Female Approximate or partial SSN reported
 Trans Female (MTF or Male to Female) Client doesn't know
 Trans Male (FTM or Female to Male) Client refused
 Gender Non-Conforming (i.e. not exclusively male or female) Data not collected
 Client refused

Which VI SPDAT would you like to fill out for this client? Youth (24 and younger)

Citizenship Status: US Citizen Ineligible Non-Citizen Chinese Korean
 Eligible Non-Citizen Citizen Chuukese Marshallese
 Non-US Citizen COFA Undocumented English Spanish
 US National – Non Citizen (American Samoa or Swains Island) Client doesn't know Ilocano Tagalog
 Client refused Japanese Vietnamese
 Data not collected Other

*Has the client ever served in the US Military?:
 Yes No Client refused

Contact Info

*Is there a phone number where someone can safely get in touch with you or leave a message? Yes** No

**Cell Phone: _____ Primary Secondary Tertiary
Home Phone: _____ Primary Secondary Tertiary
Work Phone: _____ Primary Secondary Tertiary

*Is there an email where someone can safely get in touch with you? Yes** No

**Email: _____

Sharing

*Consent: Yes No *Date of Consent: _____

*Relationship to HoH: Self Step Child Guardian Other Non Relative
 Spouse Foster Child Grandparent Unknown
 Child Grandchild Other Relative

Entity Contact*This section on entity contact may be left blank.***Add Contact*****Last Name**

***First Name**

***Begin Date**

Relationship:** Abuser Case Manager Client Employer Home Housing Navigator Nurse Practitioner Other Physician Assistant RelativeZip Code**

Is this a multi-person household?** Yes** No*If yes, fill out an 'Add Family Member' form.****Program Entry Date:** Auto-populates**Provider:** Auto-populates**Program:** Oahu County VI SPDAT v2 TAY**Restriction:** Auto-populates**General Information/Consent*****Interviewer's Name:** _____***Agency:** Staff Team Volunteer***Survey date and time:** _____**Location:** _____***Has consented to participate:** Yes No**A. History of Housing****1. Where do you sleep most frequently?** Shelters Outdoors Transitional Couch surfing

Housing

 Refused Safe Haven Other (Specify)**2. How long has it been since you lived in permanent stable housing (in months)?** _____ Answered Refused**3. In the last three years, how many times have you been homeless?** _____ Answered Refused**B. Risks****For questions 4a-4f: In the past six months, how many times have you:****4a. Received health care at an emergency department/room?**

 Answered Refused**4b. Taken an ambulance to the hospital?**

 Answered Refused**4c. Been hospitalized as an inpatient?**

 Answered Refused**4d. Used a crisis service, including sexual assault crisis, mental health crisis, family/intimate violence, distress centers and suicide prevention hotlines?**

 Answered Refused**4e. Talked to police because you witnessed a crime, were the victim of a crime, or the alleged perpetrator of a crime or because the police told you that you must move along?**

 Answered Refused**4f. Stayed one or more nights in a holding cell, jail, prison, or juvenile detention, whether it was a short-term stay like the drunk tank, a longer stay for a more serious offense, or anything in between?** _____ Answered Refused

5. Have you been attacked or beaten up since you've become homeless? Yes
 No
 Refused

7. Do you have any legal stuff going on right now that may result in you being locked up or having to pay fines, or make it more difficult to rent a place to live? Yes
 No
 Refused

9. Does anybody force or trick you to do things that you do not want to do? Yes
 No
 Refused

6. Have you threatened to or tried to harm yourself or anyone else in the last year? Yes
 No
 Refused

8. Were you ever incarcerated when younger than age 18? Yes
 No
 Refused

10. Do you ever do things that may be considered to be risky like exchange sex for money, run drugs for someone, have unprotected sex with someone you don't know, share a needle, or anything like that? Yes
 No
 Refused

C. Socialization and Daily Functioning

11. Is there any person, past landlord, business, bookie, dealer, or government group like the IRS that thinks you owe them money? Yes
 No
 Refused

13. Do you have planned activities, other than just surviving, that make you feel happy and fulfilled? Yes
 No
 Refused

12. Do you get any money from the government, an inheritance, an allowance, working under the table, a regular job, or anything like that? Yes
 No
 Refused

14. Are you currently able to take care of basic needs like bathing, changing clothes, using a restroom, getting food and clean water, and other things like that? Yes
 No
 Refused

15a-15f Is your current lack of stable housing because:

15a. You ran away from your family home, a group home, or a foster home? Yes
 No
 Refused

15c. Your family or friends caused you to become homeless? Yes
 No
 Refused

15e. Of violence at home between family members? Yes
 No
 Refused

15b. Of a difference in religious or cultural beliefs from your parents, guardians, or caregivers? Yes
 No
 Refused

15d. Of conflicts around gender identity or sexual orientation? Yes
 No
 Refused

15f. Of an unhealthy or abusive relationship, either at home or elsewhere? Yes
 No
 Refused

D. Wellness

16. Have you ever had to leave an apartment, shelter program, or other place you were staying because of your physical health? Yes
 No
 Refused

18. If there was space available in a program that specifically assists people that live with HIV or AIDS, would that be of interest to you? Yes
 No
 Refused

20. When you are sick or not feeling well, do you avoid getting medical help? Yes
 No
 Refused

17. Do you have any chronic health issues with your liver, kidneys, stomach, lungs, or heart? Yes
 No
 Refused

19. Do you have any physical disabilities that would limit the type of housing you could access, or would make it hard to live independently because you'd need help? Yes
 No
 Refused

21. Are you currently pregnant, have you ever been pregnant, or have you ever gotten someone pregnant? Yes
 No
 Refused

22. Has your drinking or drug use led you to being kicked out of an apartment or program where you were staying in the past? Yes No Refused

24. If you've ever used marijuana, did you ever try it at age 12 or younger? Yes No Refused

23. Will drinking or drug use make it difficult for you to stay housed or afford your housing? Yes No Refused

25a – 25c: Have you ever had trouble maintaining your housing, or been kicked out of an apartment, shelter program, or other place you were staying because of a:

25a. Mental health issue or concern? Yes No Refused

25c. Learning disability, developmental disability, or other impairment? Yes No Refused

26. Do you have any mental health or brain issues that would make it hard for you to live independently because you'd need help? Yes No Refused

28. Are there any medications like painkillers that you don't take the way the doctor prescribed or where you steal medication? Yes No Refused

25b. Past head injury? Yes No Refused

27. Are there any medications that a doctor said you should be taking that, for whatever reason, you are not taking? Yes No Refused

Follow Up Questions

On a regular day, where is it easiest to find you?

Ok, I'd like to take your picture so that it is easier to find you and confirm your identity in the future. May I do so? Yes No

What time of day is it easiest to do so? *Select one.*

Specific Time _____ Afternoon (Noon – 4 pm)
 Morning (8 am – Noon) Evening (4 pm – 8 pm)
 Night (8 pm – Midnight)

Additional Follow Up Questions

*Survey Region: Downton Honolulu – Salt Lake to Piikoi St Windward: Kaneohe to Waimanalo
 East Honolulu – Piikoi St to Hawaii Kai, including Waikiki Upper Windward – Kahaluu to Kahuku
 Ewa – Aiea to Kapolei North – Wahiawa to North Shore
 Waianae Coast

*Do you currently have a paid job?
 Yes** Client doesn't know
 No Refused to answer

**Brief description of job(s), including name of employer.

*Are you currently attending school and/or any other educational classes?
 Yes** Client doesn't know
 No Refused to answer

**Name of school/classes currently attending.

Additional follow-up questions, continued

***Are you currently participating in any other programs for youth?**

- Yes** Client doesn't know
 No Refused to answer

Were you in Hawaii's foster care system after your 16th birthday?

- Yes Client doesn't know
 No Refused to answer

***Where did you live prior to becoming homeless?**

- Oahu Molokai
 Hawaii Island Lanai
 Maui US Mainland: Specify state: _____
 Kauai Other: Specify _____

***Has you or anyone in your household served in the US military?** Yes** No

****If yes, which war/war era?**

- | | | |
|--|--|---------------------------------------|
| <input type="checkbox"/> Persian Gulf Era (Aug 1991-Present) | <input type="checkbox"/> Korean War (June 1950-January 1955) | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Post Vietnam (May 1975 – July 1991) | <input type="checkbox"/> Between WWII and Korean War (Aug 1947-
May 1950) | <input type="checkbox"/> Won't answer |
| <input type="checkbox"/> Vietnam Era (Aug 1964 – April 1975) | <input type="checkbox"/> World War II (Sept 1940 – July 1947) | <input type="checkbox"/> Other |
| <input type="checkbox"/> Between Korea and Vietnam Wars (Feb 1955-
July 1964) | <input type="checkbox"/> Post Sept 11, 2001 (Sept 11, 2001 – Present) | |
| | <input type="checkbox"/> Afghanistan/Iraq | |

****What was your discharge status?**

- | | | |
|--|--|--|
| <input type="checkbox"/> Honorable | <input type="checkbox"/> Bad conduct | <input type="checkbox"/> Client doesn't know |
| <input type="checkbox"/> General under honorable conditions | <input type="checkbox"/> Dishonorable | <input type="checkbox"/> Client refused |
| <input type="checkbox"/> Under other than honorable conditions | <input type="checkbox"/> Uncharacterized | <input type="checkbox"/> Data not collected |

***What kind of medical insurance do you have?**

- Medicaid** VA** None
 Medicare** Private Other**:
 insurance** _____

****Medical Plan Name?**

- | | | |
|------------------------------------|-----------------------------------|--|
| <input type="checkbox"/> AlohaCare | <input type="checkbox"/> Medicare | <input type="checkbox"/> United Health
Care |
| <input type="checkbox"/> HMSA | <input type="checkbox"/> Not sure | <input type="checkbox"/> Veteran's
Administration |
| <input type="checkbox"/> Kaiser | <input type="checkbox"/> Ohana | |
| | <input type="checkbox"/> Other | |

***Surveyor: Is the client a verified user of emergency services?**

- Yes Unknown Refused
 No Data not
 collected

***Surveyor: Is the client a verified frequent user of high level mental health services (MH-1)?**

- Yes Unknown Refused
 No Data not
 collected

Coordinated Entry System Policies and Procedures Manual

Honolulu (HI-501) CoC

Partners In Care

Oahu's Continuum of Care

INTRODUCTION AND PURPOSE

In July 2012, HUD published the new Continuum of Care (CoC) Program Interim Rule. The CoC Program Interim Rule requires that the CoC establish and consistently follow written standards for providing CoC assistance, in consultation with recipients of the ESG Program.

At a minimum, these written standards must include:

- Policies and procedures for the evaluation of the eligibility of persons experiencing homelessness for assistance in the CoC Program; and,
- Policies and procedures for determining and prioritizing which persons experiencing homelessness will receive assistance for permanent supportive housing assistance, transitional housing assistance, and rapid rehousing assistance.

The goals of the written standards are to:

- Establish community-wide expectations on the operation of projects within the community;
- Ensure that the system is transparent to users and operators;
- Establish a minimum set of standards and expectations in terms of the quality expected of projects;
- Make the local priorities transparent to recipients and subrecipients of funds;
- Create consistency and coordination between recipients' and subrecipients' projects within the Honolulu City and County CoC; and,
- CoC Program standards must be in accordance with Violence Against Women Act (VAWA) regulations.

The Coordinated Entry System is Oahu's approach to organizing and providing services and assistance to persons experiencing a housing crisis within the Continuum of Care. All persons seeking homeless or homelessness prevention assistance are directed to defined entry points, assessed in a uniform and consistent manner, prioritized for housing and services, and then linked to available interventions in accordance with the intentional service strategy defined by Partners in Care leadership. Each service participant's acuity level and housing needs are aligned with a set of service and program strategies that represent the appropriate intensity and scope of services needed to resolve the housing crisis.

VISION STATEMENTS AND GUIDING PRINCIPLES

In 2016-17, through a series of community planning meetings, Partners in Care developed and agreed upon the following shared vision statements for the single adult, family, and youth/TAY process within the Coordinated Entry System. The vision statements enumerate:

- The purpose and intent of the coordinated entry processes;
- The key principles of the coordinated entry processes; and,
- The key elements of the coordinated entry processes.

For more information, please see the complete Vision Statement(s) located in the Appendix to this document.

FAIR HOUSING, TENANT SELECTION, AND OTHER LEGAL REQUIREMENTS

All CoC projects in the Coordinated Entry System must include a strategy to ensure CoC resources and Coordinated Entry System options (referral options) are eligible to all individuals and families regardless of race, color, national origin, religion, sex, age, familial status, disability, actual or perceived sexual orientation, gender identity, or marital status. Special outreach to individuals and families who possess or identify with one or more of these attributes ensures the Coordinated Entry System is accessible to all persons.

All CoC projects in the Coordinated Entry System must ensure that all people in different populations and subpopulations throughout the geographic area, including people experiencing chronic homelessness, veterans, families with children, youth, and survivors of domestic violence have fair and equal access to the coordinated entry process, regardless of the location or method by which they access the crisis response system.

All CoC projects participating in the Coordinated Entry System must document steps taken to ensure effective communication with persons with disabilities. Access points must be accessible to persons with disabilities, including physical locations for those who use wheelchairs, as well as people in Hawaii who are least likely to access homeless assistance.

STAFFING ROLES AND PARTICIPATION RESPONSIBILITIES

Coordinated Entry System Continuum of Care Leadership

Leadership from Partners in Care (the Honolulu City and County CoC) will conduct oversight and monitoring of Coordinated Entry functions to ensure consistent application of Coordinated Entry System Policies and Procedures and high quality service delivery for persons experiencing a housing crisis.

During the early stages of Coordinated Entry System implementation, CoC leadership shall meet monthly to monitor progress, hear appeals (please see Appendix for detailed CES Complaint and Grievance Policy), and implement changes and updates to Coordinated Entry System operations. Aloha United Way (AUW) is identified by HUD as the “collaborative applicant” on behalf of Oahu for homeless funds. Meeting minutes for Coordinated Entry System implementation in Oahu will be posted online by Partners in Care at www.partnersincareoahu.org. The DHS Housing Programs Office (HPO) is identified by HUD as the collaborative applicant on behalf of the neighbor island counties for homeless funds, including the responsibility for posting meeting minutes at <http://humanservices.hawaii.gov/bessd/home/hp/bridging-the-gap-meeting-minutes>.

After meeting monthly during the early stages of Coordinated Entry System implementation, CoC leadership may adjust the meeting schedule as appropriate if it determines that is desirable (e.g., quarterly meetings, if more appropriate). Efficacy in monitoring progress, hearing appeals, and implementing changes will be assessed on an ongoing basis.

Coordinated Entry System Administrators

Partners in Care, acting through the CoC Board, will identify and designate subpopulation-specific Coordinated Entry System Administrators for each of the coordinated entry processes for single adults, families, youth/TAY, and survivors of domestic violence. At a minimum, the CES Administrators are responsible for the following in relationship to their respective subpopulations:

- Communicating with participating housing and service providers and other CES Authorized Agencies regarding the expectations and requirements of the Coordinated Entry System;
- Communicating with the CoC Board and CES Oversight Group regarding suggested or necessary alterations to the coordinated entry process to improve the overall performance of the Coordinated Entry System;
- Maintaining and ensuring the accuracy of the Community Queue;
- Promptly identifying and referring appropriate and eligible clients for available vacancies reported to the CES Administrator by participating housing and service providers.

Continuum of Care Providers Serving Persons Experiencing Homelessness

Providers participating in the Coordinated Entry System are required to:

- Adopt and follow Coordinated Entry System Policies and Procedures. Coordinated Entry System participating providers shall maintain and adhere to these policies and procedures for Coordinated Entry System operations, and as established by the Coordinated Entry System Continuum of Care Leadership for access points, assessment procedures, prioritization, and referral to available housing and services.
- Maintain low barriers to enrollment. Providers serving persons experiencing homelessness shall limit barriers to enrollment in housing and services. No person may be turned away from crisis response services or homeless-designated housing due to lack of income, lack of employment, disability status, or substance use unless the project's primary funder requires the exclusion or a previously existing and documented neighborhood covenant/good neighbor agreement has explicitly limited enrollment to persons with a specific set of attributes or characteristics. Providers maintaining restrictive enrollment practices must maintain documentation from project funders, providing justification for the enrollment policy. CoC providers offering prevention and/or short-term rapid rehousing assistance (i.e., 0-3 months of financial assistance) may choose to apply some income or employment standards for their enrollment determinations, unless otherwise required by the terms of their grants.
- Maintain fair and equal access. Coordinated Entry System participating providers shall ensure fair and equal access to Coordinated Entry System programs and services for all persons, regardless of actual or perceived race, color, religion, national origin, age, gender identity, pregnancy, citizenship, familial status, household composition, disability, veteran status, or sexual orientation. If a program participant's self-identified gender or household composition creates challenging dynamics among residents within a facility, the house program should make every effort to accommodate the person or assist them in locating alternative accommodation that is appropriate and responsive to their particular needs. Coordinated Entry System participating providers shall offer universal program access to all subpopulations as appropriate, including chronically homeless individuals, veterans, youth, transgender individuals, and persons fleeing domestic violence. Population-specific projects and those projects maintaining specific affinity focus (e.g., women-only, native Hawaiian only, veterans only, etc.) are permitted to maintain eligibility restrictions as currently defined and continue to operate and receive prioritized referrals. Any new project wishing to institute exclusionary eligibility criteria will be considered on a case by case basis and receive authorization to operate as such on a limited basis from the Coordinated Entry System Continuum of Care Leadership and their funders.

- Provide appropriate safety planning. Coordinated Entry System participating providers shall provide necessary safety and security protections for persons fleeing or attempting to flee domestic violence, stalking, dating violence, or other domestic violence situations. Minimum safety planning must include a threshold assessment for presence of participant safety needs and referral to appropriate trauma-informed services if safety needs are identified.
- Create and share written eligibility standards. Provide detailed written guidance for individual eligibility and enrollment determinations. Eligibility criteria should be limited to that required by the funder and any requirements beyond those required by the funder will be reviewed and a plan to reduce or eliminate them will be discussed. Include funder specific requirements for eligibility and program-defined requirements such as individual characteristics, attributes, behaviors or histories used to determine who is eligible to be enrolled in the program. These standards will be shared with the Coordinated Entry System Continuum of Care Leadership as well as funders.
- Communicate vacancies. Homeless providers must communicate project vacancies, either bed, unit, or voucher, to the Coordinated Entry System Continuum of Care Leadership in a manner determined by and outlined in these policies and procedures.
- Participate in performance and monitoring standards. A critical coordinated entry management function is monitoring of system-level processes to ensure the CES is functioning as planned and system efficiency goals are achieved. A coordinated entry manager will also need to monitor the status of participating providers' compliance in using the CES process and outcome monitoring to gauge the extent to which system performance objectives are being achieved. This includes monitoring participant outcomes through system performance measures and other locally determined outcomes, as well as monitoring participating providers for their programs' fidelity to the coordinated entry policies and procedures

Recipients of CoC federal funding and all related activities shall openly participate in the performance and monitoring of the Coordinated Entry System. Such performance and monitoring activities shall include, but are not be limited to providing the following program performance outcomes, measures, information, and eligibility standards:

- Project Name
- Grant Number
- Start Date
- Expiration Date
- Program Funding Amounts,
- Program Funding Source
- Performance/Outcome Objectives
- Performance/Outcome methods of Measures
- Outcome Numerator
- Outcome Denominator
- Level of Type and Amount of Financial Assistance
- Numbers of Types of households to be served.
- Number of Types of participants to be served
- Singles, Families, Youth, Minors
- Length of time for service outcomes
- Program Eligibility and Entry Requirements

- Limit enrollment to participants referred through the defined Coordinated Entry System access point(s). Each bed, unit, or voucher that is required to serve someone who is homeless must receive their referrals through the prioritization criteria outlined below. Any agency filling homeless mandated units from alternative sources will be reviewed with funders for compliance. Coordinated Entry System access points will need to be informed of every opening and how and when they were filled.
- Participate in Coordinated Entry System planning. CoC projects shall participate in Coordinated Entry System planning and management activities as defined and established by Coordinated Entry System Continuum of Care Leadership.
- Contribute data to HMIS (or comparable database, when appropriate) if mandated per federal, state, county, or other funder requirements. Each provider with homeless dedicated units will be required to participate in HMIS. Providers should work with the Hawaii HMIS Lead Agency with funding sources to determine specific forms and assessments required for HUD compliance within HMIS.
- Ensure staff who interact with the Coordinated Entry System process receive regular training and supervision. Each provider must notify Coordinated Entry System Continuum of Care Leadership to changes in staffing, in order to ensure employees have access to ongoing training and information related to the Coordinated Entry System.
- Ensure individual rights are protected and families are informed of their rights and responsibilities. All clients shall have rights explained to them verbally and in writing when completing an initial intake. At a minimum, these rights include:
 - The right to be treated with dignity and respect;
 - The right to appeal Coordinated Entry System decisions;
 - The right to be treated with cultural sensitivity;
 - The right to have an advocate present during the appeals process;
 - The right to request a reasonable accommodation in accordance with the project's tenant/family selection process;
 - The right to accept housing/services offered or to reject housing/services; and,
 - The right to confidentiality and information about when confidential information will be disclosed, to whom, and for what purposes, as well as the right to deny disclosure.

Coordinated Entry System Authorized Agency

Organizations that participate in the Coordinated Entry System through housing, surveying, acquiring documentation, or otherwise aiding the coordinated entry workflow process as listed in these policies and procedures qualify as CES Authorized Agencies and may have access to protected personal information of clients as it relates to housing these persons. All HMIS-participating service providers will be a CES Authorized Agency. Non-HMIS-participating agencies will require approval from the CES Oversight Group to participate in case conferencing, referrals, or other parts of the coordinated entry process that require access to the protected personal information of clients.

Case Conferencing

For persons experiencing homelessness, referral to transitional housing, rapid rehousing, and permanent supportive housing interventions will be intentionally and primarily made in a centralized manner, following the prioritization categories outlined in these policies and procedures. To ensure that all clients are matched to appropriate resources based on objective determinations of vulnerability and need, the role of case conferencing will be limited to the following activities:

- Ensuring Successful Placement: Address the needs of the most challenging or difficult-to-serve clients in order to ensure that they are able to access the resources for which they have been referred;
- Ensuring Document Readiness: Ensure the document readiness of all clients is being addressed, beginning with those in Priority Group 1 and continuing in order;
- Ensuring Effective Client Navigation of the Coordinated Entry System: Ensure that clients are not excluded from accessing resources for which they are eligible and are appropriate to their needs if they would otherwise remain on the housing queue for an extended period of time. If clients are appropriate for less-intensive housing or services, the case manager or other CES stakeholder should contact the appropriate CES Administrator. Eligible exceptions may include:
 - Placing an individual or family into bridge or interim housing if they have already been referred to an appropriate permanent supportive housing program;
 - Prioritizing individuals or families able to present documentation from an appropriate medical professional regarding a terminal illness or imminent serious health danger to a member of the household due to homelessness;
 - Determining whether an individual or family who would otherwise be prioritized for more intensive housing or services would benefit from and be eligible for less intensive interventions (such as rapid rehousing or transitional housing);
 - Determining eligibility for a single adult, couple, or other family without children to understand if family reunification would be possible upon placement into housing.
- Ensuring an Accurate Community Queue: Ensure that individuals and families on the Community Queue have accurate assessment results and that those no longer requiring services are promptly removed from the housing queue. Where an individual or family has been unassigned due to failure to contact or locate, this client will be brought to case conferencing to determine whether they should remain in the Coordinated Entry System.

Case conferencing meetings should generally be open to all agencies participating in coordinated entry that can contribute valuable information regarding any of the above-listed items that are appropriate for case conferencing participating. This may include any combination of: the appropriate CES Administrator, case managers, street outreach staff, or others that may have information regarding the client's vulnerability and need. The CES Oversight Group retains authority to limit participation in case conferencing meetings where doing so would be in the interests of more quickly identifying and prioritizing individuals and families for housing and services.

COORDINATED ENTRY SYSTEM WORKFLOW AND POLICIES

Coordinated Entry Workflow Overview

Street outreach, day center, emergency shelter, transitional housing, rapid rehousing, permanent supportive housing, and other CES Authorized Agency staff will work to ensure that all persons they engage are:

- Assessed using the appropriate assessment tool;
- Readily able to be located;
- Motivated to pursue housing;
- In possession of the appropriate documentation required for potential housing options; and,
- Successfully engaged by Continuum of Care providers seeking to resolve their housing crisis.

Pre-Screening Tool (Draft Only)

All clients should be administered the common pre-screening tool prior to receiving a full coordinated entry assessment. This tool is designed to accomplish three discrete goals:

- Immediate safety needs. The pre-screening tool is designed to capture information regarding the client's immediate safety needs, including whether the client requires immediate medical attention, police assistance, or is currently experiencing domestic violence. Where a client has an immediate safety need, the client should be directed to the appropriate assistance prior to continuing the pre-screening tool or receiving the full coordinated entry assessment. If the individual or family appears to have obvious and immediate medical or victim-service safety needs, the surveyor should use their best judgment regarding how to proceed in a manner designed to ensure the individual or family's health and well-being.
- Basic information regarding the client. The pre-screening tool is designed to capture basic information regarding the client, including their age, veteran status, current living situation, and contact information. This information can be used to estimate the likelihood that the client meets the HUD definition of homelessness (and is thus eligible for homeless assistance), identify the appropriate coordinated entry assessment to administer to the client, and assist in locating the client upon referral to housing.
- Housing preferences. The pre-screening tool is designed to capture information regarding the individual or family's housing preferences, most notably the region(s) of Oahu in which the client is willing to accept housing. This facilitates greater incorporation of client choice into the coordinated entry process.

For more information, please see the Draft Pre-Screening Tool located in the Appendix of this document.

Survey: Explaining What You're Doing and Why

Upon completion of the pre-screening tool and determination that the client has no immediate safety needs requiring emergency services, the client will receive the appropriate full coordinated entry assessment. The Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT) suite of products, developed and owned by OrgCode and Community Solutions, are a set of triage tools that assist in informing an appropriate 'match' to a housing intervention based on a person's acuity in several core areas. Within those recommended housing interventions, the VI-SPDAT tools allow for prioritization based on presence of vulnerability primarily across four components: (A) history of housing and homelessness; (B) risks; (C) socialization and daily functioning; and, (D) wellness (including physical health, substance use, mental health, medications, and abuse and trauma). Partners in Care is implementing the VI-SPDAT assessment tools for the following subpopulations:

- Single Adults: VI-SPDAT (Version 2)
- Families: Family VI-SPDAT (Version 2)
- Youth and TAY: TAY VI-SPDAT (Version 2)
- Survivors of Domestic Violence: TBD

Partners in Care has agreed to use the VI-SPDAT products as universal assessment tools across the Continuum of Care for screening and matching persons experiencing homelessness in Hawaii. Partners in Care, the CES Administrators, participating providers, and other CES Authorized Agencies should jointly ensure that all staff administering any of the SPDAT tools are trained to do so by an authorized trainer.

Persons engaged by providers representing the Coordinated Entry System should receive the same information regarding what that process involves. Assessors should communicate the survey process and its results clearly and consistently across the community. This ensures both that the benefits of participation in the survey are described clearly to encourage people

to participate, but also that they understand that participating does not guarantee (and may not result in) housing. It is also important that people assessed receive a clear understanding of where their information will be shared. An example of what to standardize follows below:

- The name of the assessor and their affiliation (e.g., organization that employs them, volunteer as part of a Point in Time Count, etc.);
- The purpose for which the assessment is being completed;
- That it usually takes less than 30 minutes to complete;
- That only “Yes,” “No,” or one-word answers are being sought;
- That any question can be skipped or refused;
- That the information is going to be stored in the Homeless Management Information System (HMIS);
- That other providers conducting assessments and the housing providers connected to the Coordinated Entry System will have access to the information so that the person does not need to complete the assessment multiple times, that housing providers can identify people to target for housing resources as they come available, and for planning purposes (the ability to share client-level data depends on client consent; as such, it is vitally important to obtain client consent from the maximum number of clients);
- That if the participant does not understand a question, clarification can be provided; and,
- The importance of relaying accurate information to the assessor and not feeling that there is a correct or preferred answer that they need to provide, nor information they need to conceal.

Additional Subpopulation Considerations

Veterans: Providers serving veterans may require a Health Insurance Portability Accommodations Act (HIPAA)-compliant Release of Information to enable representatives from the Department of Veterans Affairs, the State, and other relevant stakeholders to ensure veterans can access the full spectrum of housing resources designated for this subpopulation. Most veterans are additionally eligible for veteran-specific resources through the Department of Veterans’ Affairs (VA). Clients who are eligible for these resources, including housing and services, should be connected to the VA as soon as possible to ensure they can access appropriate resources for which they are eligible.

Survivors of Domestic Violence: While people currently experiencing homelessness have often previously survived domestic violence, the Violence Against Women Act (VAWA) prevents providers dedicated to serving this subpopulation from inputting their personally identifiable information within a Homeless Management Information System (HMIS) because of the additional safety precautions. While the VI-SPDAT is not primarily a domestic violence-specific triage tool, providers dedicated to serving survivors of domestic violence can assess individuals or families that desire access to the broader range of housing options dedicated to persons experiencing homelessness. Those results will need to be stored within a VAWA-compliant electronic system or in paper files secured according the full requirements of the law. Clients served in this way who are later matched to outside providers will have further provider-specific security precautions, outlined in the Universal Access section below.

Survey Refusals

For limited instances when persons refuse specific questions throughout the assessment process, the assessor may request permission to ask additional questions in order to utilize their conversation with the client, surveyor observation, documentation, and information from other professionals in order to provide responses. When staff encounter clients who do not provide a response to any of the first questions, they should stop and acknowledge that the assessment will not

provide useful information if the person receiving assessment does not want to participate. Staff should utilize continued progressive engagement and rapport building with these persons until they are willing to be assessed. The assessment should be completed in one engagement (although not necessarily first contact).

Survey: Concluding the Engagement

Upon completion of the assessment, the assessor may ask if the person is currently working with a provider towards one of those forms of housing assistance. If so, the person receiving the survey should be encouraged to continue to engage with their existing case management supports. If not, staff can provide a brief description of the resources currently available within the community and ask if the person is interested in specific forms of housing assistance.

Assessors should emphasize the importance of having reliable and comprehensive information regarding the best time and place to contact the client. Staff should collect information on whereabouts across a 24-hour period, beginning with where the wake up until they bed down at night, with notations for days when location patterns changed, and record that information within the assessment. This includes where meals are obtained, transportation methods and times to and from meal and shelter providers, cross streets of locations where they receive services, outside agency names and staff with whom they engage, etc.

Assessors may emphasize that while completion of the assessment does not make them now the person’s case manager, it remains critically important that the assessor possesses the most reliable methods possible for locating the person being assessed, especially if that includes an outside agency or staff attempting to contact the person at a later date.

Next Steps: Collection of Housing Documentation

Once the assessment is completed, or as part of the initial engagements for persons already assessed, staff should determine which essential documents the client currently possesses, and begin working with them to begin collecting missing documents, as staff time and resources allow. Assessors should emphasize that specific documentation is required for many programs, including but not limited to government issued photo identification, social security card, birth certificate, proof of income or zero income, verification of homelessness, and DD-214 for families who have served in the United States armed forces (regardless of discharge status or length of service).

To facilitate this process, providers are responsible for providing the CES Administrator with relevant, up-to-date eligibility requirements, including documentation requirements.

The Community Queue: Prioritization for Housing and Service Providers

Upon successful assessment completion, Continuum of Care providers including transitional housing, rapid rehousing, and permanent supportive housing will fill their caseload (for services-only programs) and/or beds (for housing programs) solely through the Coordinated Entry System according to the prioritization criteria outlined below. Within any prioritization category, each of the prioritization criteria within the category must be met by the individual or family. Where two clients meet all criteria within a single priority category, providers will prioritize servicing individuals and families as follows:

Single Adult Tiebreakers:	Family Tiebreakers:	Youth and TAY Tiebreakers:
1. Assessment score	1. Assessment score 2. Largest household size	1. Assessment score

<ol style="list-style-type: none"> 2. Assessment or encounter date within the current calendar year 3. Assessment or encounter date within the past 12 months 4. Document readiness 5. Greatest age (unless program guidelines specifically identify a particular age group) 6. Greatest collective length of homelessness 7. Greatest utilization of emergency services 	<ol style="list-style-type: none"> 3. Children under 5 years of age or medically verified pregnancy 4. Document readiness 	<ol style="list-style-type: none"> 2. Assessment or encounter date within the current calendar year 3. Assessment or encounter date within the past 12 months 4. Document readiness 5. Greatest age (unless program guidelines specifically identify a particular age group) 6. Greatest collective length of homelessness 7. Greatest utilization of emergency services
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Providers may request through the case conferencing administration process, for clients to be considered for advancement on any category of the Community Queue when there is clear, documented evidence of greater need, and such advancement meets the long-term, sustainable, housing needs, related to the conditions of consideration. Such documentation will evidence one or a combination of the following conditions:

- Vulnerability to illness or death;
- Undergoing life-sustaining medical treatment which efficacy is significantly negated by conditions of homelessness and housing instability;
- Vulnerability to victimization, including physical assault and abuse;
- Functional impairments causing long-lasting physical or mental capacity to meet essential requirements for physical health, safety, or self-care; or,
- Other specific factors determined by the community that are based on severity of needs, including terminal illness.

Providers may also request through the case conferencing administration process, for clients to be considered for rapid re-housing prioritization under the following conditions:

- Rental assistance is needed in order to access a permanent housing solution, i.e. foster care home, section 8 choice voucher program, where but for this instance, this permanent housing solution could not be reasonably obtained and there is evidence of authentic need through the verified eligibility determination of said permanent housing solution's program.
- Clients actively enrolled and participating in a professionally recognized employment development program and as part of the homeless service provider's housing, service, or case management plan, may be considered for rapid re-housing prioritization when identified by the respective programs to CES administration.

Each participating program shall appoint one staff member and have an established alternate staff member to serve as the point of contact designated to submit special requests for prioritization and/or advancement on the by name list.

<p>Intervention: Where a vacancy occurs in the following program types...</p>	<p>Single Adults Prioritization: ...Individuals will be matched to the vacancy per the following criteria. An individual must meet all elements within a Priority Category and no individual falling in a later Priority Category should be referred for the vacancy prior to eligible persons in prior Categories.</p>	<p>Family Prioritization: ...Families will be matched to the vacancy per the following criteria. A family must meet all elements within a Priority Category and after chronically homeless families with minor children are served in advance of chronically homeless adult only families, no households falling in a later Priority Category should be referred for the vacancy prior to eligible persons in prior Categories.</p>	<p>Youth and TAY Prioritization: ...Youth and TAY will be matched to the vacancy per the following criteria. Youth and TAY must meet all elements within a Priority Category and no youth or TAY falling in a later Priority Category should be referred for the vacancy prior to eligible persons in prior Categories.</p>
<p>Homelessness Prevention</p>	<p>Priority Category 1:</p> <ul style="list-style-type: none"> • Imminent risk of homelessness • Low income individuals 	<p>Priority Category 1:</p> <ul style="list-style-type: none"> • Imminent risk of eviction with documentation 	<p>Priority Category 1:</p> <ul style="list-style-type: none"> • Imminent Risk of Homelessness • Low Income Families
<p>Street Outreach and Emergency Shelter</p>	<p>Priority Category 1:</p> <ul style="list-style-type: none"> • Individuals matched to transitional housing, rapid re-housing, or permanent supportive housing 	<p>Priority Category 1:</p> <ul style="list-style-type: none"> • Families matched to transitional housing, rapid re-housing, or permanent supportive housing 	<p>Priority Category 1:</p> <ul style="list-style-type: none"> • Individuals matched to transitional housing, rapid re-housing, or permanent supportive housing
<p>Transitional Housing</p>	<p>Priority Category 1:</p> <ul style="list-style-type: none"> • VI-SPDAT Score Range: 4-10 • Tri-Morbidity: <ul style="list-style-type: none"> ○ Mental Health; ○ Physical Health (e.g., HIV/AIDS); and, ○ Substance Use 	<p>Priority Category 1:</p> <ul style="list-style-type: none"> • Same as PSH if unavailable 	
	<p>Priority Category 2:</p> <ul style="list-style-type: none"> • VI-SPDAT Score Range: 4-10 • 2+ HUD Disabling Condition(s): <ul style="list-style-type: none"> ○ Mental Health; ○ Physical Health (e.g., HIV/AIDS); ○ Substance Use; and/or 	<p>Priority Category 2:</p> <ul style="list-style-type: none"> • Same as RRH if unavailable 	

	<ul style="list-style-type: none"> ○ Developmental Disability or Cognitive Impairment 		
	<p>Priority Category 3:</p> <ul style="list-style-type: none"> ● VI-SPDAT Score Range: 4-10 ● 1+ HUD Disabling Condition(s): <ul style="list-style-type: none"> ○ Mental Health; ○ Physical Health (e.g., HIV/AIDS); ○ Substance Use; and/or ○ Developmental Disability or Cognitive Impairment 	<p>Priority Category 3:</p> <ul style="list-style-type: none"> ● VI-SPDAT Score Range: 0-8 ● Any of the following: <ul style="list-style-type: none"> ○ Substance Use; ○ Domestic Violence; ○ Incarceration; and/or ○ Head of Household 24 or Younger 	
	<p>Priority Category 4:</p> <ul style="list-style-type: none"> ● VI-SPDAT Score Range: 4-10 ● Client matched to RRH, PSH, HCV, or other permanent housing resource but awaiting unit identification 	<p>Priority Category 4:</p> <ul style="list-style-type: none"> ● VI-SPDAT Score Range: 0-3 ● No Income 	
	<p>Priority Category 5:</p> <ul style="list-style-type: none"> ● VI-SPDAT Score Range: 4-10 	<p>Priority Category 5:</p> <ul style="list-style-type: none"> ● Families without Income 	
		<p>Priority Category 6:</p> <ul style="list-style-type: none"> ● Families with Income 	
Rapid Rehousing	<p>Priority Category 1:</p> <ul style="list-style-type: none"> ● VI-SPDAT Score Range: 4-10 ● Chronic Homelessness 	<p>Priority Category 1:</p> <ul style="list-style-type: none"> ● VI-SPDAT Score Range: 4-8 ● Chronic Homelessness 	<p>Priority Category 1:</p> <ul style="list-style-type: none"> ● TAY VI-SPDAT Score Range: 4-7 ● Active employment ● Active involvement in youth programs or attending school/classes <p>Tiebreaker: Date of first intake</p>
	<p>Priority Category 2:</p>	<p>Priority Category 2:</p>	<p>Priority Category 2:</p>

	<ul style="list-style-type: none"> • VI-SPDAT Score Range: 4-10 • 1+ HUD Disabling Condition(s): <ul style="list-style-type: none"> ○ Mental Health; ○ Physical Health (e.g., HIV/AIDS); ○ Substance Use; and/or ○ Developmental Disability or Cognitive Impairment 	<ul style="list-style-type: none"> • VI-SPDAT Score Range: 4-8 • 1+ HUD Disabling Condition(s): <ul style="list-style-type: none"> ○ Mental Health; ○ Physical Health (e.g., HIV/AIDS); ○ Substance Use; and/or ○ Developmental Disability or Cognitive Impairment 	<ul style="list-style-type: none"> • TAY VI-SPDAT Score Range: 8+ • Active employment • Active involvement in youth programs or attending school/classes <p>Tiebreaker: Date of first intake</p>
	<p>Priority Category 3:</p> <ul style="list-style-type: none"> • VI-SPDAT Score Range: 4-10 	<p>Priority Category 3:</p> <ul style="list-style-type: none"> • VI-SPDAT Score Range: 4-8 	<p>Priority Category 3:</p> <ul style="list-style-type: none"> • TAY VI-SPDAT Score Range: 4-7 • No employment • No involvement in youth programs or attending school/classes <p>Tiebreaker: Date of first intake</p>
	<p>Note: Clients scoring 11+ on the VI-SPDAT may be considered for rapid rehousing if:</p> <ul style="list-style-type: none"> • The client meets other rapid rehousing prioritization criteria (e.g., chronic homelessness, disabling conditions, etc.); • The client is referred to case conferencing based on objective, community-wide criteria (including employment and/or income); and, • Through case conferencing, the community determines that there is a substantial likelihood that rapid rehousing will meet the client’s housing and service needs. 		<p>Priority Category 4:</p> <ul style="list-style-type: none"> • TAY VI-SPDAT Score Range: 8+ • No employment • No involvement in youth programs or attending school/classes <p>Tiebreaker: Date of first intake</p>

Permanent Supportive Housing	Priority Category 1: <ul style="list-style-type: none"> • VI-SPDAT Score Range: 11+ • Chronic Homelessness • Tri-Morbidity: <ul style="list-style-type: none"> ○ Mental Health; ○ Physical Health (e.g., HIV/AIDS); and, ○ Substance Use 	Priority Category 1: <ul style="list-style-type: none"> • VI-SPDAT Score Range: 9+ • Chronic Homelessness • Tri-Morbidity: <ul style="list-style-type: none"> ○ Mental Health; ○ Physical Health (e.g., HIV/AIDS); and, ○ Substance Use 	
	Priority Category 2: <ul style="list-style-type: none"> • VI-SPDAT Score Range: 11+ • Chronic Homelessness • 2+ HUD Disabling Conditions: <ul style="list-style-type: none"> ○ Mental Health; ○ Physical Health (e.g., HIV/AIDS); ○ Substance Use; and/or ○ Developmental Disability or Cognitive Impairment 	Priority Category 2: <ul style="list-style-type: none"> • VI-SPDAT Score Range: 9+ • Chronic Homelessness • 2+ HUD Disabling Conditions: <ul style="list-style-type: none"> ○ Mental Health; ○ Physical Health (e.g., HIV/AIDS); ○ Substance Use; and/or ○ Developmental Disability or Cognitive Impairment 	
	Priority Category 3: <ul style="list-style-type: none"> • VI-SPDAT Score Range: 11+ • Chronic Homelessness 	Priority Category 3: <ul style="list-style-type: none"> • VI-SPDAT Score Range: 9+ • Chronic Homelessness 	
	Priority Category 4: <ul style="list-style-type: none"> • VI-SPDAT Score Range: 11+ • 1+ HUD Disabling Conditions: <ul style="list-style-type: none"> ○ Mental Health; ○ Physical Health (e.g., HIV/AIDS); ○ Substance Use; and/or ○ Developmental Disability or Cognitive Impairment 	Priority Category 4: <ul style="list-style-type: none"> • VI-SPDAT Score Range: 9+ • 1+ HUD Disabling Conditions: <ul style="list-style-type: none"> ○ Mental Health; ○ Physical Health (e.g., HIV/AIDS); ○ Substance Use; and/or ○ Developmental Disability or Cognitive Impairment 	
	Priority Category 5: <ul style="list-style-type: none"> • VI-SPDAT Score Range: 11+ 	Priority Category 5: <ul style="list-style-type: none"> • VI-SPDAT Score Range: 9+ 	

Getting Connected: The Matching and Referral Process

When there is a resource vacancy (including beds, units, or vouchers) within a participating provider, the provider will inform the appropriate CES Administrator, who will refer a client for placement based on the prioritization order above and the client's placement on the community housing queue. To facilitate this process, it is essential that participating providers:

- Promptly notify the CES Administrator of any available resource vacancies;
- Ensure that the CES Administrator has complete, up-to-date eligibility requirements regarding each of their programs that they will be dedicating to the Coordinated Entry process (including documentation requirements); and,
- Provide the CES Administrator with point of contact information to ensure that the CES Administrator can communicate with relevant staff;

The CES Administrator will run an HMIS report of the community housing queue (including assessment results, eligibility information, and other prioritization factors for all persons experiencing homelessness). Following the prioritization scheme outlined above, the CES Administrator will refer the highest prioritized client for placement into the program. Due to the high level of demand for limited homeless housing and service resources, clients are required to maintain contact with the homeless response system on an ongoing basis (at least yearly) in order to remain active on the Community Queue. Clients may be encouraged and/or required to retake the appropriate assessment, per the Coordinated Entry System Re-Screening Policy (outlined below) should there be any indication that the client's circumstances have changed since the date of first assessment. To ensure that clients are able to be located in a timely manner and maximize utilization of homeless housing and services, only those clients that have made contact with the homeless response system within the past year will be eligible for referral from the Community Queue. "Contact" may include: enrollment in a program, engagement with street outreach, emergency shelter stays, or other indication that the client remains homeless and in need of assistance. Providers will receive referrals via email designating the:

- Housing resource to which the client is matched (i.e., housing project);
- HMIS unique identifier for the client;
- Date of the referral; and,
- Point of contact for outreach and engagement to the individual or family.

Providers will receive up to three matches for every one opening/vacancy they have at the discretion of the CES administration. If the match is unsuccessful, the CES Administrator will make a new referral as soon as the prior referral is "unassigned" and the client returned to the community housing queue. This promotes choice on behalf of both the client referred and the project. See "Process for Unsuccessful Matches" section below for additional detail.

Once a referral is made following the prioritization and process outlined above, the provider of record and housing program are expected to incorporate the specified time standards outlined below to complete the referral process:

NOTE: CES time standards for housing shall serve as guidelines during the referral, matching, and housing placement process. If a provider is not able to meet these housing placement benchmarks with their client, then any client without a record of active participation towards housing placement may be unassigned by CES administration and returned to community queue but only after a CES Administrator has made contact with the provider to discuss the status of the case. "By Name List" to be considered for future housing opportunities.

Specified Time Standards Recommended as follows:

Referral Time Standards	Permanent Supportive Housing	Rapid Rehousing	Transitional Housing	Veterans Rapid Rehousing	PSH Choice Voucher Programs
Provider of record to connect with housing program	3 business days	3 business days	3 business days	3 business days	3 business days
Housing program to connect with client and conduct initial intake and eligibility prescreening	14 days/ 2 full weeks	14 days/ 2 full weeks	14 days/ 2 full weeks	14 days/ 2 full weeks	14 days/ 2 full weeks
Complete eligibility determination and record matched or unassigned with/from program	30 days / 1 month	30 days / 1 month	21 days / 3 weeks	30 days / 1 month	30 days / 1 month
Complete and record housing placement	60 days / 2 months	60 days / 2 months	30 days / 1 month	90 days / 3 months	90 days / 3 months

NOTE: *Safe Haven Service Model Programs:

1. Safe Haven, as defined in the Supportive Housing Program, is a form of supportive housing that serves hard-to-reach homeless persons with severe mental illness who come primarily from the streets and have been unable or unwilling to participate in housing or supportive services.
2. Safe haven projects as defined are for literally homeless individuals (as defined in the CoC Program interim rule in paragraph (1)(i) and (1)(iii) who reside on the streets or places not meant for human habitation and who have severe and persistent mental illness.
3. Housing programs that share similar operational models of a Safe Haven project to include service to the same client demographic, should follow the same time standards as other permanent supportive housing programs. However such "Safe Haven" model programs may request to reactivate a previously unassigned referral at any time the current VI-SPDAT is still active, should the original client present as "housing ready" and willing to accept housing support services.

Upon successful placement, providers should ensure that the client is exited, as appropriate, from prior housing programs. The housing provider commits to communicating in writing with the Continuum of Care leadership when more than 50% of matches do not lead to successful program entry to facilitate more successful referrals (further outlined below). If a client experiences three or more unsuccessful assignments, he or she should be referred to case conferencing for additional attention.

The housing provider will document any unsuccessful matches and provide both (1) the reason(s) why they were not housed; and, (2) the date of unsuccessful match/"un-assignment" within HMIS so that the person can be reassigned to additional providers (further outlined below). The housing provider will also document when each match does lead to successful program entry and providing the date the family moves into housing within HMIS.

Participating providers may not fill bed vacancies through any other process; all bed vacancies must be filled through the coordinated entry process outlined in this document.

Process for Unsuccessful Matches

By the Client: Clients may reject a housing referral due to the health, safety or wellbeing of the person being compromised by the potential referral. Respecting client choice and preference, clients may also reject a housing referral due to an inability

to work with the housing provider to which they are referred. Rejections of housing referrals by clients should be infrequent and must be documented in HMIS. Repeated rejections on behalf of staff, programs, and/or agencies may require case conferencing and additional guidance from Continuum of Care leadership.

By Housing Provider: Hawaii CoC providers and program participants may deny or reject referrals from the Single Adults Coordinated Entry System, although service denials should be infrequent and must be documented in HMIS. The specific allowable criteria for denying a referral shall be published by each project and be reviewed and updated annually or as they change, whichever happens first. All participating projects shall provide the reason for service denial, and may be subject to a limit on the number of service denials. Agencies that would like to deny a referral that is incompatible with their programming must include details about the reason for denial. Documentation should include communication attempts with the client, specific reasons that prevent acceptance of referral, or other similar details.

Denial of a referral by a provider generally have three different consequences depending upon the reason for the denial: 1) The client is placed back on the housing queue for a future referral; 2) The client is referred for case conferencing to resolve the issue that led to the denial of the referral; or, 3) The client is removed from the housing queue. Specific circumstances are as follows.

The client should be placed back on the housing queue for a future referral in the following circumstances:

- The client is not document-ready and will not be so within one month – appropriate application(s) for identification documentation has been submitted;
- The client does not meet required criteria for program eligibility;

The client should be referred for case conferencing to resolve a specific issue in the following circumstances:

- The client is not document-ready and will not be so within one month – application(s) for identification documentation have not been submitted;
- The housing provider is unable to locate the client within fourteen days following the date on which the referral was made, or the client has been unresponsive to repeated and numerous communication attempts;
- The client's needs, health, or well-being would be negatively impacted because the program does not offer the services, staffing, location, and/or housing supports necessary to successfully serve the household (e.g., where an individual or family is better-suited for project-based housing than independent living), or the client's health or well-being or the safety of current program participants would be negatively impacted due to staffing, location, or other programmatic issues;
- The client refused placement because he or she does not wish to work the provider receiving the referral;
- The client refused placement because he or she does not wish to live in the geographic area in which the program operates;
- The client was previously evicted by the program or organization, or there is a conflict of interest on the part of the provider in housing the person.

The client should be removed from the housing queue in the following circumstances:

- The person is no longer residing on the island (moved out of CoC area);

If the denial is the result of a third-party property management/landlord (private or partner of service provider) rejecting the client's application, the rejection will trigger a case conferencing meeting. If the client chooses to appeal this decision, a new referral will not be provided to the housing program until the appeal process has reached its conclusion.

The housing provider will document any unsuccessful matches and provide both (1) the reason(s) why they were not housed; and, (2) the date of unsuccessful match/"un-assignment" within HMIS so that the client can be reassigned to additional providers. The housing provider will also document when each match does lead to successful program entry and providing the date the client moves into housing within HMIS. Where a client is unassigned because due to a lack of document-readiness, the client will not receive a subsequent assignment until appropriate documentation is available; for this reason, it is essential that the community, through case conferencing, work to ensure that all clients (beginning with those in Priority Group 1) are document-ready.

Re-Screening

While clients generally do not need to be surveyed multiple times with any particular assessment tool, there are circumstance under which clients who have been screened would qualify to be re-screened, including the following:

- The client has not had contact with the homeless services system for one year or more since the initial assessment date (contact with the homeless service system may be made by taking another assessment, enrolling in a program, or having a documented encounter);
- The client has encountered a significant life change;
- In rare occurrences, a client who is screened and referred to a housing program may be eligible for re-screening if the program determines after extensive efforts that the client needs a higher level of support than can be offered in that level of intervention.
- The client who has a known, extensive history within the shelter and other emergency systems but their acuity is not accurately depicted on their first screening.

Prior to initiating a new assessment, the assessor should ensure that previous assessment is exited in HMIS as each client may have only one assessment score associated with a given unique HMIS identifier.

Universal Access Across Subpopulations

Universal access for all persons: Hawaii Continuum of Care providers shall provide directly or plan through other means to ensure universal access to crisis response services including shelter for individuals and families seeking emergency assistance at all hours of the day and all days of the year.

Crisis response during non-business hours: Continuum of Care providers shall document planned after-hours emergency services and publish hours of operation in an easily accessible location or posted publicly on the internet. After hours' crisis response access may include telephone crisis hotline access, coordination with police and/or emergency medical care.

Persons fleeing domestic violence or sexual assault: Continuum of Care providers shall be trained on the complexity of responding to individuals and families fleeing domestic violence, privacy and confidentiality, and safety planning, including how to handle emergency situations at access points. CoC providers shall make safety referrals to victim service providers as determined to be clinically appropriate or at the request of the client. Providers participating in the Coordinated Entry System will work in partnership with advocacy organizations/shelters serving survivors of domestic violence to ensure considerations are made to address the specific safety and privacy needs of victims. This includes giving individuals and

families the ability to decline housing in neighborhoods that would compromise their location, the choice to be entered anonymously into a separate database, and have full access to housing options.

TRANSFERS

There are circumstances under which a client enrolled with one housing provider may benefit from transferring to another program or provider. For example:

- The client has lost several scattered-site housing placements due to problems with visitors.
- A client in a site-based setting is unable to comply with funder-imposed rules around sobriety or the environment is not conducive to mental or physical well-being.

The Coordinated Entry System seeks to minimize the number of persons who are exited back to homelessness, only to have to be re-screened, and re-prioritized, and wait again for supportive housing. If the current housing provider is unable to continue serving a household, staff should contact the appropriate Coordinated Entry System Continuum of Care Leadership representative to discuss options besides exiting to homelessness.

If a transfer within the same level of service intervention (i.e., one PSH provider to another PSH provider) is being considered, the referral should come through the Coordinated Entry System process. To do so, the current housing provider must contact Coordinated Entry System Continuum of Care Leadership to determine what other housing providers have available capacity. Housing programs shall not initiate transfers between providers without the involvement and permission of Coordinated Entry System Continuum of Care Leadership.

Housing providers are prohibited from transferring an individual or family from one service intervention to another (i.e., TH to PSH, internally or externally) without permission from the Continuum of Care. If a provider has an opening in a PSH program, they must receive the referral through the Coordinated Entry System, and may not fill that opening internally via transfer from a lower service intervention program. Additionally, if it is identified that a client may need a higher intervention than what was determined initially, the housing provider should discuss this with Coordinated Entry System Continuum of Care Leadership. If a program is terminated or otherwise ends, the provider should work with Partners in Care and the CES Administrator to ensure that current clients are not exited to homelessness.

COORDINATED ENTRY SYSTEM MONITORING AND EVALUATION

Continuum of Care providers shall adhere to HUD-defined monitoring and reporting plans for the Coordinated Entry System. A Coordinated Entry Oversight Group will be established to monitor and evaluate coordinated entry for all subpopulations, as well as design and implement policies and procedures related to the integration of all subpopulations (including veterans). The Oversight Group will consist of CoC leadership and representatives of all key stakeholders, including:

- The Chair of the CoC Planning Committee;
- The Chair of the Statewide Data Committee;
- CES Administrators for each subpopulation;

- The HMIS Administrator;
- The Governor of Hawaii's Office;
- The Mayor of Honolulu's Office;
- The Partners in Care Director's Office;
- Subpopulation representatives for chronically homeless persons, survivors of domestic violence, families, veterans, and youth;

The monitoring process will report on performance objectives related to Coordinated Entry System utilization, efficiency, and effectiveness. HUD has developed the following seven system-level performance measures to help communities gauge their progress in preventing and ending homelessness:

1. Length of time persons remain homeless;
2. The extent to which persons who exit homelessness to permanent housing destinations return to homelessness;
3. Number of homeless persons;
4. Jobs and income growth for homeless persons in CoC Program-funded projects;
5. Number of persons who become homeless for the first time;
6. Homelessness prevention and housing placement of persons defined by Category 3 of HUD's homeless definition in CoC Program-funded projects; and,
7. Successful housing placement.

The purpose of these measures is to provide a more complete picture of how well a community is preventing and ending homelessness. The number of homeless persons measure (#3) directly assesses a CoC's progress toward eliminating homelessness by counting the number of people experiencing homelessness both at a point in time and over the course of a year. The six other measures help communities understand how well they are reducing the number of people who become homeless and helping people become quickly and stably housed.

Reductions in the number of people becoming homeless are assessed by measuring the number of persons who experience homelessness for the first time (#5), the number who experience subsequent episodes of homelessness (#2), and homelessness prevention and housing placement for people who are unstably housed (Category 3 of HUD's homelessness definition) (#6). Achievement of quick and stable housing is assessed by measuring length of time homeless (#1), employment and income growth (#4), and placement when people exit the homelessness system (#7).

The performance measures are interrelated and, when analyzed relative to each other, provide a more complete picture of system performance. For example, the length of time homeless measure (#1) encourages communities to quickly re-house people, while measures on returns to homelessness (#2) and successful housing placements (#7) encourage communities to ensure that those placements are also stable. Taken together, these measures allow communities to evaluate the factors more comprehensively that contribute to ending homelessness.

The Oversight Group and/or the CES Administrator should also identify and implement other processes and/or measures to evaluate the ongoing implementation and operation of coordinated entry. In addition to the seven HUD-mandated System Performance Measures, regular review should occur related to the following seven metrics (at a minimum):

1. The total and change to the number of people on the housing queue (including by subpopulation and by Priority Group);
2. The total and change to the number of people who are document-ready on the housing queue (including by subpopulation and by Priority Group);

3. The total and change to the number of new assignments and total placements from the housing queue (including by subpopulation and by Priority Group);
4. The total and change to the number of successful and unsuccessful placements (including by subpopulation, Priority Group, and component type);
5. The total and change to the reason of unsuccessful placements (including by subpopulation, Priority Group, and component type);
6. The mean and median length of time from assessment to referral (including by subpopulation, Priority Group, and component type); and,
7. The mean and median length of time from referral to placement into a housing unit (including by subpopulation, Priority Group, and component type).

Some metrics may require additional information, apart from the information currently in HMIS, to complete. The Oversight Group should work with the HMIS Administrator to identify both available and desirable data to effectively measure performance utilizing these metrics.

For more information, please see the Draft Coordinated Entry Oversight Report template located in the Appendix.

TERMINATION

Any participating or Authorized Agency may terminate their participation in the Coordinated Entry System by providing written notice to the CES Administrator, the CES Oversight Group, and the CoC Board. Housing programs that are required to participate in coordinated entry due to HUD guidelines may not terminate participation without HUD approval.

Coordinated Entry System Policies and Procedures Manual

Appendix

Partners in Care

HI-501: Honolulu City and County Continuum of Care (CoC)

COORDINATED ENTRY SYSTEM TERMS

Literally Homeless (Category 1 of the HUD Homeless Definition)

An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning:

- (1) An individual or family with a primary nighttime residence that is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings, including a car, park, abandoned building, bus or train station, airport, or camping ground;
- (2) An individual or family living in a supervised publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, State, or local government programs for low-income individuals); or,
- (3) An individual who is exiting an institution where he or she resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

At Imminent Risk of Homelessness (Category 2 of the HUD Homeless Definition)

An individual or family who will imminently lose their primary nighttime residence, provided that:

- (1) The primary nighttime residence will be lost within 14 days of the date of application for homeless assistance;
- (2) No subsequent residence has been identified; and,
- (3) The individual or family lacks the resources or support networks, e.g., family, friends, faith-based or other social networks, needed to obtain other permanent housing.

Homeless Under Other Federal Statutes (Category 3 of the HUD Homeless Definition)

Unaccompanied youth under 25 years of age, or families with children and youth, who do not otherwise qualify as homeless under this definition, but who:

- (1) Are defined as homeless under section 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), section 637 of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)), or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a);
- (2) Have not had a lease, ownership interest, or occupancy agreement in permanent housing at any time during the 60 days immediately preceding the date of application for homeless assistance;
- (3) Have experienced persistent instability as measured by two moves or more during the 60-day period immediately preceding the date of applying for homeless assistance; and,
- (4) Can be expected to continue in such status for an extended period of time because of chronic disabilities; chronic physical health or mental health conditions; substance addiction; histories of domestic violence or childhood

abuse (including neglect); the presence of a child or youth with a disability; or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment.

Fleeing Domestic Abuse or Violence (Category 4 of the HUD Homeless Definition)

Any individual or family who:

- (1) Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
- (2) Has no other residence; and,
- (3) Lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing.

At Risk of Homelessness (HUD Definition)

(1) An individual or family who:

- (a) Has an annual income below 30 percent of median family income for the area, as determined by HUD;
- (b) Does not have sufficient resources or support networks, e.g., family, friends, faith-based or other social networks, immediately available to prevent them from moving to an emergency shelter or another place described in paragraph (1) of the —Homeless definition in this section; and,
- (c) Meets one of the following conditions:
 - (i) Has moved because of economic reasons two or more times during the 60 days immediately preceding the application for homelessness prevention assistance;
 - (ii) Is living in the home of another because of economic hardship;
 - (iii) Has been notified in writing that their right to occupy their current housing or living situation will be terminated within 21 days of the date of application for assistance;
 - (iv) Lives in a hotel or motel and the cost of the hotel or motel stay is not paid by charitable organizations or by federal, State, or local government programs for low-income individuals;
 - (v) Lives in a single-room occupancy or efficiency apartment unit in which there reside more than two persons, or lives in a larger housing unit in which there reside more than 1.5 people per room, as defined by the U.S. Census Bureau;
 - (vi) Is exiting a publicly funded institution, or system of care (such as a healthcare facility, a mental health facility, foster care or other youth facility, or correction program or institution); or,

- (vii) Otherwise lives in housing that has characteristics associated with instability and an increased risk of homelessness, as identified in the recipient's approved consolidated plan;
- (2) A child or youth who does not qualify as "homeless" under this section, but qualifies as "homeless" under section 387(3) of the Runaway and Homeless Youth Act (42 U.S.C. 5732a(3)), section 637(11) of the Head Start Act (42 U.S.C. 9832(11)), section 41403(6) of the Violence Against Women Act of 1994 (42 U.S.C. 14043e- 2(6)), section 330(h)(5)(A) of the Public Health Service Act (42 U.S.C. 254b(h)(5)(A)), section 3(m) of the Food and Nutrition Act of 2008 (7 U.S.C. 2012(m)), or section 17(b)(15) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)(15)); or,
- (3) A child or youth who does not qualify as "homeless" under this section, but qualifies as "homeless" under section 725(2) of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a(2)), and the parent(s) or guardian(s) of that child or youth if living with her or him.

Chronically Homeless (HUD Definition)

- (1) An individual who:
 - (a) Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter;
 - (b) Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last 3 years (totaling one year combined); and,
 - (c) Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability;
- (2) An individual who has been residing in an institutional care facility, including a jail, substance abuse, or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition, before entering that facility; or,
- (3) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) of this definition, including a family whose composition has fluctuated while the head of household has been homeless.

Disability (HUD Definition)

An individual who:

- (1) Has a disability as defined by Section 223 of the Social Security Act (42 U.S.C. 423); or,
- (2) Is determined by HUD regulations to have a physical, mental, or emotional impairment that:
 - (a) Is expected to be of long, continued, and indefinite duration;
 - (b) Substantially impedes his or her ability to live independently; and,

- (c) Is of such a nature that more suitable housing conditions could improve such disability; or,
- (3) Has a developmental disability as defined in the Developmental Disabilities Assistance and Bill of Rights Act (42 U.S.C. 15002(8)); or,
- (4) Has the disease Acquired Immunodeficiency Syndrome (AIDS) or any conditions arising from the etiologic agent for Acquired Immunodeficiency Syndrome (HIV).

The definition does not include a person whose disability is based solely on any drug or alcohol dependence for the purpose of qualifying for low-income housing under HUD public housing and Housing Choice Voucher programs.

Homeless Management Information System (HMIS)

A Homeless Management Information System is an electronic web-based data collection and reporting tool designed to record and store client-level information on the characteristics and service needs of homeless individuals and families throughout a Continuum of Care (CoC) jurisdiction. Usage of the HMIS is mandated by the U.S. Department of Housing and Urban Development (HUD) for any person experiencing homelessness.

Vulnerability Index – Service Prioritization Decision Assistance Tool (VI-SPDAT)

The Vulnerability Index and Service Prioritization Decision Assistance Tool (VI-SPDAT) developed and owned by OrgCode and Community Solutions is a triage tool that assists in informing an appropriate “match” to a housing intervention to individuals based on their acuity in several core areas. Within those recommended housing interventions, the VI-SPDAT allows for prioritization based on presence of vulnerability across four components: (A) history of housing and homelessness; (B) risks; (C) socialization and daily functioning; and, (D) wellness (including physical health, substance use, mental health, medications, and abuse and trauma). Version 2 of the VI-SPDAT was released in 2015 and is currently being implemented for both single adults and families. Hawaii’s Single Adults Coordinated Entry System has agreed to use the VI-SPDAT as the universal assessment tool across the Continuum of Care for screening and matching individuals experiencing homelessness in Hawaii. Staff administering any of the SPDAT tools should be trained by an authorized trainer.

SINGLE ADULTS VISION STATEMENT AND GUIDING PRINCIPLES

Background: This Vision Statement is intended to contain the general principles that will be incorporated into the coordinated entry process. All future planning efforts should be measured against the goals contained in this document.

Intent: Implement a transparent coordinated entry process to ensure that people experiencing homelessness in Hawaii are able to rapidly access the most appropriate homeless housing and services to meet their individual needs.

Purpose of Coordinated Entry: Participation in a coordinated entry system is a requirement for all Continuum of Care (CoC) and Emergency Solutions Grant (ESG) funded programs under the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act of 2009. By the terms of the CoC Interim Rule, coordinated entry is “...a centralized or coordinated process designed to coordinate program participant intake, assessment, and provision of referrals... [that] covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool.” More importantly, though, development and implementation of

coordinated entry in Hawaii is an opportunity to think critically about our homeless response system. Through this process, we aim to increase the speed at which people seeking assistance are able to access the system, match those people to appropriate housing and services by prioritizing those with the most acute needs for placement, reserve the most intense services for those with the greatest vulnerability, improve efficiency by maximizing document readiness and minimizing vacancies throughout the response system, unify a fragmented response system, and ensure that we have a comprehensive array of housing and services to meet the needs of our community.

Key Principles of Hawaii's Coordinated Entry System: Through a community process, we have identified the following key principles as essential to our coordinated entry system:

- Access to the resources of our homeless response system should be fast, transparent, and open to anyone experiencing (or at-risk of) homelessness throughout Hawaii.
- The intake, assessment, and referral processes should be *streamlined* to ease the burden on both clients and frontline service staff by reducing redundancy within the system.
- Housing First should be implemented at the programmatic and systemic levels to *reduce barriers to entry* and ensure that the most vulnerable clients can access the most intensive resources.
- People experiencing (or at-risk of) homelessness should be *prioritized for resources* based on vulnerability and need, while still accounting for and maximizing client choice.
- Homeless housing and service providers, along with other mainstream service providers, should maintain a *cooperative approach* to problem-solving, goal setting, and systemic orientation.
- The coordinated entry system should prioritize *quality assurance* to ensure consistency in tools, standards, staff training, and opportunity for people experiencing (or at-risk of) homelessness throughout Hawaii.

Key Elements of Hawaii's Coordinated Entry System: Through a community process, we have identified the following key decisions regarding structural components of the coordinated entry system that have already been made:

- *Access Model:* People experiencing (or at-risk of) homelessness will be able to access the coordinated entry system through: (1) program sites within the CoC; (2) street outreach teams for those encountered in unsheltered environments by outreach staff; and, (3) a complimentary phone system for those unable to access a physical location (likely operated by Aloha United Way 2-1-1).
- *Assessment Tool:* The coordinated entry system will use the VI-SPDAT as its primary assessment tool. The VI-SPDAT, or subpopulation specific versions such as the F-SPDAT as appropriate, may be supplemented by additional screening/triage tools as needed to: (1) address the health/safety of vulnerable persons (e.g., victims of domestic violence or other persons in immediate distress); and, (2) meet the specialized needs of particularly vulnerable subpopulations (e.g., mental illness, substance abuse, etc.).
- *Prioritization:* People experiencing (or at-risk of) homelessness will be prioritized in a transparent, consistent manner that considers the individual's vulnerability and needs. Prioritization will be a transparent process for the benefit of both providers and those seeking assistance. This prioritization scheme may include: (1) VI-SPDAT scores; (2) length of time homeless; (3) physical and mental health conditions; (4) age; (5) document readiness; (6) client choice; and, (7) other factors that are consistent with identifying vulnerability and need.
- *Housing Navigation:* The coordinated entry system will incorporate housing navigation services that improve the ability of people experiencing (or at-risk of) homelessness to move through the homeless response system, increase efficiency in housing placement, and reduce the overall burden on individual programs.

DRAFT COORDINATED ENTRY PRE-SCREENING TOOL

All clients should be administered this pre-screening tool prior to a full coordinated entry assessment (VI-SPDAT, Family VI-SPDAT, TAY VI-SPDAT, etc.). If the individual or family appears to have obvious and immediate medical or victim-service safety needs, the surveyor should use their best judgment regarding how to proceed in a manner designed to ensure the individual or family's health and well-being.

Pre-Screening Date: _____

1. SAFETY NEEDS

Q1. Do you need immediate medical attention? Would you like us to help you go to the hospital now?

Yes No

Q2. Do you need immediate police assistance? Would you like us to contact the police for you now?

Yes No

Q3a. Are you currently residing with, or trying to leave, a family member, intimate partner, or someone who threatens you, makes you feel fearful, or forces you to do something against your will?

Yes No

Q3b. [Only if "yes" to Q3a] Do you want services that are specifically geared to help people who've experienced violence from a family member or an intimate partner, and do you need a safe place to stay?

Yes No

Surveyor Instructions: If the client answers "yes" to any of Q1-3b, they should be assisted to access appropriate emergency services prior to continuing this tool (if necessary) or receiving the full coordinated entry assessment. The full coordinated entry assessment should be administered only after the client's immediate safety needs have been stabilized.

- If "yes" to Q1: Assist the client to access appropriate medical care
- If "yes" to Q2: Assist the client to access appropriate police assistance
- If "yes" to Q3a or 3b: Assist the client to access appropriate victim service provider

2. BASIC INFORMATION

Q4. What is your date of birth?

Q5. Are you a veteran?

Yes No

Q6a. Including you, how many total members are in your household?

Q6b. Including you, how many adults (ages 18 and up) are in your household?

Q6b. Including you, how many children under the age of 18 are in your household?

Q7a. Where did you sleep last night?

- Streets/Outdoors
- Emergency Shelter
- With Family or Friends
- Hotel or Motel
- Other: (Please Explain) _____

Q7b. In what area of Oahu did you sleep last night?

- | | |
|--|--|
| <input type="checkbox"/> Downtown Honolulu: Salt Lake to Piikoi St | <input type="checkbox"/> East Honolulu: Piikoi St to Hawaii Kai, Waikiki |
| <input type="checkbox"/> Ewa: Aiea to Kapolei | <input type="checkbox"/> Windward: Kaneohe to Waimanalo |
| <input type="checkbox"/> Upper Windward: Kahaluu to Kahuku | <input type="checkbox"/> North: Wahiawa to North Shore |
| <input type="checkbox"/> Waianae Coast | |

Q8a. Do you have a place to sleep tonight?

- Yes No

Q8b. [Only If "yes" to Q8a] Where will you sleep tonight?

Description: (Same or New Location Detail) _____

Q8c. [Only if "yes" to Q8a] Can you stay in that same place for the next two weeks?

- Yes No

Q8d. [Only if "no" to Q8c] Why do you think that you'll need to find a new place to sleep? When do you think that you need to find a new place by?

Reason: _____
Date: _____

Q8e. [Only if "no" to Q8a] Would you like us to try to help you access an emergency shelter tonight?

- Yes No

Q9. What's the best way for us to safely contact you or leave you a message so that we can help you access housing resources that may be available to you?

- Phone/Voicemail: _____
- Email: _____
- Physical Location: _____
- Other: (Detail) _____

The individual or family likely meets the HUD definition of homelessness if:

- The individual or family slept on the streets last night (Q7a);
- The individual or family slept in an emergency shelter last night (Q7a);
- The individual or family has no place to sleep tonight (Q8a); or,
- The individual or family stayed with family or friends or in a hotel or motel last night (Q7) and they expect to lose that option within the next two weeks (Q8c and Q8d)

If the individual or family is not likely to meet this definition of homelessness, refer the individual or family to mainstream resources.

3. HOUSING PREFERENCES

Q10. What region(s) of Oahu are you not willing to accept housing in? (Select as many as applicable)

- | | |
|--|--|
| <input type="checkbox"/> Downtown Honolulu: Salt Lake to Piikoi St | <input type="checkbox"/> East Honolulu: Piikoi St to Hawaii Kai, Waikiki |
| <input type="checkbox"/> Ewa: Aiea to Kapolei | <input type="checkbox"/> Windward: Kaneohe to Waimanalo |
| <input type="checkbox"/> Upper Windward: Kahaluu to Kahuku | <input type="checkbox"/> North: Wahiawa to North Shore |
| <input type="checkbox"/> Waianae Coast | |

Q111. [Only if under 24 years of age on Q4] Would you be willing to share an apartment with another youth?

- Preferred
- Acceptable
- No
- Not Sure

DRAFT COORDINATED ENTRY OVERSIGHT REPORT

Subpopulation:	
Date:	

This oversight report should be provided by the four subpopulation-specific Coordinated Entry System Administrators to the Coordinated Entry Oversight Group on a monthly basis. The data contained in the following four charts will provide that group with the information it needs to conduct effective oversight of the Coordinated Entry System. The four charts include:

1. Monthly referral comparison showing placements and unassignments.
2. Unassignment overview showing unassignments due to: already housed, failure to locate, higher level of care needed, client choice, moved outside of CoC, and other comments.
3. Placement rates by housing type showing: total referrals, unassignments, placements, average days to house.
4. Placement rates by housing program showing: total referrals, unassignments, placements, average days to house.

**Partners in Care
Coordinated Entry System (CES) Complaint and Grievance Policy
July 2019**

Partners in Care, the Honolulu Continuum of Care, recognizes that consumers, participating provider agencies, or other appropriate stakeholders or parties may express dissatisfaction with Coordinated Entry System. With that in mind, this document stipulates that a grievance is any formally expressed dissatisfaction, legal violation, or instance of gross misconduct or negligence within the Coordinated Entry System as well as any potential violation of the written Coordinated Entry Policies and Procedures. A general complaint differs from a grievance in that a general complaint does not claim a violation of the Policies and Procedures nor does it reflect gross misconduct or describe a legal violation.

In terms of reporting or otherwise articulating either a complaint or a grievance, it must be received in writing. It may be anonymous and can be written either by the consumer or by someone on the consumer's behalf or by a participating agency. Grievances and general complaints will be handled as outlined below.

1. Complaints

General complaints, i.e., not related to discrimination, gross misconduct or negligence, a legal violation, or claiming to violate the Policies and Procedures should be addressed initially by the provider, on behalf of itself as a provider or on behalf of a consumer and should follow the provider's complaints procedure. Complaints that should be addressed directly by the provider staff member or provider staff supervisor may cover but not necessarily be limited to such areas as: provider conditions, how the consumer was treated by provider staff, and violations of confidentiality agreements.

Ideally, the person and provider will try to work out the problem directly as a first step in the process. If this does not resolve the issue, the complaint can be forwarded to the Partners in Care Executive Director who will work with the appropriate CES Administration personnel. CES Administration will then work with the complainant to address the issue and improve the system's overall operations. Complaints may be further appealed to the Partners in Care's CES Oversight Committee. If the grievance is directed at CES and/or its staff, the grievance shall be reviewed by the Partners in Care CES Oversight Committee. The CES Oversight Committee's decision, upon review and acceptance by the Partners In Care Board of Directors, will constitute the final disposition. If the CES Oversight Committee's decision is not accepted by the Partners in Care Board of Directors, then the Board itself will make the final decision.

2. Consumer Grievances

Each participating provider agency must make a good faith effort to resolve a discrimination or Coordinated Entry-related consumer grievance as best they can in the moment. If the consumer feels the grievance was not adequately addressed, the consumer may file a formal grievance with the PIC Executive Director who will work with the appropriate CES Administration personnel. If a consumer is dissatisfied with the resolution, or in the event of a conflict of interest between CES staff and the claimant, the grievance will be reviewed by the Partners in Care CES Oversight Committee.

If the grievance is directed at CES and/or its staff, the Partners in Care Executive Director shall automatically forward it for review by the CES Oversight Committee. The CES Oversight Committee's decision, upon review and acceptance by the Partners In Care Board of Directors, will constitute the final disposition. If the CES Oversight Committee's decision is not accepted by the Board of Directors, then the Board itself will make the final decision.

The person filing the grievance has the right to be assisted by an advocate of her/his choice (e.g., agency staff person, co-worker, friend, family member, etc.) at each step of the grievance process. The filer has the right to withdraw her/his grievance at any time. Any grievance paperwork filed by a participant should note her/his name and contact information so they can be contacted by the appropriate party to discuss issues raised.

2. Provider Grievances

Any participating provider agency filing a grievance concerning a violation or suspected violation of the policies and procedures must be acting in good faith and have reasonable grounds for believing there is a violation of the Coordinated Entry System Policies and Procedures.

Grievances will be processed in such a way in which grievances are addressed in the most objective and fair way. This includes a process by which the agency involved in the grievance does not participate in the review.

If the grievance is directed at CES and/or its staff, the Partners in Care Executive Director shall automatically forward it for review by the CES Oversight Committee. The CES Oversight Committee's decision, upon review and acceptance by the Partners In Care Board of Directors, will constitute the final disposition. If the CES Oversight Committee's decision is not accepted by the Board of Directors, then the Board itself will make the final decision.

To file a grievance, the participating provider agency will contact the Partners in Care Executive Director with a written statement describing the alleged violation of the Coordinated Entry System Policies and Procedures or related concerns. The statement shall also detail steps taken to resolve the issue locally. The PIC Executive Director will work with the appropriate CES Administration personnel. Once the PIC Executive Director and CES Administration has received all documentation, they will decide if the grievance is valid and determine if further action needs to be taken.

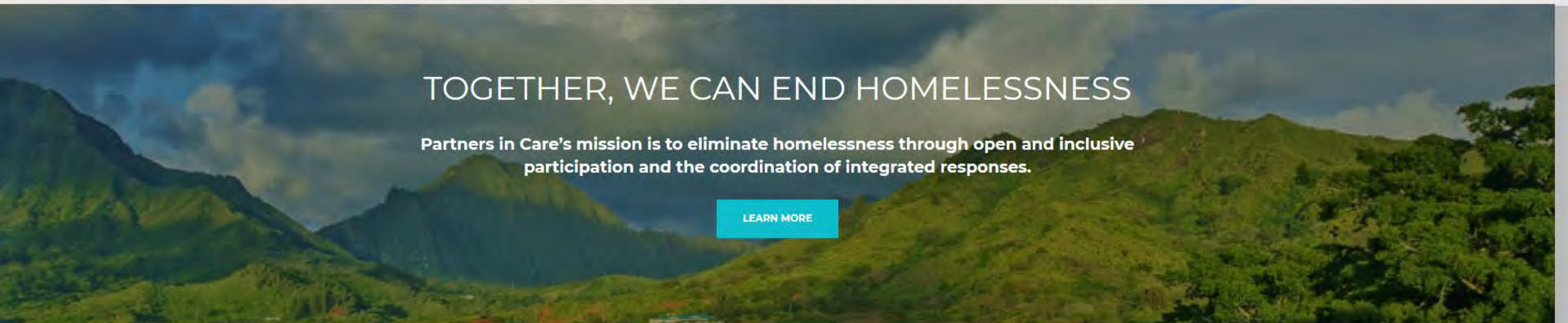
If a provider agency is dissatisfied with the resolution, or in the event of a conflict of interest between CES Administration and the claimant, the grievance will be reviewed by the CES Oversight Committee. The CES Oversight Committee's decision, upon review and acceptance by the Partners in Care Board of Directors, will constitute the final disposition. If the CES Oversight Committee's decision is not accepted by the Board of Directors, then the Board itself will make the final decision.

All complaints and grievances can mailed to the administrative office of Partners In Care:

Laura E. Thielen, Executive Director
Partners In Care, O'ahu's Continuum of Care
200 North Vineyard Boulevard, Suite 210
Honolulu, HI 96817
808-543-2282
lthielen@auw.org

The following applies to complaints, consumer grievances and provider grievances:

- a. Partners In Care Executive Director, supported by counsel of the Coordinated Entry System Lead Administrator, will review the grievance, research the nature of the complaint, and will respond to the grievant within 30 days. If the Partners In Care, Executive Director role is vacant, then the Board Vice chair will lead the process.
- b. Upon such request, clients may receive a written notification containing a clear statement of client status on the community queue "By Name List" within the Coordinated Entry System, reasons for termination or denial of assistance, the specific date for which assistance will cease, the right of the participant to have a review of the decision, instructions on how the Participant is to invoke this review, the right of the Participant to review the records and the right to counsel at the sole expense of Participant during this review;
- c. The agency named in the grievance, the CoC, and other participating HMIS agencies will not refuse or reduce services to the client because of a filed grievance. A thorough investigation by CoC will ensue if a client reports retaliation due to the filed grievance.



TOGETHER, WE CAN END HOMELESSNESS

Partners in Care's mission is to eliminate homelessness through open and inclusive participation and the coordination of integrated responses.

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News HI-501 CoC Project Listing Publicly Available has been updated.

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HI-501 CoC Project Listing Publicly Available

Monday, September 16, 2019

Partners In Care is pleased to make publicly available the Priority Project Listing for the 2019 CoC Consolidated Application to HUD. Please submit comments or questions regarding our priority listing to [Sharon Baillie, Operations and Planning Manager](#).

Read More

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HI-501 CoC Project Listing Publicly Available

Monday, September 16, 2019

Partners In Care is pleased to make publicly available the Priority Project Listing for the 2019 CoC Consolidated Application to HUD. Please submit comments or questions regarding our priority listing to [Sharon Baillie, Operations and Planning Manager](#).

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Oahu Continuum of Care

Partners in Care is a coalition of Oahu's homeless service providers, government representatives and community stakeholders working together in partnership to end homelessness.

SENT VIA EMAIL

September 6, 2019

Phil Acosta
Executive Director
ALEA Bridge
pacosta@aleabridge.org

Dear Mr. Acosta,

On behalf of Partners in Care (PIC), Oahu's Continuum of Care (CoC), I am pleased to notify you that the following new project proposal has been reviewed and ranked for the 2019 CoC Competition.

Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 543-2246 or sbaillie@auw.org.

Project Type	Project Title	Rank	Tier	Score	Amount Awarded
NEW/BONUS	Project Hale Noho	10	1	82.2	\$385,011*

*Amount awarded less than amount requested by \$628,196 and only for 1 year grant term, project will be amended back for budget revisions.

Again, we are pleased to include these projects in the 2019 CoC Application to HUD.

Sincerely yours,

Laura E. Thielen
PIC Executive Director



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SENT VIA EMAIL

September 6, 2019

Tom McDonald
 Executive Director
 Alternative Structures International
tmcdonald@asi-hawaii.org

Dear Mr. McDonald,

On behalf of Partners in Care (PIC), Oahu's Continuum of Care (CoC), I am pleased to notify you that the following renewal project proposals have been reviewed and ranked for the 2019 CoC Competition.

Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 543-2246 or sbaillie@auw.org.

Project Type	Project Title	Rank	Tier	Score	Amount Awarded
RENEWAL	Family PSH Leeward Oahu Year 4	7	1	84.9	\$326,281
RENEWAL	Youth Housing Collaborative Y3	12	1	81	\$264,691

Again, we are pleased to include this project in the 2019 CoC Application to HUD.

Sincerely yours,

Laura E. Thielen
 PIC Executive Director



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SENT VIA EMAIL

September 6, 2019

Norm Baker
Chief Operating Officer
Aloha United Way
norm@auw.org

Dear Mr. Baker,

On behalf of Partners in Care (PIC), Oahu's Continuum of Care (CoC), I am pleased to notify you that the following renewal and new project proposals have been reviewed and ranked for the 2019 CoC Competition.

Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 543-2246 or sbaillie@auw.org.

Project Type	Project Title	Rank	Tier	Score	Amount Awarded
NEW/REALLOCATION	HI-501 HMIS FY2019 Expansion	1	1	94.8	\$75,538
RENEWAL	HI-501 CES FY2019	2	1	94	\$300,000
RENEWAL	HI-501 HMIS FY2019	3	1	92.6	\$124,462
RENEWAL	Consolidated PH 2019	13	1 & 2	81.6	\$5,281,556*

*Project proposal ranked in both Tiers: T1 = \$5,254,800 and T2 = \$26,758.

Again, we are pleased to include these projects in the 2019 CoC Application to HUD.

Sincerely yours,

Laura E. Thielen
PIC Executive Director



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Oahu Continuum of Care

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SENT VIA EMAIL

September 6, 2019

Amanda Pump
Director of Oahu Programs
Children and Family Services
apump@cfs-hawaii.org

Dear Ms. Pump,

On behalf of Partners in Care (PIC), Oahu's Continuum of Care (CoC), I am pleased to notify you that the following renewal and new project proposals have been reviewed and ranked for the 2019 CoC Competition.

Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 543-2246 or sbaillie@auw.org.

Project Type	Project Title	Rank	Tier	Score	Amount Awarded
RENEWAL	DV Abuse Shelter and TH	15	2	76	\$79,580*
NEW/DV Bonus	DV Bonus – Coordinated Entry Project FY2019	DV2	N/A	86.6	\$153,852**

*Project proposal will be amended back to applicant for revision as amount requested exceeds amount allowed per GIW.

** Amount awarded more than amount request by \$68,417, project will be amended back for revisions.

Again, we are pleased to include this project in the 2019 CoC Application to HUD.

Sincerely yours,

Laura E. Thielen
PIC Executive Director



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SENT VIA EMAIL

September 6, 2019

Jon Berliner
Executive Director
Gregory House Programs
jonb@gregoryhouse.org

Dear Mr. Berliner,

On behalf of Partners in Care (PIC), Oahu's Continuum of Care (CoC), I am pleased to notify you that the following new project proposal has been reviewed and ranked for the 2019 CoC Competition.

Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 543-2246 or sbaillie@auw.org.

Project Type	Project Title	Rank	Tier	Score	Amount Awarded
NEW/REALLOCATION/ BONUS	Anuenue Pathway to Housing	4	1	89.6	\$460,569

Again, we are pleased to include this project in the 2019 CoC Application to HUD.

Sincerely yours,

Laura E. Thielen
PIC Executive Director



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SENT VIA EMAIL

September 6, 2019

Connie Mitchell
Executive Director
The Institute for Human Services (IHS)
conniem@ihshawaii.org

Dear Ms. Mitchell,

On behalf of Partners in Care (PIC), Oahu's Continuum of Care (CoC), I am pleased to notify you that the following renewal project proposal has been reviewed and ranked for the 2019 CoC Competition.

Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 543-2246 or sbaillie@auw.org.

Project Type	Project Title	Rank	Tier	Score	Amount Awarded
RENEWAL	IHS YRRH 2019	14	2	80.2	\$320,825

Again, we are pleased to include this project in the 2019 CoC Application to HUD.

Sincerely yours,

Laura E. Thielen
PIC Executive Director



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SENT VIA EMAIL

September 6, 2019

Bill Hanrahan
Program Director
Mental Health Kokua
bhanrahan@mhkhawaii.org

Dear Mr. Hanrahan,

On behalf of Partners in Care (PIC), Oahu's Continuum of Care (CoC), I am pleased to notify you that the following renewal project proposals have been reviewed and ranked for the 2019 CoC Competition.

Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 543-2246 or sbaillie@auw.org.

Project Type	Project Title	Rank	Tier	Score	Amount Awarded
RENEWAL	Safe Haven	9	1	82.6	\$829,228
RENEWAL	PSH	11	1	81.75	\$265,720

Again, we are pleased to include this project in the 2019 CoC Application to HUD.

Sincerely yours,

Laura E. Thielen
PIC Executive Director



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SENT VIA EMAIL

September 6, 2019

Norma Spierings
Chief Development Officer
Parents and Children Together
nspierings@pacthawaii.org

Dear Ms. Spierings,

On behalf of Partners in Care (PIC), Oahu's Continuum of Care (CoC), I am pleased to notify you that the following new project proposal has been reviewed and ranked for the 2019 CoC Competition.

Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 543-2246 or sbaillie@auw.org.

Project Type	Project Title	Rank	Tier	Score	Amount Awarded
NEW/DV Bonus	Hale Ola – New DV Bonus Project	DV1	N/A	90.6	\$262,028

Again, we are pleased to include this project in the 2019 CoC Application to HUD.

Sincerely yours,

Laura E. Thielen
PIC Executive Director



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SENT VIA EMAIL

September 6, 2019

Linda Ahue
Executive Director
Steadfast Housing Development Corporation
lahue@steadfast-hawaii.org

Dear Ms. Ahue,

On behalf of Partners in Care (PIC), Oahu's Continuum of Care (CoC), I am pleased to notify you that the following renewal project proposals have been reviewed and ranked for the 2019 CoC Competition.

Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 543-2246 or sbaillie@auw.org.

Project Type	Project Title	Rank	Tier	Score	Amount Awarded
RENEWAL	2019 Permanent Housing Ohana	5	1	94.17	\$554,049*
RENEWAL	Ekolu Group Homes 2019	6	1	82.84	\$117,967
RENEWAL	Headway House 2019	8	1	87.29	\$209,745

*Project proposal will be amended back to applicant for revision as amount requested exceeds amount allowed per GIW.

Again, we are pleased to include this project in the 2019 CoC Application to HUD.

Sincerely yours,

Laura E. Thielen
PIC Executive Director



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SENT VIA EMAIL

September 6, 2019

Kim Cook, Psy.D.
Executive Director
U.S.VETS – Barber's Point
Email: kcook@usvetsinc.org

Dear Dr. Cook,

On behalf of Partners in Care (PIC), Oahu's Continuum of Care (CoC), we would like to thank U.S. Vets for providing critical housing and support services to persons experiencing homelessness on Oahu. On Thursday, September 5, 2019 the PIC Board of Directors voted to reallocate, reduce, and not award the following projects to U.S. Vets for inclusion in the 2019 Consolidated Application to HUD based on recommendations from the Planning and Evaluation Committees.

Project Type	Project Title	Rank	Tier	Score	Amount Awarded
RENEWAL	PSH for CH Vets and Families	17	2	79.8	\$76,309*
RENEWAL	Leeward PSH	NR	NR	79.2	\$0

*Amount awarded less than amount requested by \$141,348, project will be amended back for budget revisions.

In evaluating project proposals, the Committees considered the following:

- Performance data from the project APR submitted to HUD for the most recent completed grant period;
- HUD monitoring letters and findings during last three years;
- Project narrative;
- Agency financials for the most recent annual reporting period including balance sheet and income statement; and
- Current expense time ratio and timely draw down of grant monies, and any grant monies recaptured by HUD for the most recent grant period ending;
- Threshold requirements as noted in the RFP sessions and scorecards.

All proposals were reviewed by at least five non-conflicted evaluators pursuant to 24 CFR 578.95(d).

Pursuant to Page 19 of the CoC RFP, project applicants may appeal this decision. Appeals must be submitted in writing to the PIC Board of Directors and received by 12:00 PM on Friday, September 13, 2019, mailed or delivered to 200 North Vineyard Boulevard, Suite 210, Honolulu,



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HI 96817. Appeals will be heard by an appeal panel made up of the non-conflicted members of the PIC Board of Directors who did not serve on the initial Evaluation Committee. The decision of the appeal panel is final.

Lastly, Partners in Care will amend back your project application titled "PSH for CH Vets and Families" for revisions to your budget and application no later than Tuesday, September 10, 2019. You will receive an email notification when the project application has been amended back for revision. Please make project amendments and resubmit the project application in e-snaps no later than Monday, September 16, 2019.

Again, Partners in Care thanks U.S. Vets for providing critical housing and support services to persons experiencing homelessness on Oahu. Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 543-2246 or sbaillie@auw.org.

Sincerely yours,

Laura E. Thielen
PIC Executive Director



PARTNERS IN CARE

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SENT VIA EMAIL

September 6, 2019

Mary Scott Lau
Executive Director
Women In Need
winhi@hawaiiantel.net

Dear Ms. Scott Lau,

On behalf of Partners in Care (PIC), Oahu's Continuum of Care (CoC), I am pleased to notify you that the following new project proposal has been reviewed and ranked for the 2019 CoC Competition.

Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 543-2246 or sbaillie@auw.org.

Project Type	Project Title	Rank	Tier	Score	Amount Awarded
NEW/DV Bonus	WIN Housing Domestic Violence Survivors with Comfort Pets	DV3	N/A	77	\$172,998

Again, we are pleased to include this project in the 2019 CoC Application to HUD.

Sincerely yours,

Laura E. Thielen
PIC Executive Director



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SENT VIA EMAIL

September 16, 2019

Kim Cook, Psy.D.
Executive Director
U.S.VETS – Barber's Point
Email: kcook@usvetsinc.org

Dear Dr. Cook,

On Monday, September 16, 2019 the PIC Board of Directors held a meeting of the non-conflicted board members to review and respond to appeals submitted by U.S. Vets on Friday, September 13, 2019 in accordance with the [PIC RFP - Page 19](#) released on August 17, 2019 for the 2019 Continuum of Care (CoC) Competition project listing, which was previously reviewed and ranked on Thursday, September 5, 2019. After careful review and consideration, we are pleased to inform you that the U.S. Vets Project PSH for CH Vets and Families will be awarded additional funding in this year's competition.

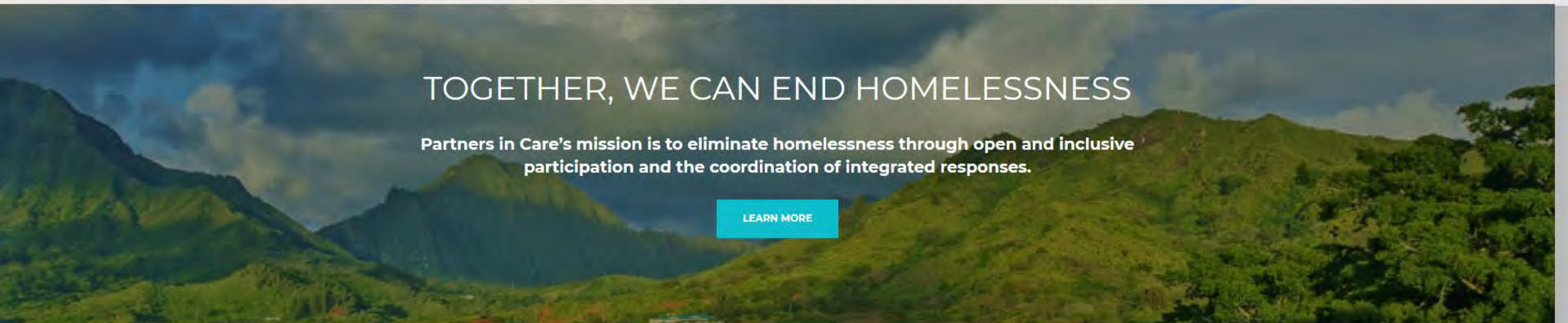
Project Type	Project Title	Rank	Tier	Score	Amount Awarded
Renewal	PSH for CH Vets and Families	15	2	79.8	\$155,859*
Renewal	Leeward PSH	NR	NR	79.2	\$0

*Project was previously awarded at \$76,309.

Again, Partners in Care thanks U.S. Vets for providing critical housing and support services to persons experiencing homelessness on Oahu. Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 808-543-2246 or sbaillie@auw.org.

Sincerely yours,


Laura E. Thielen
PIC Executive Director



TOGETHER, WE CAN END HOMELESSNESS

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News HI-501 CoC Project Listing Publicly Available has been updated.

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HI-501 CoC Project Listing Publicly Available

Monday, September 16, 2019

Partners In Care is pleased to make publicly available the Priority Project Listing for the 2019 CoC Consolidated Application to HUD. Please submit comments or questions regarding our priority listing to [Sharon Baillie, Operations and Planning Manager](#).

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HI-501 CoC Project Listing Publicly Available

Monday, September 16, 2019

Partners In Care is pleased to make publicly available the Priority Project Listing for the 2019 CoC Consolidated Application to HUD. Please submit comments or questions regarding our priority listing to [Sharon Baillie, Operations and Planning Manager](#).

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SENT VIA EMAIL

September 16, 2019

Amanda Pump
Director of Oahu Programs
Children and Family Services
apump@cfs-hawaii.org

Dear Ms. Pump,

On Monday, September 16, 2019 the PIC Board of Directors held a meeting of the non-conflicted board members to review and respond to appeals submitted in accordance with the [PIC RFP - Page 19](#) released on August 17, 2019 for the 2019 Continuum of Care (CoC) Competition project listing, which was previously reviewed and ranked on Thursday, September 5, 2019. After careful review and consideration, we regret to inform you that the CFS Renewal Project - DV Abuse Shelter and TH will not be included in our project application to HUD, as the score received was the lowest scored application from the evaluators. PIC is committed to serving survivors of domestic violence and we will work collaboratively with your agency to make sure the needs of clients are met. If Child and Family Service would like to appeal this decision, please follow the instructions at [FY 19 CoC Program NOFA – Page 75](#).

Project Type	Project Title	Rank	Tier	Score	Amount Awarded
Renewal	DV Abuse Shelter and TH	NR	NR	76	\$0*
NEW/DV Bonus	DV Bonus- Coordinated Entry Project FY2019	DV2	N/A	86.6	\$153,852

*Project was previously awarded at \$79,580.

Again, Partners in Care thanks Child and Family Service for providing critical housing and support services to persons experiencing homelessness on Oahu. Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 808-543-2246 or sbaillie@auw.org.

Sincerely yours,

Laura E. Thielen
PIC Executive Director



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SENT VIA EMAIL

September 16, 2019

Kim Cook, Psy.D.
Executive Director
U.S.VETS – Barber's Point
Email: kcook@usvetsinc.org

Dear Dr. Cook,

On Monday, September 16, 2019 the PIC Board of Directors held a meeting of the non-conflicted board members to review and respond to appeals submitted by U.S. Vets on Friday, September 13, 2019 in accordance with the [PIC RFP - Page 19](#) released on August 17, 2019 for the 2019 Continuum of Care (CoC) Competition project listing, which was previously reviewed and ranked on Thursday, September 5, 2019. After careful review and consideration, we are pleased to inform you that the U.S. Vets Project PSH for CH Vets and Families will be awarded additional funding in this year's competition.

Project Type	Project Title	Rank	Tier	Score	Amount Awarded
Renewal	PSH for CH Vets and Families	15	2	79.8	\$155,859*
Renewal	Leeward PSH	NR	NR	79.2	\$0

*Project was previously awarded at \$76,309.

Again, Partners in Care thanks U.S. Vets for providing critical housing and support services to persons experiencing homelessness on Oahu. Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 808-543-2246 or sbaillie@auw.org.

Sincerely yours,


Laura E. Thielen
PIC Executive Director



PARTNERS IN CARE

Oahu Continuum of Care

Partners in Care is a coalition of Oahu's homeless service providers, government representatives and community stakeholders working together in partnership to end homelessness.

SENT VIA EMAIL

September 6, 2019

Kim Cook, Psy.D.
Executive Director
U.S.VETS – Barber's Point
Email: kcook@usvetsinc.org

Dear Dr. Cook,

On behalf of Partners in Care (PIC), Oahu's Continuum of Care (CoC), we would like to thank U.S. Vets for providing critical housing and support services to persons experiencing homelessness on Oahu. On Thursday, September 5, 2019 the PIC Board of Directors voted to reallocate, reduce, and not award the following projects to U.S. Vets for inclusion in the 2019 Consolidated Application to HUD based on recommendations from the Planning and Evaluation Committees.

Project Type	Project Title	Rank	Tier	Score	Amount Awarded
RENEWAL	PSH for CH Vets and Families	17	2	79.8	\$76,309*
RENEWAL	Leeward PSH	NR	NR	79.2	\$0

*Amount awarded less than amount requested by \$141,348, project will be amended back for budget revisions.

In evaluating project proposals, the Committees considered the following:

- Performance data from the project APR submitted to HUD for the most recent completed grant period;
- HUD monitoring letters and findings during last three years;
- Project narrative;
- Agency financials for the most recent annual reporting period including balance sheet and income statement; and
- Current expense time ratio and timely draw down of grant monies, and any grant monies recaptured by HUD for the most recent grant period ending;
- Threshold requirements as noted in the RFP sessions and scorecards.

All proposals were reviewed by at least five non-conflicted evaluators pursuant to 24 CFR 578.95(d).

Pursuant to Page 19 of the CoC RFP, project applicants may appeal this decision. Appeals must be submitted in writing to the PIC Board of Directors and received by 12:00 PM on Friday, September 13, 2019, mailed or delivered to 200 North Vineyard Boulevard, Suite 210, Honolulu,



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HI 96817. Appeals will be heard by an appeal panel made up of the non-conflicted members of the PIC Board of Directors who did not serve on the initial Evaluation Committee. The decision of the appeal panel is final.

Lastly, Partners in Care will amend back your project application titled "PSH for CH Vets and Families" for revisions to your budget and application no later than Tuesday, September 10, 2019. You will receive an email notification when the project application has been amended back for revision. Please make project amendments and resubmit the project application in e-snaps no later than Monday, September 16, 2019.

Again, Partners in Care thanks U.S. Vets for providing critical housing and support services to persons experiencing homelessness on Oahu. Should you have any questions or concerns please contact Sharon Baillie, Operations and Planning Manager at 543-2246 or sbaillie@auw.org.

Sincerely yours,

Laura E. Thielen
PIC Executive Director

Sharon Baillie

From: Sharon Baillie
Sent: Wednesday, July 17, 2019 12:57 PM
To: 'oahu-pic@googlegroups.com'
Subject: PIC 2019 RFP for Project Applicants - HUD CoC Program Competition
Attachments: PIC FY19 HUD CoC Competition RFP.pdf

Importance: High

Aloha Partners In Care Community,

Partners In Care, Oahu's Continuum of Care, is seeking project proposals from qualified nonprofit agencies providing shelter and supportive services to persons experiencing homelessness. Please see the Request for Proposals (RFP) for more information. Selected applicants will be included in the Honolulu Continuum of Care's federal grant application for funds under the U.S. Department of Housing and Urban Development's (HUD) Continuum of Care Program (CoC).

Please find the attached 2019 RFP for Project Applications – Submission Due Date is Wednesday, August 21, 2019, 12:00 p.m. HST.

For additional information including scoring tools, please visit www.partnersincareoahu.org, homepage or reports.

Thank you,

Sharon Baillie
Operations and Planning Manager
Partners In Care – Oahu's Continuum of Care
200 North Vineyard Boulevard, Suite 210
Honolulu, Hawaii 96817
Phone: 808-543-2246
Email: sbaillie@auw.org
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TOGETHER, WE CAN END HOMELESSNESS

Partners in Care's mission is to eliminate homelessness through open and inclusive participation and the coordination of integrated responses.

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[PIC 2019 CoC Program Competition RFP for Program Applications](#)

Wednesday, July 17, 2019

Partners in Care, Oahu's Continuum of Care, is seeking project proposals from qualified nonprofit agencies providing shelter and supportive services to persons experiencing homelessness. Please see the Request for Proposals (RFP) for more information. Selected applicants will be included in the Honolulu Continuum of Care's federal grant application for funds under the U.S. Department of Housing and Urban Development's (HUD) Continuum of Care Program (CoC).

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PIC 2019 CoC Program Competition RFP for Program Applications

Wednesday, July 17, 2019

Partners in Care, Oahu's Continuum of Care, is seeking project proposals from qualified nonprofit agencies providing shelter and supportive services to persons experiencing homelessness. Please see the Request for Proposals (RFP) for more information. Selected applicants will be included in the Honolulu Continuum of Care's federal grant application for funds under the U.S. Department of Housing and Urban Development's (HUD) Continuum of Care Program (CoC). Scorecards may be found here: [Scoring Tools](#)

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[2019 Partners in Care CoC Competition Timeline](#)

[2019 CoC Program Competition NOFA](#)

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PIC 2019 CoC Program Competition RFP for Program Applications

Wednesday, July 17, 2019

Partners in Care, Oahu's Continuum of Care, is seeking project proposals from qualified nonprofit agencies providing shelter and supportive services to persons experiencing homelessness. Please see the Request for Proposals (RFP) for more information. Selected applicants will be included in the Honolulu Continuum of Care's federal grant application for funds under the U.S. Department of Housing and Urban Development's (HUD) Continuum of Care Program (CoC). Scorecards may be found here: [Scoring Tools](#)

The strength of project applications are an important component in the overall CoC application submitted to HUD. To ensure each project is submitting the best application possible we are conducting two mandatory RFP Information and Q&A Sessions at the PIC Office, 200 North Vineyard Boulevard, Suite 210 at:

- Monday, July 29, 2019 1:00 p.m. to 2:00 p.m.
- Wednesday, July 31, 2019 9:00 a.m. to 10 a.m.

Agencies only need to attend one of the sessions offered. You do not need to register for the training session.

[2019 Partners In Care CoC Competition Timeline](#)

[2019 CoC Program Competition NOFA](#)

[PIC FY19 HUD CoC Competition RFP.pdf](#)

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Homeless Reports

- 2019 Meeting Calendar
- 2019 Partners in Care CoC Program Competition

The CoC Program (24 CFR Section 578) is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, States, and local governments to quickly re-house homeless individuals, families, persons fleeing domestic violence, and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless; and to optimize self-sufficiency among those experiencing homelessness.

- FY 2019 CoC Program FONSI
- FY 2019 CoC Program NOFA
- FY 2019 CoC Program PIC Timeline
- PIC FY 2019 CoC NOFA Summary
- FY 2019 CoC NOFA - Whats New, Changes and Highlights
- FY 2019 CoC NOFA - DV Bonus
- PIC RFP - 2019 HUD CoC Competition
- PIC FY19 New Project Scorecard
- PIC FY19 Renewal New Scorecard
- PIC FY19 Renewal Scorecard
- PIC FY19 Renewal HMIS Scorecard
- PIC FY19 Renewal SSO-CE Scorecard
- PIC FY19 New Projects DV Bonus Scorecard

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Sharon Baillie

From: Sharon Baillie
Sent: Thursday, August 08, 2019 1:26 PM
Cc: 'vnash'; Laura Thielen
Subject: PIC NOFA RFP - DV Amendment
Attachments: PIC FY19 DV RFP Amendment 2019-08-08.pdf

Importance: High

Aloha Providers,

If your organization is developing an application for DV Bonus Funding, please review the attached document which contains a **required DV PIC RFP amendment**, requesting that you align the information provided in your project application with information that is requested as part of the CoC Application. Our CoC will only receive DV Bonus funds if we score high enough in the national competition and you providing the requested information in your application will increase the overall competitiveness to bring these dollars to our community. You can see more on the CoC application requirements here: <https://www.hudexchange.info/resource/2905/coc-application-component-of-the-coc-consolidated-application/>

If you have questions about the information needed, please feel free to reach out to myself and Valerie Nash vnash@nashandassociates.org who is assisting with our application this year.

Thank you,

Sharon Baillie
Operations and Planning Manager
Partners In Care – Oahu's Continuum of Care
200 North Vineyard Boulevard, Suite 210
Honolulu, Hawaii 96817
Phone: 808-543-2246
Email: sbaillie@auw.org
Partners In Care Facebook

**REQUEST FOR PROPOSALS (RFP)
FY 2019 HUD Continuum of Care (CoC) Program Competition
HI-501 Honolulu City and County
Homeless Assistance Programs**



Homeless

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OAHU'S CONTINUUM OF CARE

REQUEST FOR PROPOSALS (RFP)
FY 2019 HUD Continuum of Care (CoC) Program Competition HI-
501 Honolulu City and County
Homeless Assistance Programs

Summary

The Continuum of Care (CoC) Program, authorized by subtitle C of title IV of the McKinney-Vento Homeless Assistance Act, (42 U.S.C. 11381–11389) (the Act), and the CoC Program rule found in 24 CFR part 578 is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, states, and local governments to quickly rehouse homeless individuals, families, persons fleeing domestic violence, dating violence, sexual assault, and stalking, and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless individuals and families; and to optimize self-sufficiency among those experiencing homelessness.

Aloha United Way (AUW), as the Collaborative Applicant (CA) for Oahu’s CoC known as Partners in Care (PIC), is issuing this Request for Proposals (RFP) to seek applications from qualified nonprofit agencies providing shelter and supportive services to persons experiencing homelessness. Selected applicants will be included in the Honolulu CoC federal grant application for funds under the U.S. Department of Housing and Urban Development (HUD) CoC Program.

Schedule

RFP issued	July 17, 2019
MANDATORY RFP Information and Q&A Sessions, PIC Office, 200 N. Vineyard Way, Ste. 210	July 29, 2019 (1 pm - 2 pm) July 31, 2019 (9 am -10 am)
Questions Deadline	July 31, 2019
RFP Answers Published	August 6, 2019
PROPOSAL DUE	August 21, 2019 12PM HST
Project Evaluation and Ranking	August 22 to September 2
<i>Optional</i> – Project Presentations to Evaluation Committee (applicants will be notified by PIC staff to schedule project presentation)	August 29, 2019
Planning Committee and Board of Directors Approval of Project Ranking	September 5, 2019
Intent to Award Notifications to Project Applicants	September 6, 2019
Appeals Due to PIC Office	September 13, 2019 12PM HST
Draft CoC Consolidated Application and Project Ranking Posted on Website for Public Review and Comment Period	Week of September 16
PIC Final Review and Revision of CoC Application	Week of September 23
Final Consolidated application and priority listing posted on PIC website	September 23, 2019

RFP Training, Questions, and Communications

To support all applicants in preparing their proposals the CoC will host two **mandatory** RFP information and Q&A sessions at the dates and times indicated in the schedule. Outside of these sessions, all questions must be submitted by email only to sbaillie@auw.org by the RFP Questions Deadline. Questions will not be accepted after the RFP Questions Deadline. Interested parties are directed **not** to contact any employees, agents or officials of the CoC other than the person(s) specifically designated in this RFP.

Point of Contact

Sharon Baillie, Operations and Planning Manager

Phone: 808-543-2246

Email: sbaillie@auw.org

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BACKGROUND

Continuum of Care (CoC): The CoC Program (24 CFR Section 578) is designed to promote a community-wide commitment to the goal of ending homelessness; to provide funding for efforts by nonprofit providers, states, and local governments to quickly re-house homeless individuals, families, persons fleeing domestic violence, and youth while minimizing the trauma and dislocation caused by homelessness; to promote access to and effective utilization of mainstream programs by homeless; and to optimize self-sufficiency among those experiencing homelessness.

The CoC Program is authorized by subtitle C of title IV of the McKinney-Vento Homeless Assistance Act, (42 U.S.C 11381-11389) (the “Act”), and the CoC program regulations are found in 24 CFR Section 578 (the CoC Interim Rule). The FY 2019 funds for the CoC Program were authorized by subtitle C of title IV of the McKinney-Vento Homeless Assistance Act, (42 U.S.C. 11381—11389) (the Act). The FY 2019 funds were authorized by the Consolidated Appropriations Act, 2019 (Pub. L. 116-6, approved February 15, 2019).

HUD designates the amount of funding available to each CoC using the Annual Renewal Demand (ARD) [(24 CFR 578.17(b)(2)] which is the total amount of all the CoC’s projects that will be eligible for renewal in the FY 2019 CoC Program Competition, before any required adjustments to funding for leasing, rental assistance, and operating budget line items based on FMR changes. The ARD will be calculated by combining the total amount of funds requested by eligible renewal projects on the Renewal Project Listing and the combined eligible renewal project amount(s) that were reallocated. The ARD for Honolulu CoC for the FY 2019 CoC Program Competition is estimated at \$9,210,982

Applicants should read the [NOFA](#) in its entirety in conjunction with the CoC Program interim rule (24 CFR part 578) to ensure a comprehensive understanding of and compliance with all CoC Program requirements. The NOFA frequently makes reference to citations from 24 CFR part 578.

Partners in Care (PIC): PIC is the CoC for Oahu, Hawaii, which serves the City and County of Honolulu. PIC is a membership organization of homeless service providers, other professionals, units of local and state government, program participants, and other community representatives. PIC is also a planning, coordinating, and advocacy body that develops recommendations for programs and services to fill gaps in Honolulu’s CoC. Membership of PIC is not required for submission of interest in response to this RFP. PIC works to:

- Promote community-wide commitment to the goal of ending homelessness;
- Provide funding for efforts by nonprofit providers, state and local governments to re-house homeless individuals and families rapidly while minimizing the trauma and dislocation caused to homeless individuals, families, and communities as a consequence of homelessness;
- Promote access to and effective use of mainstream programs by homeless individuals and families; and
- Optimize self-sufficiency among individuals and families experiencing homelessness.

PIC develops policies and procedures conforming to the HUD requirements detailed in 24 CFR part 578.1 to designate an agency to serve as the Collaborative Applicant (CA) to support year-round CoC planning of homeless and homeless prevention housing and services.

Aloha United Way (AUW): Aloha United Way (AUW): AUW has been supporting the community for the past 100 years, and in the past fifteen years, AUW has evolved from supporting individual services to developing broader projects and collaborations, striving to address not just immediate need, but the conditions that create need, so the community can benefit from long-term, sustainable solutions. PIC has designated AUW to serve as the CA. As the CA, AUW submits the CoC consolidated application to HUD in partnership with PIC and is the sole eligible applicant for the HUD CoC Program Planning Grant funds. Further, as the CA, AUW shall facilitate and support the required HUD process in collaboration with PIC to ensure the maximum amount of HUD CoC Program funds are received by the CoC and compliance with all applicable HUD rules and regulations.

HUD's 2019 Homeless Policy Priorities and Program Highlights

These priorities (see Section II.A. of the NOFA) provide additional context regarding project selection criteria to help applicants better understand how the selection criteria support the goal of ending homelessness:

1. **Ending homelessness for all persons.** To end homelessness, CoCs should identify, engage, and effectively serve all persons experiencing homelessness. CoCs should measure their performance based on local data that consider the challenges faced by all subpopulations experiencing homelessness in the geographic area (e.g., veterans, youth, families, or those experiencing chronic homelessness). CoCs should have a comprehensive outreach strategy in place to identify and continuously engage all unsheltered individuals and families. Additionally, CoCs should use local data to determine the characteristics of individuals and families with the highest needs and long experiences of unsheltered homelessness to develop housing and supportive services tailored to their needs. Finally, CoCs should use the reallocation process to create new projects that improve their overall performance and better respond to their needs.
2. **Creating a systemic response to homelessness.** CoCs should be using system performance measures such as the average length of homeless episodes, rates of return to homelessness, and rates of exit to permanent housing destinations to determine how effectively they are serving people experiencing homelessness. Additionally, CoCs should use their Coordinated Entry process to promote participant choice, coordinate homeless assistance and mainstream housing and services to ensure people experiencing homelessness receive assistance quickly, and make homelessness assistance open, inclusive, and transparent.
3. **Strategically allocating and using resources.** Using cost, performance, and outcome data, CoCs should improve how resources are utilized to end homelessness. CoCs should review project quality, performance, and cost effectiveness. HUD also encourages CoCs to maximize the use of mainstream and other community-based resources when serving persons experiencing homelessness. CoCs should also work to develop partnerships to help CoC Program participants sustainably exit permanent supportive housing, such as through partnerships with Public Housing Authorities (PHAs) and other government, faith-based, and nonprofit resources specializing in areas such as treating mental illness, treating substance abuse, job training, life skills, or similar activities, including those that help CoC Program participants, whenever possible, reach recovery, self-sufficiency, and independence. Finally, CoCs should review all projects eligible for renewal in FY 2019 to determine their effectiveness in serving people experiencing homelessness, including cost effectiveness.
4. **Using an Evidence-Based Approach.** CoCs should prioritize projects that employ strong use of data and evidence, including the cost-effectiveness and impact of homelessness programs on positive housing outcomes, recovery, self-sufficiency, and

reducing homelessness. Examples of measures that CoCs may use to evaluate projects include, but are not limited to: rates of positive housing outcomes, such as reduced length of time homeless and reduced rates of return to homelessness; improvements in employment and income; and improvements in overall well-being, such as improvements in mental health, physical health, connections to family, and safety.

5. **Increasing employment.** Employment provides people experiencing homelessness with income to afford housing. Employment also improves recovery outcomes for individuals with mental illness or addiction. CoCs and CoC-funded projects should work with local employment agencies and employers to prioritize training and employment opportunities for people experiencing homelessness. CoC's should also promote partnerships with public and private organizations that promote employment.
6. **Providing Flexibility for Housing First with Service Participation Requirements.** The traditional Housing First approach has two basic parts: First, individuals are rapidly placed and stabilized in permanent housing without any preconditions regarding income, work effort, sobriety or any other factor. Second, once in housing, individuals never face requirements to participate in services as a condition of retaining their housing. The first part, placement into permanent housing without preconditions, is an important priority to ensure that federal funds are allocated to providers that serve the most vulnerable homeless individuals. The NOFA maintains the commitment to unconditional acceptance of individuals into housing, especially for people with a high degree of vulnerability. At the same time, allowing service participation requirements once a person has been stably housed may promote important outcomes (e.g., employment, increased income, reduced substance use, and strengthened social connection), so the NOFA also provides communities and programs with flexibility, without penalty, to use service participation requirements after people have been stabilized in housing (consistent with 24 CFR 578.75(h)).

ELIGIBLE PROJECT TYPES

Honolulu CoC (PIC) for the FY 2019 CoC Program Competition has an estimated \$9,210,982 in funding for new and renewal project types based on our ARD. PIC may reallocate up to \$460,549 for New Projects. A further, \$460,549 may be available for CoC Bonus projects. **DV Bonus Projects**, which will provide housing and services to survivors of domestic violence, dating violence, and stalking, has a possible **\$588,878** available. Please see project type descriptions in the Summary section herein or by reviewing the 2019 NOFA. During the 2019 CoC Competition, PIC will accept the following type of project proposals for inclusion in the 2019 CoC Consolidated Application to HUD.

Eligible Renewal Projects:

Eligible renewal projects include:

- Proposals for Permanent Housing (including rapid re-housing (RRH), permanent supportive housing, and RRH/TH), which includes all new projects awarded during the 2017 and 2018 CoC Competition that are not yet under grant agreement with HUD or have not yet operated for an entire grant period;
- Transitional Housing for domestic violence survivors;
- Supportive Services Only – Coordinated Entry, awarded during the 2018 CoC Competition that is not yet under grant agreement with HUD or has not yet operated for an entire grant period.
- Homeless Management Information System.

Eligible New Projects

Created Through Reallocation of funds. PIC may reallocate up to \$460,549 to support new eligible housing programs.

- Permanent housing-permanent supportive housing (PH-PSH) projects.
- Permanent housing-rapid re-housing (PH-RRH) projects.
- Joint TH and PH-RRH component projects.
- Dedicated HMIS project for the costs at 24 CFR 578.37(a)(2) that can only be carried out by the HMIS Lead, which is the recipient or subrecipient of an HMIS grant, and that is listed on the HMIS Lead form in the CoC Applicant Profile in e-snaps. Additionally, if the CoC has organizations within its geographic area that are victim service providers, the HMIS Lead, or subrecipient, may request HMIS funds for a comparable database. Victim service providers may also request HMIS funds in their project application budgets to enter data into a comparable database.
- Supportive services only (SSO-CE) project to develop or operate a centralized or coordinated assessment system.
- Expansion of renewal projects.

Joint TH and PH-RRH Component Project. The Joint TH and PH-RRH component project combines two existing program components—transitional housing and permanent housing-rapid re-housing—in a single project to serve individuals and families experiencing homelessness. Recipients should prioritize those with the highest needs using an evidence-based approach designed to provide stable housing and services that, to the greatest extent possible, move the participant towards self-sufficiency and independence. Program participants may only receive up to 24-months of total assistance. For more information about Joint TH and PH-RRH component projects, see Section V.C.3 of the NOFA.

If funded, HUD will limit eligible costs as follows, in addition to other limitations found in 24 CFR part 578:

- leasing of a structure or units, and operating costs to provide transitional housing;
- short- or medium-term tenant-based rental assistance on behalf of program participants to pay for the rapid re-housing portion of the project;
- supportive services;
- HMIS; and
- project administrative costs.

When a program participant is enrolled in a Joint TH and PH-RRH component project, the recipient or subrecipient must be able to provide both components, including the units supported by the transitional housing component and the tenant-based rental assistance and services provided through the PH-RRH component, to all participants. A program participant may choose to receive only the transitional housing unit, or the assistance provided through the PH-RRH component, but the recipient or subrecipient must make both types of assistance available. Additionally, if CoC Program funds are not being requested for both TH and PH-RRH units, the project application must still describe the number of TH and PH-RRH units that will be utilized by the project, if selected for conditional award, and provide details in the project description of how TH and PH-RRH assistance will be provided.

Eligible Expansion Projects

PIC is accepting Expansion Project Proposals for all program types specified in new eligible projects (PH-PSH, PH-RRH, TH, HMIS, SSO-CE). HUD will allow project applicants to

apply for a new expansion project (see Section III.C.2.j of the NOFA) under the DV Bonus, reallocation, and CoC bonus processes to expand existing projects that will increase the number of units, persons served, services provided to existing program participants, or to add additional activities to HMIS and SSO-Coordinated Entry projects. If the new expansion project will expand an existing eligible CoC Program renewal project HUD will not fund capital costs (i.e., new constructions, rehabilitation, or acquisition) and HUD will only allow a 1-year funding request.

- Project applicants that intend to submit a new project application for the purposes of expanding an eligible CoC Program renewal project must:
 - enter the grant number of the project that is eligible for renewal that the project applicant requests to expand on the new project application;
 - indicate how the new project application will expand units, beds, services, persons served, or services provided to existing program participants, or in the case of HMIS or SSO-Coordinated Entry projects, how the current activities will be expanded for the CoC's geographic area; and
 - ensure the funding request for the expansion grant is within the funding parameters allowed under the reallocation or bonus funding amounts available.
- Project applicants may expand an existing renewal project that is not currently dedicated to serving survivors of domestic violence, dating violence, or stalking that meet the definition of homeless in 24 CFR 578.3 to dedicate additional beds, units, persons served, or services provided to existing program participants to this population.

The new expansion project application will be reviewed using the procedures and selection criteria established in Section V.C.3.b and V.C.3.c of the NOFA. If the new expansion project exceeds the amount of funding available under the reallocation or CoC bonus processes, HUD will reduce the funding request to the available amount, which could affect the activities of the new expansion project. If both the new expansion project and the CoC Program renewal project it expands are conditionally selected for funding, one grant agreement incorporating both approved project applications will be executed. If the renewal project application is not conditionally selected for funding, the expansion project application will not be selected.

To apply for an expansion grant, project applicants must submit separate renewal and new project applications and a renewal application that includes the information from the renewal new project application that combines the activities, and budgets into one renewal project application. While the renewal and new projects will be ranked by the CoC, the combined expansion project will not be ranked and, if selected for conditional award, will take the ranked position of the stand-alone renewal project, and the separate new project will be removed from the ranking resulting in project applications below to slide up one ranked position. However, if the combined renewal expansion project is also part of a consolidation project application, HUD will follow the ranking process for consolidated projects outlined in Section II.B.5 and if the combined expansion and consolidation is selected for conditional award, the ranked position of the stand-alone renewal project and the new project will be removed from the ranking, resulting in project applications below to slide up. If HUD determines the combined expansion project is ineligible, HUD will review the renewal and new project applications separately as these projects will retain their ranked position on the CoC Project listings.

New Domestic Violence (DV) Bonus Projects

In the FY 2019 CoC Program Competition, CoCs will be able to apply for a DV Bonus for Permanent Housing-Rapid Re-housing (PH-RRH) projects, Joint TH and PH-RRH component projects, and SSO projects for coordinated entry (SSO-CE). DV projects are projects that are

dedicated to survivors of domestic violence, dating violence, or stalking who qualify under paragraph (4) of the definition of homeless at 24 CFR 578.3. A CoC may apply for any number of PH-RRH and Joint TH and PH-RRH projects provided that each application is for at least \$25,000. PIC may apply for up to 10 percent of its Preliminary Pro Rata Need (PPRN), totaling **\$586,863**, for the following types of projects which are limited to a 1-year funding request and must follow the Housing First approach:

- **Permanent Housing-Rapid Re-housing** (PH-RRH) projects dedicated to serving survivors of domestic violence, dating violence, or stalking that are defined as homeless at 24 CFR 578.3;
- **Joint TH and PH-RRH** component projects as defined in Section III.C.2.n of the NOFA dedicated to serving survivors of domestic violence, dating violence, or stalking that are defined as homeless at 24 CFR 578.3; or
- **Supportive services only-Coordinated Entry** project to implement policies, procedures, and practices that equip the CoC's coordinated entry to better meet the needs of survivors of domestic violence, dating violence, or stalking.

CoC Bonus Project

A CoC is eligible to apply for up to 5 percent of its Final Pro Rata Need (FPRN), or 25 percent of the CoC's Preliminary Pro Rata Need (PPRN) minus its ARD, whichever is greater. This amount represents \$460,549 in possible funding for new PIC Project Applicants. New projects created through the CoC Bonus must meet the project eligibility and quality threshold requirements established by HUD in Sections V.C.3.b and V.C.3.c of the NOFA. To be eligible to receive a bonus project, a CoC must demonstrate that it ranks projects based on how they improve system performance as outlined in Section VII.B.1.a of the NOFA.

Eligible Populations

Projects may serve individuals meeting the definition of "homeless" in 24 CFR 578.3. Additionally, any youth-serving provider funded under the NOFA may serve unaccompanied youth aged 24 and under (or families headed by youth aged 24 and under) who have an unsafe primary nighttime residence and no safe alternative to that residence. Organizations serving unaccompanied children under the age of 18 should be aware that there may be state and local laws or regulations that can affect program design or eligibility for these youth.

For DV Bonus Projects eligible populations are any individual or family who:

- Is fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member, including a child, that has either taken place within the individual's or family's primary nighttime residence or has made the individual or family afraid to return to their primary nighttime residence;
- Has no other residence; and
- Lacks the resources or support networks, e.g., family, friends, and faith-based or other social networks, to obtain other permanent housing.

Resources

The following resources may be useful for the preparation of your application:

- **Accessing the e-snaps Project Application instructions** - <https://files.hudexchange.info/resources/documents/how-to-access-the-project->

[application.pdf](#)

- **HUD Exchange e-snaps: CoC Program Resources** - <https://www.hudexchange.info/programs/e-snaps/>
- **HUD Ask A Question** - <https://www.hudexchange.info/program-support/my-question/>
- **FY 2019 CoC NOFA** - <https://files.hudexchange.info/resources/documents/FY-2019-CoC-Program-Competition-NOFA.pdf>
- **DUNS Number** - <https://www.grants.gov/applicants/organization-registration/step-1-obtain-duns-number.html>
- **System for Award Management (SAM)** - <https://www.grants.gov/applicants/organization-registration/step-2-register-with-sam.html>
- **24 CFR Part 578 Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH): Continuum of Care Program** - https://files.hudexchange.info/resources/documents/CoCProgramInterimRule_FormattedVersion.pdf
- **PIC Homeless Reports** - <https://www.partnersincareoahu.org/homeless-reports>
- **2019 PIC CoC Program Competition** including Project Review and Ranking Evaluation Rubric - <https://www.partnersincareoahu.org/homeless-reports>

Terms, Acronyms, and Definitions Used in this RFP

Term	Definition
APR	Annual Performance Reports
ARD	Annual Renewal Demand
AUW	Aloha United Way
CA	Collaborative Applicant – the eligible applicant that has been designated by the CoC to apply for a grant for CoC planning funds on behalf of the Continuum. The Honolulu CoC (PIC) CA is AUW.
CES	Coordinated Entry System – PIC chosen process designed to coordinate program participant intake assessment and provision of referrals. A centralized or coordinated assessment system covers the geographic area, is easily accessed by individuals and families seeking housing or services, is well advertised, and includes a comprehensive and standardized assessment tool. All projects must participate in coordinated entry, and selection of program participants must be consistent with the CoC's Coordinated Entry process.
CoC	Continuum of Care 1. Federal Continuum of Care contract program stressing permanent solutions to homelessness. 2. 24 CFR Part 578 HEARTH definition - The group organized to carry out the responsibilities required under the CoC competition and that is composed of representatives of a cross-sector or entities and

	organizations. PIC is the CoC for Oahu, Hawaii, which serves the City and County of Honolulu.
e-snaps	The electronic grants management system used by HUD's Office of Special Needs Assistance Programs (SNAPS) is known as e-snaps.
eLOCCS	Grant disbursements are facilitated via the Internet through the eLOCCS system.
HEARTH	24 CFR Part 578 Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH): Continuum of Care Program
HMIS	Homeless Management Information System
HUD	U.S. Department of Housing and Urban Development
McKinney Vento	The McKinney-Vento Homeless Assistance Act – the primary Federal law to address homelessness
NOFA	Notice of Funding Availability from the U.S. Department of Housing and Urban Development
PIC	Partners in Care - a membership organization of homeless service providers, other professionals, units of local and state government, program participants, and other community representatives. PIC is also a planning, coordinating, and advocacy body that develops recommendations for programs and services to fill gaps in Honolulu's CoC.
PH	Permanent Housing
PSH	Permanent Supportive Housing
RRH	Rapid Re-housing
TH	Transitional Housing

PRE-PROPOSAL INFORMATION

Mandatory Applicant RFP Information and Q&A Sessions

The strength of project applications are an important component in the overall CoC application submitted to HUD. To ensure each project is submitting the best application possible we are conducting two mandatory RFP Information and Q&A Sessions at the **PIC Office, 200 North Vineyard Boulevard, Suite 210** at:

- **Monday, July 29, 2019 1:00 p.m. to 2:00 p.m.**
- **Wednesday, July 31, 2019 9:00 a.m. to 10 a.m.**

A call-in option is available for those who are not able to attend in person by calling 515-604-9577, Access Code 131975. A representative from the project applicant agency must attend one of the two sessions and have attendance documented either through the sign-in sheet or roll call (for those calling in). Applications will not be accepted from organizations who do not attend at least one of the RFP Information and Q&A Sessions.

Questions, RFP Answers & Clarifications

Questions will be answered during the RFP Information and Q&A Sessions. Additional questions or requests for interpretation must be submitted by email to sbaillie@auw.org until the RFP Questions Deadline, July 31, 2019.

A summary of questions and answers pertaining to this RFP, submitted through email and provided during the RFP Information and Q&A Sessions, will be published on the PIC [website](#) by August 6, 2019.

SUBMISSION REQUIREMENTS

Proposals must be received no later than Wednesday, August 21, 2019 at 12:00 p.m.

Completed proposals must include one (1) original hard copy, five (5) copies of project proposal packets, and one (1) electronic PDF copy via flash drive to be considered. Each packet should have the type of project submission (i.e., Renewal, New, DV Bonus, Expansion, etc.) required documents in order, with sections properly marked and proper binding (no binder clips). File names should be descriptive in the electronic copy. Applications that do not include both hard copies and electronic copies will not be considered. One proposal must be completed for each project type. Please note that agencies submitting multiple project proposals are only required to submit one copy of the agency audit and financials. If your agency does not have an audit please explain why in the narrative.

Mail or deliver proposal submissions to:

**Partners in Care
200 North Vineyard Boulevard, Suite 210
Honolulu, HI 96817**

All applications must be postmarked or received in the PIC office by the deadline. Proposals submitted by email or fax will not be accepted. Late submissions will not be considered, including those submitted late due to mail or delivery service failure. Supplemental documents or revisions after the Proposal Deadline will not be accepted.

Renewal Projects

Proposal Submission Requirements for Renewal Projects – PH-PSH, PH-RRH, and TH

- Completed e-snaps Project Application (please use the e-snaps project export into PDF format).
- Project APR submitted to HUD for the most recent completed grant period. (Projects operating less than one year are exempt but should include a statement to this effect).
- APR Report from HMIS Caseworthy for the period between July 1, 2018 to June 30 30, 2019.
- eLOCCS draw down report for the current and most recent grant period ended. (Projects awarded in FY17 or FY18 not yet under grant agreement or operating less than one year should include a quarterly drawdown if available and a statement to this effect)
- Agency most recent financial audit.
- Agency financials for the most recently concluded fiscal year including balance sheet and income statement.
- Any HUD and/or City monitoring letter(s) received during the last three years for the

project.

- **Project Narrative:** maximum five (5) sequentially numbered pages; 12 pt. font; double-spaced; one-inch margins; addressing the following:
 - A. Describe how the project aligns with all Policy Priorities outlined in Section II.A of the 2019 NOFA. Respond to all six points and specifically speak to:
 - a. Project cost effectiveness and project impact on positive housing outcomes, recovery, self-sufficiency, and reducing homelessness.
 - b. How your project collaborates or will collaborate with local employment agencies, organizations that promote employment, and employers to prioritize training and employment opportunities for people experiencing homelessness.
 - c. Project outcomes, such as rates of positive housing outcomes, such as reduced length of time homeless and reduced rates of return to homelessness; improvements in employment and income; and improvements in overall well-being, such as improvements in mental health, physical health, connections to family, and safety.
 - B. Describe your target population and project impact on CoC system performance (please include data in this section);
 - C. Describe current project participation in the CoC Coordinated Entry System;
 - D. Describe agency participation in PIC membership and leadership;
 - E. Describe your timely draw down of grant monies, HMIS participation, data collection, and APR submission (if relevant) to HUD during most recent grant period. Have you met all required deadlines? If not, please explain.

Proposal Submission Requirements for Renewal Project – HMIS

- Completed e-snaps Project Application (please use the e-snaps project export into PDF format).
- A copy of the approved and executed MOU defining the roles and responsibilities of the CoC and the HMIS Lead.
- Agency most recent financial audit.
- Agency financials for the most recently concluded fiscal year including balance sheet and income statement.
- HUD and/or City monitoring letter(s) received during the last three years for the project.
- **Project Narrative:** maximum two (2) sequentially numbered pages; 12 pt. font; double-spaced; one-inch margins; addressing the following:
 - A. Describe current HMIS activities within the CoC's geographic area;
 - B. Describe HMIS data standards and abilities;
 - C. Describe current project participation in the CoC Coordinated Entry System;
 - D. Describe agency participation in PIC membership and leadership;

Proposal Submission Requirements for Renewal Project – SSO-CE

- Completed e-snaps Project Application (please use the e-snaps project export into PDF format).
- Agency most recent financial audit.
- Agency financials for the most recently concluded fiscal year including balance sheet and income statement.
- HUD and/or City monitoring letter(s) received during the last three years for the project.
- Completed Coordinated Entry Self-Assessment, with assessment notes included in each section - <https://www.hudexchange.info/resources/documents/coordinated-entry->

Expansion Projects

Proposal Submission Requirements for PH-PSH, PH-RRH, TH, HMIS, and SSO-CE Expansion Projects

*For projects that are expanding their current CoC Program-funded project, project applicants will be required to submit **three project applications**:*

- Complete a renewal project application for the project that will be expanded;
- Complete a new project application with just the expansion information;
 - Indicate in the narrative how the new project application will expand units, beds, services, persons served, or services provided to existing program participants, or in the case of HMIS or SSO-Coordinated Entry projects, how the current activities will be expanded for the CoC's geographic area
- Complete an e-snaps Project Application that incorporates the renewal and new expansion activities and the combined budget line items for the renewal and the new expansion (please use the e-snaps project export into PDF format). Refer to the NOFA for additional guidance for the expansion application.
- Project Narrative: maximum five (5) sequentially numbered pages; 12 pt. font; double-spaced; one-inch margins; write a summary narrative based on the capacity of the expanded project addressing the following:
 - A. Describe the need for the expansion project;
 - B. Briefly describe your target population, including subpopulations;
 - C. Detail how the expansion project meets the needs of the target population and unmet need(s) in the CoC for housing services (please include data in this section);
 - D. Describe how the expansion project increases cost effectiveness and anticipated project impact on positive housing outcomes, recovery, self-sufficiency, and reducing homelessness;
 - E. Describe anticipated project outcomes, such as rates of positive housing outcomes, such as reduced length of time homeless and reduced rates of return to homelessness; improvements in employment and income; and improvements in overall well-being, such as improvements in mental health, physical health, connections to family, and safety;
 - F. Describe how the expansion project will increase the number of units, persons served, services provided to existing program participants, or to add additional activities to HMIS and SSO-Coordinated Entry projects;
 - G. Provide a brief timeline with milestones for rapid implementation of the project.
 - H. Attach your renewal and new project narratives (not counted in the five page limit)

New Projects

Proposal Submission Requirements for New Eligible Housing Projects

- Completed e-snaps Project Application (please use the e-snaps project export into PDF format).
- Agency most recent financial audit.
- Agency financials for the most recently concluded fiscal year including balance sheet and income statement.
- Project Narrative: maximum ten (10) sequentially numbered pages; 12 pt. font; double-

spaced; one-inch margins; addressing the following:

- I. Describe how the project aligns with all Policy Priorities outlined in Section II.A of the 2019 NOFA. Respond to all six points and specifically speak to:
 - a. Project cost effectiveness and anticipated project impact on positive housing outcomes, recovery, self-sufficiency, and reducing homelessness.
 - b. How your project collaborates or will collaborate with local employment agencies, organizations that promote employment, and employers to prioritize training and employment opportunities for people experiencing homelessness.
 - c. Anticipated project outcomes, such as rates of positive housing outcomes, such as reduced length of time homeless and reduced rates of return to homelessness; improvements in employment and income; and improvements in overall well-being, such as improvements in mental health, physical health, connections to family, and safety.
- J. Describe your target population, including subpopulations;
- K. Describe applicant experience in working with the target population and providing housing services;
- L. Detail how the design of housing and supportive services meets the needs of the target population and unmet need(s) in the CoC for housing services (please include data in this section);
- M. Describe applicant participation in the CoC Coordinated Entry System and the PIC CoC;
- N. Describe applicant and staff experience in effectively utilizing federal funds;
- O. Describe applicant current experience in low barrier approach to housing and how the applicant will ensure the proposed program will implement a Housing First low barrier approach;
- P. Provide a brief timeline with milestones for rapid implementation of the project.

New DV Bonus Projects

Proposal Submission Requirements for New Eligible Housing Projects

- Completed e-snaps Project Application (please use the e-snaps project export into PDF format).
- Agency most recent financial audit.
- Agency financials for the most recently concluded fiscal year including balance sheet and income statement.
- Project Narrative: maximum twelve (12) sequentially numbered pages; 12 pt. font; double-spaced; one-inch margins; addressing the following:
 - A. Describe how the project aligns with all Policy Priorities outlined in Section II.A of the 2019 NOFA. Respond to all six points and specifically speak to:
 - a. Project cost effectiveness and anticipated project impact on positive housing outcomes, recovery, self-sufficiency, and reducing homelessness.
 - b. How your project collaborates or will collaborate with local employment agencies, organizations that promote employment, and employers to prioritize training and employment opportunities for people experiencing homelessness.
 - c. Anticipated project outcomes, such as rates of positive housing outcomes, such as reduced length of time homeless and reduced rates of return to homelessness; improvements in employment and income; and improvements in overall well-being, such as improvements in mental health, physical health, connections to family, and safety.

- B. Describe your target population, including subpopulations;
- C. Describe applicant experience in working with the target population and providing housing services;
- D. Detail how the design of housing and supportive services meets the needs of the target population, including how you have/will improve safety for the target population, and unmet need(s) in the CoC for housing services (please include data in this section);
- E. Demonstrate how you use trauma-informed, victim/survivor-centered approaches
- F. Describe applicant participation in the CoC Coordinated Entry System and the PIC CoC;
- G. Describe applicant and staff experience in effectively utilizing federal funds;
- H. Describe applicant current experience in low barrier approach to housing and how the applicant will ensure the proposed program will implement a Housing First low barrier approach;
- I. Provide a brief timeline with milestones for rapid implementation of the project.

Project Budget Match Requirements

All eligible funding costs, except leasing, must be matched with no less than a 25% cash or in-kind contribution. No match is required for leasing. The match requirements apply to project administration funds, CoC planning costs, and UFA (Unified Funding Agency) costs, along with the traditional expenses – operations, rental assistance, supportive services, and HMIS. Match must be met on an annual basis.

For an in-kind match, the applicant may use the value of property, equipment, goods, or services contributed to the project, provided that, if the applicant had to pay for such items with grants funds, the costs would have been eligible. If third party services are to be used as a match, the applicant and the third-party services provider that will deliver the services must enter into a memorandum of understanding (MOU) *before the grant is executed* documenting that the third party will provide such services and value towards the project. To be eligible for match, the cash or in-kind must be used for services that are eligible under the activities listed in 24 CFR 578 Subpart D.

HUD considers any matching funds above and beyond the minimum required amount to be leverage. Leveraging includes all funds, resources, and/or services that the applicant can secure on behalf of the client being served. While leveraging includes all cash matching funds, it is broader in scope, including any other services, supplies, equipment, space, etc. that are provided by sources other than HUD.

Project applicants that intend to use program income as match must provide an estimate of how much program income will be used for match.

PROJECT REVIEW & RANKING

All project applicants must meet all statutory and regulatory requirements in the Act and 24 CFR part 578; and all project applicants must meet *Threshold Requirements* as outlined in Section V.C.3 of the NOFA.

Pursuant to Section I.K of the NOFA, HUD expects each CoC to implement a thorough review and oversight process at the local level for both new and renewal project applications submitted to HUD in the FY 2019 CoC Program Competition. Deficient project applications prolong the

review process for HUD, which results in delayed funding announcements, lost funding for CoCs due to rejected projects, and delays in funds to house and assist individuals and families experiencing homelessness. CoCs are expected to closely review information provided in each project application to ensure: (1) all proposed program participants will be eligible for the program component type selected; (2) the information provided in the project application and proposed activities are eligible and consistent with program requirements at 24 CFR part 578; (3) each project narrative is fully responsive to the question being asked and meets all the criteria for that question as required by the NOFA; (4) the data provided in various parts of the project application are consistent; and (5) all required attachments correspond to the list of attachments in e-snaps that must contain accurate and complete information dated between May 1, 2019 and September 18, 2019.

The NOFA requires that each CoC conduct a transparent and objective process to review and rank all applications for renewal of existing projects and creation of new projects. Ranking of renewal projects must incorporate regularly collected data on project performance and effectiveness and should reflect compliance with the CoC's established processes and priorities.

HUD will continue the Tier 1 and Tier 2 funding process. Tier 1 is equal to 100 percent of the combined Annual Renewal Amounts for all projects eligible for renewal for the first time plus 94 percent of the combined Annual Renewal Amounts for all other projects eligible for renewal. (\$8,535,720), as described in Section III.C.2.a of the NOFA. Project applications in Tier 1 will be conditionally selected from the highest scoring to the lowest scoring CoC, provided the project applications pass both eligibility and threshold review. Any type of new or renewal project application can be placed in Tier 1. However, in the event insufficient funding is available to award all Tier 1 projects, Tier 1 will be reduced proportionately, which could result in some Tier 1 projects falling into Tier 2. Therefore, CoCs should carefully determine the priority and ranking for all project applications in Tier 1.

Tier 2 is the difference between Tier 1 and the CoC's ARD plus any amount available for CoC Bonus projects (not including amounts available for DV Bonus projects) and before adjustments are made to permanent housing leasing, operating, and rental assistance budget line items based on changes to Fair Market Rent (FMR) as described in Section III.K of the NOFA. This does not include the amounts available for CoC planning and UFA Costs (if applicable) projects. Project applications placed in Tier 2 will be assessed for eligibility and threshold requirements, and funding will be determined using the CoC Application score as well as the factors listed in Section II.B.10 of the NOFA.

If a project application straddles the Tier 1 and Tier 2 funding line, HUD will conditionally select the project up to the amount of funding that falls within Tier. Using the CoC score and other factors described in Section II.B.10 of the NOFA, HUD may fund the Tier 2 portion of the project. If HUD does not fund the Tier 2 portion of the project, HUD may award the project at the reduced amount, provided the project is still feasible with the reduced funding (e.g., is able to continue serving homeless program participants effectively).

PIC will review all project applications in accordance to Section II.B.1 of the NOFA consistent with *Performance-Based Decisions*. Pursuant to the requirements of the FY 2019 Appropriations Act:

- CoCs cannot receive grants for new projects, other than through reallocation, unless the CoC competitively ranks projects based on how they improve system performance as outlined in Section VII.B.1.a of the NOFA;
- HUD is increasing the share of the CoC score that is based on performance criteria; and

- HUD will prioritize funding for CoCs that have demonstrated the ability to reallocate resources to higher performing projects.

In evaluating applications for funding, HUD will consider an applicant's past performance in managing funds. Items HUD may consider include, but are not limited to:

- The ability to account for funds appropriately;
- Timely use of funds received from HUD;
- Timely submission and quality of reports submitted to HUD;
- Meeting program requirements;
- Meeting performance targets as established in the grant agreement;
- The applicant's organizational capacity, including staffing structures and capabilities;
- Time-lines for completion of activities and receipt of promised matching or leveraged funds; and
- The number of persons to be served or targeted for assistance.

All project applicants will be reviewed and ranked using the PIC [Project Evaluation Rubrics](#).

Applicants may appeal any of the following decisions:

- Project ranking in Tier 1
- Placement of project into Tier 2
- Reduction of renewal grant amount (i.e. renewal grant partially re-allocated to a new project)
- Elimination of renewal grant (i.e. entire grant re-allocated to a new project) if not previously notified that grant was to be re-allocated as a result of low performance.

The U.S. Department of Housing and Urban Development (HUD) published the Notice of Funding Availability (NOFA) for the Continuum of Care (CoC) Homeless Assistance Program on July 3, 2019 under Funding Opportunity Number FR-6200-N-25. The deadline for submitting applications to HUD for the FY 2019 CoC Program Competition is **September 30, 2019 at 8:00 pm eastern time** at www.hud.gov/esnaps.

Appeals must be submitted in writing to the PIC Board of Directors and received by **12:00 PM on Friday, September 13, 2019**, mailed or delivered to 200 North Vineyard Boulevard, Suite. 210, Honolulu, HI 96817. Appeals will be heard by an appeal panel made up of the non-conflicted members of the PIC Board of Directors who did not serve on the initial Evaluation Committee. The decision of the appeal panel is final.

TERMS AND CONDITIONS

In accordance with Section V.C.3.d of the NOFA, renewal projects must meet minimum project eligibility, capacity, timeliness, and performance standards identified in the NOFA or they will be rejected from consideration for funding. When considering renewal projects for award; HUD will review information in eLOCCS, APRs, and information provided from the local HUD CPD field office; including monitoring reports and audit reports as applicable, and performance standards on prior grants, and will assess projects using the following criteria on a pass/fail basis:

- Whether the project applicant's performance met the plans and goals established in the initial application, as amended;
- Whether the project applicant demonstrated all timeliness standards for grants being renewed, including those standards for the expenditure of grant funds that have been met;

- The project applicant's performance in assisting program participants to achieve and maintain independent living and records of success, except dedicated HMIS projects that are not required to meet this standard; and
- Whether there is evidence that a project applicant has been unwilling to accept technical assistance, has a history of inadequate financial accounting practices, has indications of project mismanagement, has a drastic reduction in the population served, has made program changes without prior HUD approval, or has lost a project site.

HUD reserves the right to reduce or reject a funding request from the project applicant for the following reasons:

- Outstanding obligation to HUD that is in arrears or for which a payment schedule has not been agreed upon;
- Audit finding(s) for which a response is overdue or unsatisfactory;
- History of inadequate financial management accounting practices;
- Evidence of untimely expenditures on prior award;
- History of other major capacity issues that have significantly affected the operation of the project and its performance;
- History of not reimbursing subrecipients for eligible costs in a timely manner, or at least quarterly; and
- History of serving ineligible program participants, expending funds on ineligible costs, or failing to expend funds within statutorily established timeframes.

CoC program participants shall be responsible for compliance with all applicable federal, state, and local laws, ordinances, directives, rules, and regulations, including but not limited to the program requirements of 24 CFR 578.

Successful applicants are expected to initiate approved projects promptly after execution of the grant agreement. HUD may take action if certain performance standards are not met. In addition, applicants are expected to expend grant funds on a timely basis.

PIC reserves the right to amend or revise the terms and conditions of this RFP at any time, and will publish any and all amendments at www.partnersincareoahu.org. Applicants should review this website regularly for any and all amendments to the RFP FY 2019 HUD Continuum of Care (CoC) Program Competition HI-501 Honolulu City and County, Homeless Assistance Programs.

HMIS or Equivalent Participation Requirement

Project applicants, except Collaborative Applicants that only receive awards for CoC planning costs and, if applicable, UFA Costs, must agree to participate in a local HMIS system. However, in accordance with Section 407 of the Act, any victim service provider that is a recipient or subrecipient must not disclose, for purposes of HMIS, any personally identifying information about any client. Victim service providers must use a comparable database that meets the needs of the local HMIS.

Reporting Requirements

HUD requires recipients to submit performance and financial reports under OMB guidance and program instructions.

- **Reporting Requirements and Frequency of Reporting.** See the NOFA and award agreement for the reporting requirements, including content, method of data collection, and reporting frequency. Applicants should be aware that the share of their Federal

award may be subject to post award reporting requirements as reflected in Appendix XII to Part 200-Award Term and Condition for Recipient Integrity and Performance Matters.

- **Performance Reporting.** All HUD funded programs, including this program, require recipients to submit, not less than annually, a report documenting achievement of outcomes under the purpose of the program and the work plan in the award agreement.

PARTNERS IN CARE

Oahu's Continuum of Care

Our mission is to eliminate homelessness through open and inclusive participation and the coordination of integrated responses.

Domestic Violence PIC RFP Amendment – 8/8/2019

1F. Domestic Violence Bonus Projects

Priority - Include the two items below as part of your response to RFP question A anticipated project outcomes

1F-4a. PH-RRH and Joint TH and PH-RRH Project Applicant Capacity.

- a. Rate of Housing Placement of DV Survivors = ___%
- b. Rate of Housing Retention of DV Survivors = ___%

Please also describe how you calculated the rate of housing placement and rate of housing retention, and the data source (e.g., HMIS, comparable database, other administrative data, external data source).

Optional - As you complete your DV Bonus application using the RFP instruction provided, please integrate information that responds to questions 1F-4b to 4e to the best of your ability. Doing this will allow us to provide the information requested by HUD regarding the overall quality of our DV Bonus Projects and help improve the competitiveness of our application.

1F-4b. DV Survivor Housing.

Applicants¹ must describe how project applicant² ensured DV survivors experiencing homelessness were assisted to quickly move into permanent housing.

1F-4c. DV Survivor Safety.

Applicants must describe how project applicant(s):

1. ensured the safety of DV survivors experiencing homelessness by:

- (a) training staff on safety planning;*
- (b) adjusting intake space to better ensure a private conversation;*
- (c) conducting separate interviews/intake with each member of a couple;*
- (d) working with survivors to have them identify what is safe for them as it relates to scattered site units and/or rental assistance;*
- (e) maintaining bars on windows, fixing lights in the hallways, etc. for congregate living spaces operated by the applicant;*
- (f) keeping the location confidential for dedicated units and/or congregate living spaces set-aside solely for use by survivors; and*

¹ Applicant refers to the CoC,

² Project applicant refers to the individual organizations who are requesting DV Bonus funding for PH-RRH and Joint PH-RRH Projects

2. measured its ability to ensure the safety of DV survivors the project served.

1F-4d. Trauma-Informed, Victim-Centered Approaches.

Applicants must describe:

1. project applicant's experience in utilizing trauma-informed, victim-centered approaches to meet needs of DV survivors; and

2. how, if funded, the project will utilize trauma-informed, victim-centered approaches to meet needs of DV survivors by:

(a) prioritizing participant choice and rapid placement and stabilization in permanent housing consistent with participants' preferences;

(b) establishing and maintaining an environment of agency and mutual respect, e.g., the project does not use punitive interventions, ensures program participant staff interactions are based on equality and minimize power differentials;

(c) providing program participants access to information on trauma, e.g., training staff on providing program participant with information on trauma;

(d) placing emphasis on the participant's strengths, strength-based coaching, questionnaires and assessment tools include strength-based measures, case plans include assessments of program participants strengths and works towards goals and aspirations;

(e) centering on cultural responsiveness and inclusivity, e.g., training on equal access, cultural competence, nondiscrimination;

(f) delivering opportunities for connection for program participants, e.g., groups, mentorships, peer-to-peer, spiritual needs; and

(g) offering support for parenting, e.g., parenting classes, childcare.

1F-4e. Meeting Service Needs of DV Survivors.

Applicants must describe how the project applicant met services needs and ensured DV survivors experiencing homelessness were assisted to quickly move into permanent housing while addressing their safety needs, including:

- *Child Custody*
- *Legal Services*
- *Criminal History*
- *Bad Credit History*
- *Education*
- *Job Training*
- *Employment*
- *Physical/Mental Healthcare*
- *Drug and Alcohol Treatment*
- *Childcare*

NEW PROJECTS SCORECARD

RATING FACTOR	POINTS AWARDED	MAX POINT VALUE
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THRESHOLD REQUIREMENTS

Projects must meet threshold requirements to be considered for funding. If answers to the following questions are all "yes," move on to the scorecard below.

Agency participates in Coordinated Entry System.* <small>*Not applicable for DV Agencies</small>	No	Yes
Project utilizes a Housing First and/or Low Barrier approach.	No	Yes
Project documented/secured minimum match.	No	Yes
Agency is a CoC participant or has application pending.	No	Yes
Agency has provided an acceptable organizational audit/financial review.* <small>*If your agency does not have an audit please explain why in the narrative.</small>	No	Yes
Agency has documented organizational financial stability.	No	Yes

If all answers to the above questions are "yes," please score the application on the following criteria.

PROPOSAL SUBMISSION REQUIREMENTS

	0	1	2	3		
	Incomplete and/or not submitted on time			Complete and timely submission		
Timely submission of project application and all attachments in esnaps.					<input type="text"/>	3
Timely submission of project proposal packet(s) to PIC in accordance with RFP requirements.					<input type="text"/>	3
Proposal Submission Requirements Subtotal						6

NARRATIVE CRITERIA

Project Aligns with Policy Priorities

	0	1	2	3							
	Significant deficiencies in response			Full Response							
Describes how project is and will be cost-effective and reports annual cost per exit to (or retention of) permanent housing (Total budget with match/# of persons served).					<input type="text"/>	3					
Discusses how project collaborated with or will collaborate with local employment agencies, programs that promote employment, and employers to provide job training and employment opportunities.					<input type="text"/>	3					
Discusses how project has assessed and will assess project outcomes related to reductions in length of time homeless, recidivism, improvements in employment/income, increased safety, and increased mental, physical, & social wellbeing.	0	1	2	3	4	5	6	7	8	<input type="text"/>	8
Description of Target Population and Impact											
Describes the project's target population and project impact on overall system performance.					<input type="text"/>	3					
Experience											
Thoroughly explains the experience of applicant and sub-recipients (if any) in working with the target population and in providing housing services similar to those proposed for the project.					<input type="text"/>	8					
Meets Unmet Needs											
Extent to which the applicant demonstrates understanding of the needs of the clients to be served.					<input type="text"/>	3					

Extent to which the applicant demonstrates that type, scale, and location of the housing fit the needs of the clients to be served. 3

Extent to which the applicant demonstrates that type and scale of the supportive services, regardless of funding source, meet the needs of clients to be served. 3

CES & CoC Participation 0 1 2 3

Coordinated Entry Participation proposed at 95% of entries to project from CES referrals and evidence of participation in CES.* < 50% and no active participation in CES 50 - 94% and some participation in CES ≥ 95% and evidence of regular & active participation in CES 3

Agency is a current member of Partners in Care. Not a Member Application Pending Current Member 3

Agency participates on PIC Board of Directors, Committees and/or Work Groups. No participation Occasional participation Standing member & regular meeting attendance 3

Grant / Federal Funds Experience 0 1 2 3 4

Describes agency's experience in effectively utilizing federal funds, including satisfactory drawdowns and performance of existing grants as evidenced by timely reimbursement of subrecipients, resolution of monitoring findings, and submission of required reporting. 4

Housing First/Low Barrier Approach 0 1 2 3

Describes experience with utilizing a Housing First/low barriers approach. 3

Describes how the project will utilize a Housing First/low barriers approach, including 1) eligibility criteria; 2) process for accepting clients; 3) process and criteria for exiting clients. Projects must have no preconditions to entry, has a process to address situations that may jeopardize housing, and a has a process to ensure that participation is terminated only in severe cases. 5

Timeline 0 1 2 3 4 5 6 7 8

Provides a reasonable & detailed schedule of proposed activities & milestones for 60, 120, and 180 days after grant is awarded 8

Narrative Subtotal **63**

FINANCIAL

Project meets state AG's financial reporting standards. If no, no points can be awarded for this section

Most recent audit found no exceptions. >1 exception found one exception found no exceptions found 3

Most recent audit identified agency as "low" risk. > some risk some risk low risk 3

Most recent audit indicates no findings. > 1 finding 1 finding no findings 3

Documented match amount. no documented match match not clearly documented full match clearly documented 3

Budgeted costs are reasonable. 0 1 2 3 4 5 6 7 8
line item costs are not reasonable line item costs are reasonable line item costs show savings 8

Financial Subtotal **20**

DESIGN OF HOUSING & SUPPORTIVE SERVICES

0 1 2 3
Significant deficiencies in response Full Response

Provider _____

PARTNERS IN CARE

Evaluator _____

Extent to which the applicant demonstrates how clients will be assisted in obtaining mainstream benefits

0 1 2 3 4

3

Describes the plan to assist clients to rapidly secure and maintain permanent housing that is safe, affordable, and acceptable to their needs

4

Describes how clients will be assisted to increase employment and/or income and to maximize their ability to live independently

4

Design of Housing & Supportive Services Subtotal

11

TOTAL SCORE

100

NEW PROJECTS - DV SCORECARD

RATING FACTOR	POINTS AWARDED	MAX POINT VALUE
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THRESHOLD REQUIREMENTS

Projects must meet threshold requirements to be considered for funding. If answers to the following questions are all "yes," move on to the scorecard below.

Project utilizes a Housing First and/or Low Barrier approach.	No	Yes
Project documented/secured minimum match.	No	Yes
Agency is a CoC participant or has application pending.	No	Yes
Agency has provided an acceptable organizational audit/financial review.* <small>*If your agency does not have an audit please explain why in the narrative.</small>	No	Yes
Agency has documented organizational financial stability.	No	Yes

If all answers to the above questions are "yes," please score the application on the following criteria.

PROPOSAL SUBMISSION REQUIREMENTS

	0	1	2	3	
Incomplete and/or not submitted on time				Complete and timely submission	
Timely submission of project application and all attachments in esnaps.				<input style="width: 50px; height: 20px;" type="text"/>	3
Timely submission of project proposal packet(s) to PIC in accordance with RFP requirements.				<input style="width: 50px; height: 20px;" type="text"/>	3
Proposal Submission Requirements Subtotal					6

NARRATIVE CRITERIA

Project Aligns with Policy Priorities

	0	1	2	3	
Significant deficiencies in response				Full Response	
Describes how project is and will be cost-effective and reports annual cost per exit to (or retention of) permanent housing (Total budget with match/# of persons served).				<input style="width: 50px; height: 40px;" type="text"/>	3
Discusses how project collaborated with or will collaborate with local employment agencies, programs that promote employment, and employers to provide job training and employment opportunities.				<input style="width: 50px; height: 40px;" type="text"/>	3
0 1 2 3 4 5 6 7 8					
Discusses how project has assessed and will assess project outcomes related to reductions in length of time homeless, recidivism, improvements in employment/income, increased safety, and increased mental, physical, & social wellbeing.				<input style="width: 50px; height: 40px;" type="text"/>	8

Description of Target Population and Impact

	0	1	2	3	
Describes the project's target population and project impact on overall system performance.				<input style="width: 50px; height: 20px;" type="text"/>	3

Experience

	0	1	2	3	4	5	6	7	8		
Thoroughly explains the experience of applicant and sub-recipients (if any) in working with the target population and in providing housing services similar to those proposed for the project.										<input style="width: 50px; height: 40px;" type="text"/>	8

Meets Unmet Needs

	0	1	2	3	
Extent to which the applicant demonstrates understanding of the needs of the clients to be served.				<input style="width: 50px; height: 20px;" type="text"/>	3
Extent to which the applicant demonstrates that type, scale, and location of the housing fit the needs of the clients to be served.				<input style="width: 50px; height: 20px;" type="text"/>	3

Extent to which the applicant demonstrates that type and scale of the supportive services, regardless of funding source, meet the needs of clients to be served.

3

Trauma-Informed / Survivor-Centered Approach

0 1 2 3 4 5 6

Demonstrates how project will use trauma-informed and survivor-centered approaches.

6

CoC Participation

0 1 2

Agency is a current member of Partners in Care.

Not a Member

Application Pending

Current Member

2

Agency participates on PIC Board of Directors, Committees and/or Work Groups.

No participation

Occasional participation

Standing member & regular meeting attendance

2

Grant / Federal Funds Experience

0 1 2 3 4

Describes agency's experience in effectively utilizing federal funds, including satisfactory drawdowns and performance of existing grants as evidenced by timely reimbursement of subrecipients, resolution of monitoring findings, and submission of required reporting.

4

Housing First/Low Barrier Approach

0 1 2

Describes experience with utilizing a Housing First/low barriers approach.

2

0 1 2 3 4 5

Describes how the project will utilize a Housing First/low barriers approach, including 1) eligibility criteria; 2) process for accepting clients; 3) process and criteria for exiting clients. Projects must have no preconditions to entry, has a process to address situations that may jeopardize housing, and a has a process to ensure that participation is terminated only in severe cases.

5

Timeline

0 1 2 3 4 5 6 7 8

Provides a reasonable & detailed schedule of proposed activities & milestones for 60, 120, and 180 days after grant is awarded.

8

Narrative Subtotal

63

FINANCIAL

0 1 2 3

Project meets state AG's financial reporting standards.

If no, no points can be awarded for this section

Most recent audit found no exceptions.

>1 exception found

one exception found

no exceptions found

3

Most recent audit identified agency as "low" risk.

> some risk

some risk

low risk

3

Most recent audit indicates no findings.

> 1 finding

1 finding

no findings

3

Documented match amount.

no documented match

match not clearly documented

full match clearly documented

3

0 1 2 3 4 5 6 7 8

Budgeted costs are reasonable.

line item costs are not reasonable

line item costs are reasonable

line item costs show savings

8

Financial Subtotal

20

DESIGN OF HOUSING & SUPPORTIVE SERVICES

0 1 2 3

Significant deficiencies in response

Full Response

Extent to which the applicant demonstrates how clients will be assisted in obtaining mainstream benefits

3

0 1 2 3 4

Provider _____

PARTNERS IN CARE

Evaluator _____

Describes the plan to assist clients to rapidly secure and maintain permanent housing that is safe, affordable, and acceptable to their needs

4

Describes how clients will be assisted to increase employment and/or income and to maximize their ability to live independently

4

Design of Housing & Supportive Services Subtotal

11

TOTAL SCORE

100

RENEWAL NEW - HOUSING

RATING FACTOR	POINTS AWARDED	MAX POINT VALUE
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THRESHOLD REQUIREMENTS

Projects must meet threshold requirements to be considered for funding. If answers to the following questions are all "yes," move on to the scorecard below.

Agency participates in Coordinated Entry System.* <small>*Not applicable for DV Agencies</small>	No	Yes
Project utilizes a Housing First and/or Low Barrier approach.	No	Yes
Project documented/secured minimum match.	No	Yes
Agency is a CoC participant or has application pending.	No	Yes
Agency has provided an acceptable organizational audit/financial review.* <small>*If your agency does not have an audit please explain why in the narrative.</small>	No	Yes
Agency has documented organizational financial stability.	No	Yes

If all answers to the above questions are "yes," please score the application on the following criteria.

PROPOSAL SUBMISSION REQUIREMENTS

	0	1	2	3		
	Incomplete and/or not submitted on time			Complete and timely submission		
Timely submission of project application and all attachments in esnaps.						3
Timely submission of project proposal packet(s) in accordance with RFP requirements.						3
Proposal Submission Requirements						6

NARRATIVE CRITERIA

Project Aligns with Policy Priorities

	0	1	2	3	4	5	
	Significant deficiencies in response			Full Response			
Describes how project is and will be cost-effective and reports annual cost per exit to (or retention of) permanent housing (Total budget with match/# of persons served).							
							5
Discusses how project collaborated with or will collaborate with local employment agencies, programs that promote employment, and employers to provide job training and employment opportunities.							
							5
Discusses how project has assessed and will assess project outcomes related to reductions in length of time homeless, recidivism, improvements in employment/income, increased safety, and increased mental, physical, & social wellbeing.	0	1	2	3	4	5	
							10
Description of Target Population and Impact							
Describes the project's target population and project impact on overall system performance.	0	1	2	3	4	5	
							5
CES Participation							
Coordinated Entry Participation proposed at 95% of entries to project from CES referrals and evidence of participation in CES.*	0	1	2	3	4	5	
	< 50% and no active participation in CES	50 - 94% and some participation in CES				≥ 95% and evidence of regular & active participation in CES	5
CoC Participation							
Agency is a current member of Partners in Care.	0	1	2	3			
	Not a member	Application pending		Current member			3
Agency participates on PIC Board of Directors, Committees and/or Work Groups.	0	1	2	3			
	No participation	Occasional participation	Standing member & regular meeting attendance				3

Funds and Data Management		0	1	2	3	4	5			
Timely draw down of most recent grant expenditures with time expense ratio is ≤ 10% (% of term expired minus % of funds disbursed).	> 30%			30 - 11%				≤ 10%	<input type="text"/>	5
HMIS data quality at or above 90% for consent to share and chronic homelessness.	< 70%	0	1	2	3			≥ 90%	<input type="text"/>	3
Narrative Subtotal									44	

FINANCIAL PERFORMANCE		0	1	2	3					
Project meets state AG's financial reporting standards.	If no, no points can be awarded for this section								<input type="text"/>	
Most recent audit found no exceptions.	>1 exception found		one exception found			no exceptions found			<input type="text"/>	3
Most recent audit identified agency as "low" risk.	> some risk		some risk			low risk			<input type="text"/>	3
Most recent audit indicates no findings.	> 1 finding		1 finding			no findings			<input type="text"/>	3
Documented match amount.	no documented match		match not clearly documented			full match clearly documented			<input type="text"/>	3
Budgeted costs are reasonable	0	1	2	3	4	5	6	7	8	
	line item costs are not reasonable		line item costs are reasonable			line item costs show savings			<input type="text"/>	8
Financial Performance Subtotal									20	

PROJECT PERFORMANCE MEASURES		0	1	2	3	4	5			
Length of stay										
Time from project entry to residential placement is 15 days (RRH) or 180 days (PSH & TH).	> 45/300 days			16-45/181-300 days				≤ 15/180 days	<input type="text"/>	5
Exits to Permanent Housing										
≥ 90% of participants remain in or move to permanent housing.	≤ 70%			71 - 89%				≥ 90%	<input type="text"/>	5
Recidivism										
≤ 15% of participants return to homelessness within 12 months of exit to permanent housing.	≥ 26%			16 - 25%				≤ 15%	<input type="text"/>	5
New or Increased Income & Earned Income		0		0.50				1		
At least 8% of project stayers received new or increased income.	0%			≤ 4%				≥ 8%	<input type="text"/>	1
At least 10% of project stayers received increased non-employment income.	0%			≤ 5%				≥ 10%	<input type="text"/>	1
At least 8% of exited participants received new or increased income.	0%			≤ 4%				≥ 8%	<input type="text"/>	1
At least 10% of exited participants received increased non-employment income.	0%			≤ 5%				≥ 10%	<input type="text"/>	1
Monitoring & Bed Utilization		0		1	2	3				
Bed/utilization rate at or above 90%.	< 70%			70 - 89%				≥ 90%	<input type="text"/>	3
HUD monitoring findings and corrective action were minimal.	> 2 Findings with corrective action			1 - 2 Findings with corrective action				0 Findings	<input type="text"/>	3
Project Performance Measures Subtotal									25	

SERVICE HIGH NEED POPULATIONS

0 1 2 3 4 5

Provider _____

PARTNERS IN CARE

Evaluator _____

At least 95% of participants have an assessment score that indicates RRH or more intensive intervention (RRH), the participant is at highest end of PSH range (PSH), meet CoC's TH targeting criteria (TH).

≤ 49%

50 - 94%

≥ 95%

5

Service High Need Populations Subtotal

5



TOTAL SCORE

100

RENEWAL PROJECTS SCORECARD

RATING FACTOR	POINTS AWARDED	MAX POINT VALUE
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THRESHOLD REQUIREMENTS

Projects must meet threshold requirements to be considered for funding. If answers to the following questions are all "yes," move on to the scorecard below.

Agency participates in Coordinated Entry System.* <small>*Not applicable for DV Agencies.</small>	No	Yes
Project utilizes a Housing First and/or Low Barrier approach.	No	Yes
Project documented/secured minimum match.	No	Yes
Agency is a CoC participant or has application pending.	No	Yes
Agency has provided an acceptable organizational audit/financial review.* <small>*If your agency does not have an audit please explain why in the narrative.</small>	No	Yes
Agency has documented organizational financial stability.	No	Yes

If all answers to the above questions are "yes," please score the application on the following criteria.

PROPOSAL SUBMISSION REQUIREMENTS

	0	1	2	3		
	Incomplete and/or not submitted on time				Complete and timely submission	
Timely submission of project application and all attachments in esnaps.					<input style="width: 50px; height: 20px;" type="text"/>	3
Timely submission of project proposal packet(s) in accordance with RFP requirements.					<input style="width: 50px; height: 20px;" type="text"/>	3
<i>Proposal Submission Requirements Subtotal</i>						6

NARRATIVE CRITERIA

Project Aligns with Policy Priorities

	0	1	2	3	4	5							
	Significant deficiencies in response					Full Response							
Describes how project is and will be cost-effective and reports annual cost per exit to (or retention of) permanent housing (Total budget with match/# of persons served).						<input style="width: 50px; height: 30px;" type="text"/>	5						
Discusses how project collaborated with or will collaborate with local employment agencies, programs that promote employment, and employers to provide job training and employment opportunities.						<input style="width: 50px; height: 30px;" type="text"/>	5						
Discusses how project has assessed and will assess project outcomes related to reductions in length of time homeless, recidivism, improvements in employment/income, increased safety, and increased mental, physical, & social wellbeing.	0	1	2	3	4	5	6	7	8	9	10	<input style="width: 50px; height: 30px;" type="text"/>	10

Description of Target Population and Impact

	0	1	2	3	4	5	
Describes the project's target population and project impact on overall system performance.						<input style="width: 50px; height: 30px;" type="text"/>	5

CES Participation

	0	1	2	3	4	5		
Coordinated Entry Participation proposed at 95% of entries to project from CES referrals and evidence of participation in CES.*	< 50% and no active participation in CES	50 - 94% and some participation in CES	≥ 95% and evidence of regular & active participation in CES				<input style="width: 50px; height: 30px;" type="text"/>	5

CoC Participation

	0	1	2	3		
Agency is a current member of Partners in Care.	Not a member	Application pending	Current member		<input style="width: 50px; height: 20px;" type="text"/>	3

Agency participates on PIC Board of Directors, Committees and/or Work Groups.	No participation	Occasional participation	Standing member & regular meeting attendance	<input type="text"/>	3
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Funds and Data Management

	0	1	2	3	4	5			
Timely draw down of most recent grant expenditures with time expense ratio is ≤ 10% (% of term expired minus % of funds disbursed).	> 30%		30 - 11%				≤ 10%	<input type="text"/>	5
HMIS data quality at or above 90% for consent to share and chronic homelessness.	< 70%	0	1	2	3		≥ 90%	<input type="text"/>	3

Narrative Subtotal								44
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FINANCIAL PERFORMANCE

	0	1	2	3					
Project meets state AG's financial reporting standards.	If no, no points can be awarded for this section					<input type="text"/>			
Most recent audit found no exceptions.	>1 exception found	one exception found	no exceptions found			<input type="text"/>	3		
Most recent audit identified agency as "low" risk.	> some risk	some risk	low risk			<input type="text"/>	3		
Most recent audit indicates no findings.	> 1 finding	1 finding	no findings			<input type="text"/>	3		
Documented match amount.	no documented match	match not clearly documented	full match clearly documented			<input type="text"/>	3		
	0	1	2	3	4	5	6	7	8
Budgeted costs are reasonable.	line item costs are not reasonable	line item costs are reasonable	line item costs show savings					<input type="text"/>	8

Financial Performance Subtotal								20
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PROJECT PERFORMANCE MEASURES

	0	1	2	3	4	5		
Length of stay								
Time from project entry to residential placement is 15 days (RRH) or 180 days (PSH & TH).	> 45/300 days		16-45/181-300 days			≤ 15/180 days	<input type="text"/>	5

	0	1	2	3	4	5		
Exits to Permanent Housing								
≥ 90% of participants remain in or move to permanent housing.	≤ 70%		71 - 89%			≥ 90%	<input type="text"/>	5

	0	1	2	3	4	5		
Recidivism								
≤ 15% of participants return to homelessness within 12 months of exit to permanent housing.	≥ 26%		16 - 25%			≤ 15%	<input type="text"/>	5

	0	0.50	1		
New or Increased Income & Earned Income					
At least 8% of project stayers received new or increased income.	0%	≤ 4%	≥ 8%	<input type="text"/>	1
At least 10% of project stayers received increased non-employment income.	0%	≤ 5%	≥ 10%	<input type="text"/>	1
At least 8% of exited participants received new or increased income.	0%	≤ 4%	≥ 8%	<input type="text"/>	1
At least 10% of exited participants received increased non-employment income.	0%	≤ 5%	≥ 10%	<input type="text"/>	1

	0	1	2	3		
Monitoring & Bed Utilization						
Bed/utilization rate at or above 90%.	< 70%		70 - 89%	≥ 90%	<input type="text"/>	3
HUD monitoring findings and corrective action were minimal.	> 2 Findings with corrective action		1 - 2 Findings with corrective action	0 Findings	<input type="text"/>	3

Project Performance Measures Subtotal						25
--	--	--	--	--	--	-----------

SERVICE HIGH NEED POPULATIONS

0 1 2 3 4 5

At least 95% of participants have an assessment score that indicates RRH or more intensive intervention (RRH), the participant is at highest end of PSH range (PSH), meet CoC's TH targeting criteria (TH).

≤ 49%

50 - 94%

≥ 95%

--

5

Service High Need Populations Subtotal

5

TOTAL SCORE

100

RENEWAL PROJECT - HMIS

RATING FACTOR	POINTS AWARDED	MAX POINT VALUE
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THRESHOLD REQUIREMENTS

Projects must meet threshold requirements to be considered for funding. If answers to the following questions are all "yes," move on to the scorecard below.

Agency participates in Coordinated Entry System.	No	Yes
Project documented/secured minimum match.	No	Yes
Agency is a CoC participant or has application pending.	No	Yes
Agency has provided an acceptable organizational audit/financial review.* *If your agency does not have an audit please explain why in the narrative.	No	Yes
Agency has documented organizational financial stability.	No	Yes

If all answers to the above questions are "yes," please score the application on the following criteria.

PROPOSAL SUBMISSION REQUIREMENTS

	0	1	2	3		
	Incomplete and/or not submitted on time			Complete and timely submission		
Timely submission of project application and all attachments in esnaps.					<input type="text"/>	3
Timely submission of project proposal packet(s) in accordance with RFP requirements.					<input type="text"/>	3
Proposal Submission Requirements Subtotal						6

NARRATIVE CRITERIA

	0	1	2	3	4	5	6	7	8	9	10	
	Significant deficiencies in response						Full Response					
Current HMIS Activities												
Describes current HMIS activities within the CoC.											<input type="text"/>	10
HMIS Data Standards												
Describes current HMIS data standards and abilities.											<input type="text"/>	10
CES Participation												
Describes current project participation in the CoC Coordinated Entry System.											<input type="text"/>	10
CoC Participation												
Agency is a current member of Partners in Care.	0	1	2	3	4	5						
	Not a current member		Pending application			Current member					<input type="text"/>	5
Agency participates on PIC Board of Directors, Committees and/or Work Groups.	No participation		Occasional participation			Standing member & regular meeting attendance					<input type="text"/>	5
Narrative Subtotal											40	

FINANCIAL

	0	1	2	3			
	If no, no points can be awarded for this section						
Project meets state AG's financial reporting standards.					<input type="text"/>		
Most recent audit found no exceptions.	>1 exception found	one exception found	no exceptions found			<input type="text"/>	3
Most recent audit identified agency as "low" risk.	> some risk	some risk		low risk		<input type="text"/>	3
Most recent audit indicates no findings.	> 1 finding	1 finding		no findings		<input type="text"/>	3
Documented match amount.	no documented match	match not clearly documented		full match clearly documented		<input type="text"/>	3

Provider _____

PARTNERS IN CARE

Evaluator _____

	0	1	2	3	4	5	6	7	8		
Budgeted costs are reasonable, allocable and allowable.	line item costs are not reasonable		line item costs are reasonable			line item costs show savings			<input type="text"/>	8	
Financial Subtotal										20	

MOU BETWEEN COC & HMIS LEAD

	0	4	8	12	16	18	22	26		
Approved and executed MOU defining the roles and responsibilities of the CoC and the HMIS Lead.	Not approved or executed		Approved but not yet executed			Complete and attached in project packet			<input type="text"/>	26
MOU Between CoC & HMIS Lead										26

PROJECT PERFORMANCE

	0	1	2	3						
HUD Monitoring Findings and Corrective Action.	>2 Findings with Corrective Action		≤2 Findings with Corrective Action		0 Findings	<input type="text"/>	3			
Timely down of most recent grant expenditures with time expense ratio (equals % of term expired minus % of funds disbursed) ≤ 10%.	0	1	2	3	4	5	<input type="text"/>	5		
Project Performance Subtotal										8

TOTAL SCORE

100

Provider _____

PARTNERS IN CARE

Evaluator _____

90% compliant with checklist from the completed CES
Self-Assessment.

<60% compliant

≥60% compliant

≥90% compliant

60

Project Effectiveness Subtotal

60

TOTAL SCORE

100

Sharon Baillie

From: oahu-pic@googlegroups.com on behalf of Sharon Baillie <sbailie@auw.org>
Sent: Tuesday, September 24, 2019 4:12 PM
To: 'oahu-pic@googlegroups.com'
Subject: [EXTERNAL EMAIL] PIC HI-501 2019 CoC Program Competition Consolidated Application and Project Listing Publicly Available!!

Aloha Partners In Care Community,

Partners In Care is please to make publicly available the HI-501 CoC Program Competition Consolidated Application to HUD, including all parts of the application, attachments, and project priority listing. Partners In Care will submit our final application no later than Friday, September 27, 2019 at 4:30 p.m. HST, pursuant and ahead of the 2019 NOFA due date of Monday, September 30, 2019, 8:00 p.m. EST. Please submit comments or questions regarding the application to me, by Thursday, September 26, 2019 at 4:3 p.m. HST.

Thank you,

Sharon Baillie
Operations and Planning Manager
Partners In Care – Oahu's Continuum of Care
200 North Vineyard Boulevard, Suite 210
Honolulu, Hawaii 96817
Phone: 808-543-2246
Email: sbailie@auw.org
Partners In Care Facebook



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To view this discussion on the web visit <https://groups.google.com/d/msgid/oahu-pic/FB5C47A473897D4B80CDDF83E2C31B23FB89D785%40UWITC-EX3.uwde.org>.



PIC HI-501 CoC Program Competition Consolidated Application and Project Priority Listing Publicly Available!!

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[PIC FY 2019 CoC Competition Consolidated Application - as of 9/24/2019](#)
[PIC Fy 2019 CoC Competition Project Priority Listing](#)

News

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- [Homelessness Across America](#)
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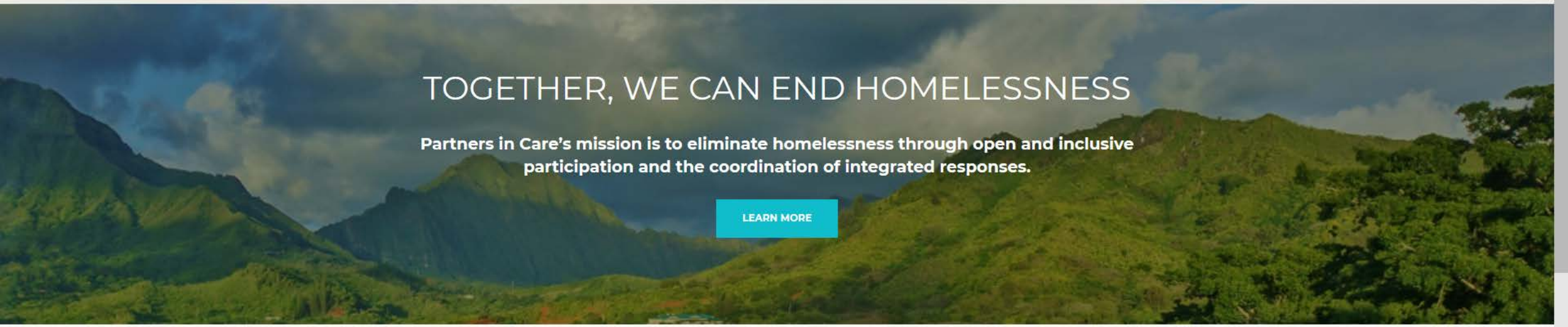
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TOGETHER, WE CAN END HOMELESSNESS

Partners in Care's mission is to eliminate homelessness through open and inclusive participation and the coordination of integrated responses.

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Featured News



PIC HI-501 CoC Program Competition Consolidated Application and Project Priority Listing Publicly Available!!

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[Read More](#)

PARTNERS IN CARE

Oahu's Continuum of Care

Our mission is to eliminate homelessness through open and inclusive participation and the coordination of integrated responses.

Partners In Care – Oahu's Continuum of Care
200 North Vineyard Boulevard, Suite 210
Honolulu, Hawaii 96817

Hawaii Department of Education,
Queen Liliuokalani Building,
1390 Miller Street, Honolulu, HI 96813

Memorandum of Understanding Between Partners In Care (PIC), Aloha United Way (Lead Applicant) And Hawaii Department of Education (HIDOE)

The purpose of this written agreement is to outline the terms of an ongoing partnership between Partners in Care (PIC) Aloha United Way (AUW) and Hawaii Department of Education (HIDOE), Office of Student Support Services and Adult Education Program.

Partners In Care (PIC) is a coalition composed of representatives of organizations from nonprofit homeless providers, government stakeholders, private businesses, community advocates, public housing agencies, hospitals, universities, affordable housing developers, law enforcement, and homeless and formerly homeless persons. Located on Oahu, PIC is a planning, coordinating, and advocacy alliance that develops recommendations for programs and services to fill needs within Oahu's Continuum of Care (CoC) for homeless persons. PIC assists in developing new programs, while working to preserve or expand effective existing programs. HIDOE is an active member of PIC.

Hawaii Department of Education (HIDOE)

The Office of Student Support Services oversees the Education Of Homeless Children and Youth Program through a team of McKinney Vento Community Liaisons, who work across Oahu to connect students from Pre-K through 12th grade, families and school staff to education supportive services, food, transportation and other basic needs.

Adult Education Program offers a variety of courses for adult learners with integrated programs and services in the areas of basic education, Hawaii adult community school diploma, family literacy, citizenship, workforce education and life enhancement. These courses are run out of the Department's ten (10) Community Schools for Adults (CSAs) sites. CSA offers adult learners who have not graduated with a high school diploma, the option to pursue obtaining a High School Equivalency Credential and/or Hawaii Adult Community School Diploma, including a Workforce Development Diploma (WDD) Program developed and implemented in collaboration with Workforce Development Council, Department of Labor and Industrial Relations, and the Division of Vocational Rehabilitation, employers, and the community colleges. Completion of these programs may provide graduates the opportunity to

enter military service, gain college admission, increase income, increase job qualifications or assist in obtaining work advancement.

Per this agreement, Partners in Care will:

- Facilitate opportunities for planning, communication and coordination between the CoC and HIDEOE through monthly CoC meetings and Coordinated Entry System (CES) meetings.
- Provide support to CoC partner agencies who -
 - offer case management and supportive services that screen clients, including school-age youth as well as adults, for needs and strengths relating to education and workforce development training at intake, and incorporate strategies to address these needs within client service plans.
 - address barriers to accessing education and training opportunities among individual experiencing homelessness, and coordinate with HIDEOE, Adult Education Programs and McKinney Vento Community Liaisons.

Per this agreement, HIDEOE will:

- Continue to participate in planning, communication and coordination activities as a PIC member, via attendance at PIC and Coordinated Entry System (CES) meetings.
- Connect students and families to services and provide priority access to education and training opportunities for students experiencing homelessness.

Signed on behalf of PIC




Laura Thielon, Executive Director, PIC

9/12/19

Date


Signed on behalf of AUW



Cindy Adams, President and Chief Executive Officer

Date 9/12/2019

Signed on behalf of HIDEOE



Superintendent Dr. Christina M. Kishimoto

09/09/2019

Date

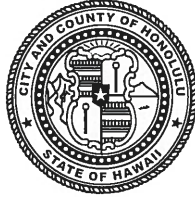
APPROVED AS TO FORM



DEPUTY ATTORNEY GENERAL 9.3.19
Education Div. - State of Hawaii

OAHU WORKFORCE DEVELOPMENT BOARD
CITY AND COUNTY OF HONOLULU

715 SOUTH KING STREET, SUITE 211 • HONOLULU, HAWAII 96813
PHONE: (808) 768-7790 • www.OahuWDB.org



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TIM WONG
VICE CHAIR

EXECUTIVE COMMITTEE:
MELI JAMES
RODNEY LEE

ALISON P.M. LUM
EXECUTIVE DIRECTOR

September 12, 2019

Letter of Agreement to:
Partners In Care – Oahu's Continuum of Care
200 North Vineyard Boulevard, Suite 210
Honolulu, Hawaii 96817

Dear Ms. Thielen,

Oahu Workforce Development Board (OWDB) provides this letter as written documentation of our support for Partners in Care (PIC) as a planning, coordinating, and advocacy alliance that develops recommendations for programs and services to fill needs within Oahu's Continuum of Care (CoC) for homeless persons.


Oahu Workforce Development Board (OWDB) is established by the Federal Workforce and Innovation and Opportunity Act (WIOA). OWDB oversees WIOA grants within Oahu, and the American Job Center Hawaii which is operated by City and County of Honolulu, Department of Community Services. American Job Center Hawaii (previously Oahu WorkLinks) provide services through which individuals experiencing homelessness can receive prioritized access to employment opportunities including free employment training services. OWDB also supports business services and outreach as a strategy to build job opportunities for individuals at all skill set levels and diversity of abilities, including individuals at risk of or experiencing homelessness.

OWDB, through the American Job Center Hawaii and WIOA-funded programs, looks forward to continued collaboration with PIC and PIC-partner agencies to support employment and workforce development needs of individuals who experience homelessness on Oahu.

Sincerely,

A handwritten signature in blue ink, appearing to read "Alison Lum", is written over a light blue circular stamp.

Alison Lum,
Executive Director



**RACIAL EQUITY
IN HONOLULU COUNTY
HOMELESSNESS SERVICES**

SEPTEMBER 12, 2019

REPORT PREPARED FOR PARTNERS IN CARE, O'AHU'S CONTINUUM OF CARE
BY ANNA S. PRUITT, PHD
DEPARTMENT OF PSYCHOLOGY
UNIVERSITY OF HAWAII AT MĀNOA

The following report examines racial equity in the homeless population, homelessness service utilization, and housing service outcomes for the Honolulu County Continuum of Care (CoC), Partners in Care (PIC), for the time period July 1, 2018 through June 30, 2019.

Specific research questions included:

- Do racial disparities exist in the homelessness population?
- Do racial disparities exist in service provision?
- Do racial disparities exist in housing services outcomes?

To answer these questions, researchers from the University of Hawai‘i at Mānoa examined U.S. Census data, 2019 Point-in-Time Count data, and data from the CoC’s Homelessness Management Information System (HMIS). *Preliminary* findings are presented in this report.

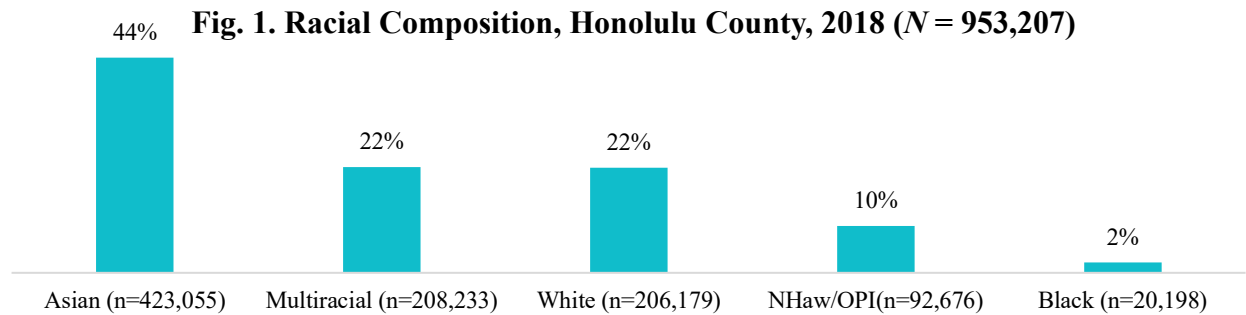
Notably, this report relies on U.S. Department of Housing and Urban Development (HUD) categorizations of race, but this categorization may obscure existing disparities. Additionally, findings presented here should be considered while keeping in mind the significant limitations discussed in Section IV of this report.

I. Racial Disparities in the Homeless Population

In order to understand disparities in the homeless population, researchers compared the racial composition of Honolulu County to the racial composition of the 2019 Point-in-Time Count for the same area, using HUD-defined mutually exclusive racial categories.

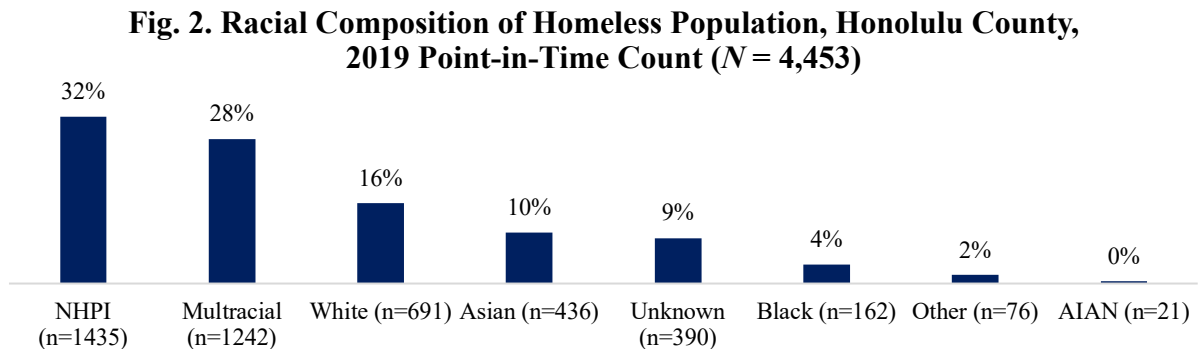
Racial Composition of Honolulu County

While no racial group has a majority in Honolulu County using this categorization, Asians made up the largest percentage in 2018, comprising 44% ($n = 423,055$) of the total population in 2018 ($N = 953,207$).¹ Multiracial individuals and Whites each comprised 22% of the total population, with Native Hawaiians/Pacific Islanders (NHPI) and Blacks/African-Americans (Black), comprising 10% and 2%, respectively (see Fig. 1).²



Racial Composition of Homeless Population in Honolulu County

According to the 2019 Point-in-Time Count, NHPIs comprised the largest percentage of the homeless population (32%), followed by multiracial (28%), White (16%), Asian (10%), Black (4%), “other” (2%), and American Indian/Alaskan Native (AIAN) individuals (<1%; see Fig. 2).³



¹ U.S. Census. (2018). Annual Estimates of the Resident Population by Sex, Race, and Hispanic Origin for the United States, States, and Counties: April 1, 2010 to July 1, 2018, 2018 Population Estimates. Retrieved from: https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?pid=PEP_2018_PEPSR6H&prodType=table

² Note: American Indians/Alaskan Natives <1%

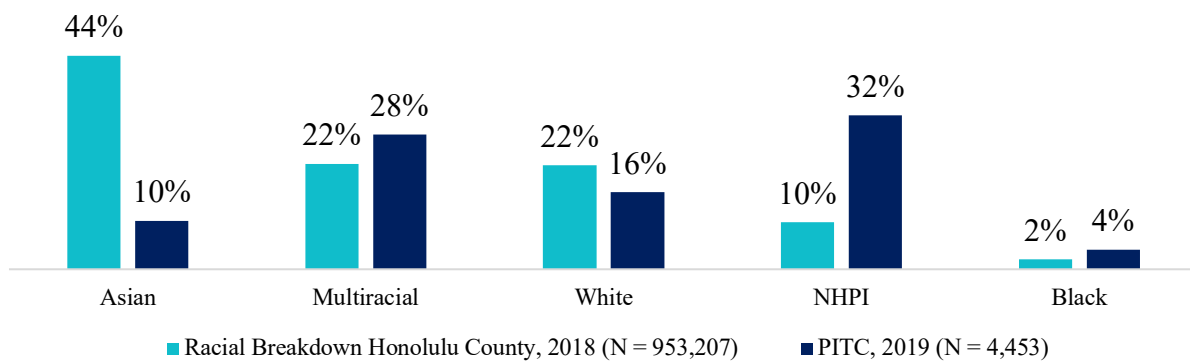
³ Partners in Care (2019). The Oahu 2019 Point in Time Count Comprehensive Report. Retrieved from https://www.partnersincareoahu.org/sites/default/files/PIC%202019%20Oahu%20PIT%20Count%20Report%20-%20FINAL_0.pdf

Racial Disparities in the Homeless Population

Compared to the general population of Honolulu County, NHPIs, multiracial individuals, and Blacks were all overrepresented in the homeless population—NHPIs, substantially. While NHPIs comprised 10% of the general Honolulu County population, they comprised 32% of the homeless population (see Fig. 3).

On the other hand, Asians and Whites are underrepresented in the homeless population—Asians substantially. While the general population in Honolulu County is 44% Asian, only 10% of the homeless population in Honolulu County identifies as Asian.

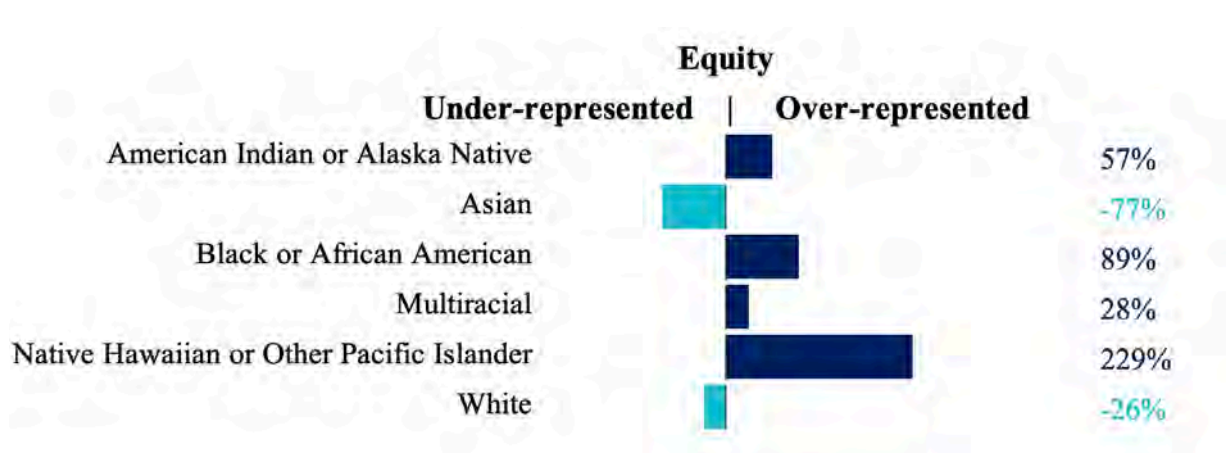
Fig. 3. Comparison of Racial Composition of Honolulu County, 2018, and Homeless Population, 2019**



**American Indian/Alaskan Native <1%

Comparing the percentage of each the racial groups in Honolulu County to the percentage of each of the racial groups included in the 2019 Point-in-Time Count, NHPIs represented 2.29 times (or 229%) greater proportion of the Point-in-Time Count compared to general population of Honolulu County. Conversely, Asians were 0.23 times (or 77%) less likely to represent individuals in the Point-in-Time Count compared to the general population (see Fig. 4).

Fig. 4. Racial Equity in Homeless Population Compared to Overall Population in Honolulu County



II. Racial Disparities in Housing Services

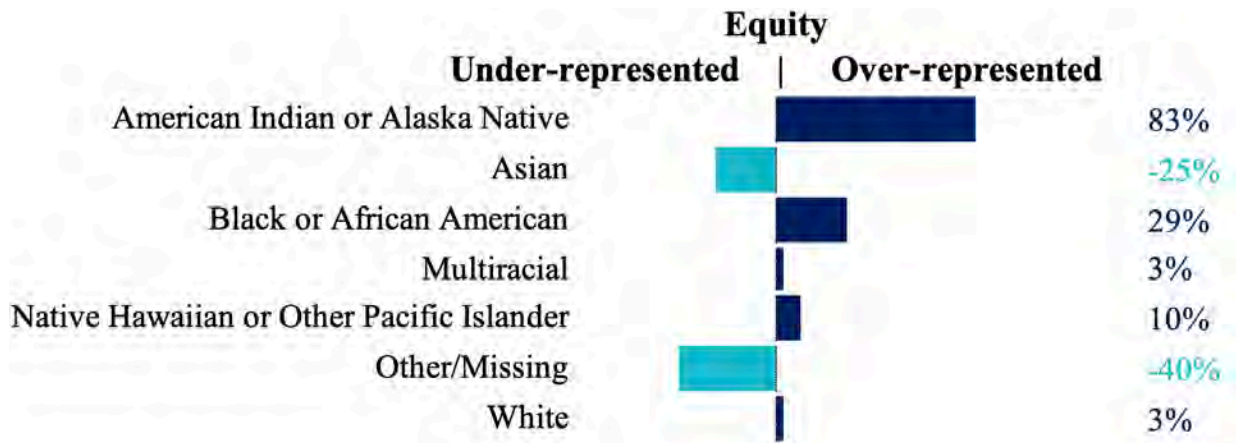
To determine if racial disparities exist in service provision, utilization, and outcomes, researchers examined entries in PIC’s HMIS. Between July 1, 2018 and June 30, 2019, a total of 16,527 people received some form of housing services or assessment in Honolulu County, resulting in 28,644 total service usage entries in HMIS.⁴ Of the 28,644 entries, 35% were NHPI clients ($n = 10,098$), followed by 29% multiracial ($n = 8,242$), 17% White ($n = 4,717$), 8% Asian ($n = 2,159$), 5% Black ($n = 1,475$), 1% Other ($n = 310$), and <1% AIAN ($n = 233$). Notably, 6% of entries were missing race data ($n = 1,410$; see Fig. 5).

Fig. 5. Comparison of Racial Composition of Homeless Population with HMIS Entries, July 1, 2018—June 30, 2019

	% of Homeless Population	% of HMIS Entries
American Indian or Alaskan Native	0%	1%
Asian	10%	8%
Black or African American	4%	5%
Multiracial	28%	29%
Native Hawaiian or Other Pacific Islander	32%	35%
Other/Missing	10%	6%
White	16%	16%

To examine racial equity in service provision, researchers compared the percentage of each the racial groups in the homeless population to the percentage of each of the racial groups in HMIS entries. AIAN and Black clients represented a greater proportion of HMIS entries compared to the overall homeless population, while Asian clients were under-represented in HMIS entries. White, multiracial, and NHPI clients—the groups that comprise the largest percentage of the homeless population—were close to equity (see Fig. 6).

Fig. 6. Racial Equity in HMIS Entries Compared to Overall Homeless Population, July 1, 2018—June 30, 2019



⁴ Individuals can receive multiple services; thus, multiple entries per person can exist.

Types of Services

Next, researchers examined racial equity in the types of services utilized between July 1, 2018 and June 30, 2019. For all racial categories, the most common HMIS entry was assessment (e.g., VI-SPDAT assessments), comprising between 30–34% of all HMIS entries in each racial category. Zooming in on housing services ($n = 18,832$), the most common service for all racial categories included emergency shelters, comprising 21–39% of housing services for each racial category (see Fig. 7).

Fig. 7. Percentage of Each Race by Service

	Emergency Shelter	Housing Prevention	Outreach	Permanent Housing	Rapid Rehousing	Services Only	Transitional Housing
American Indian or Alaskan Native	34%	11%	13%	10%	20%	1%	11%
Asian	30%	15%	21%	12%	14%	0%	8%
Black	32%	13%	13%	6%	21%	1%	14%
Multiracial	21%	20%	19%	9%	19%	1%	11%
Native Hawaiian or Other Pacific Islander	23%	21%	19%	4%	19%	1%	14%
Other	39%	16%	12%	3%	24%	0%	6%
White	37%	7%	20%	12%	13%	1%	11%

Although emergency shelters were the most commonly used service for all racial categories, they were used by a smaller percentage of NHPI and multiracial clients, suggesting that these racial categories may be less likely to use shelters than other racial groups. Also, NHPI and multiracial individuals were almost just as likely to use housing prevention, outreach, and rapid rehousing services as they were to use emergency shelters.

Looking at the racial composition of each type of service, NHPI, multiracial, and White clients, together, made up the majority of all service types. However, important differences emerged between these groups.

NHPI and multiracial clients made up larger percentages of housing prevention, rapid rehousing, and transitional housing services than Whites; while Whites and multiracial clients made up larger percentages of permanent housing than NHPIs (see Fig. 8).

Fig. 8. Racial Composition by Program Type

	% of Assessments	% of ES Services	% of HP Services	% of Outreach Services	% of PH Services	% of RRH Services	% of Services Only	% of TH Services	% of HMIS Total Services
American Indian or Alaska Native	1%	1%	1%	1%	1%	1%	1%	1%	1%
Asian	7%	9%	7%	8%	12%	6%	4%	5%	8%
Black or African American	5%	6%	4%	3%	4%	6%	4%	6%	5%
Multiracial	25%	25%	36%	30%	35%	33%	25%	29%	29%
Native Hawaiian or Other Pacific Islander	32%	33%	45%	35%	20%	41%	33%	42%	35%
Other	1%	2%	1%	1%	0%	1%	0%	1%	1%
Missing	12%	0%	0%	5%	1%	0%	2%	2%	5%
White	17%	24%	7%	17%	26%	12%	30%	15%	16%
Total	100%	100%	100%	100%	100%	100%	100%	100%	100%

Examining racial equity by each type of service, researchers compared the percentage of each the racial groups in HMIS service entries to the percentage of each of the racial groups who received each type of service, including outreach, emergency shelters, homeless prevention, rapid rehousing, transitional housing, and permanent housing services.

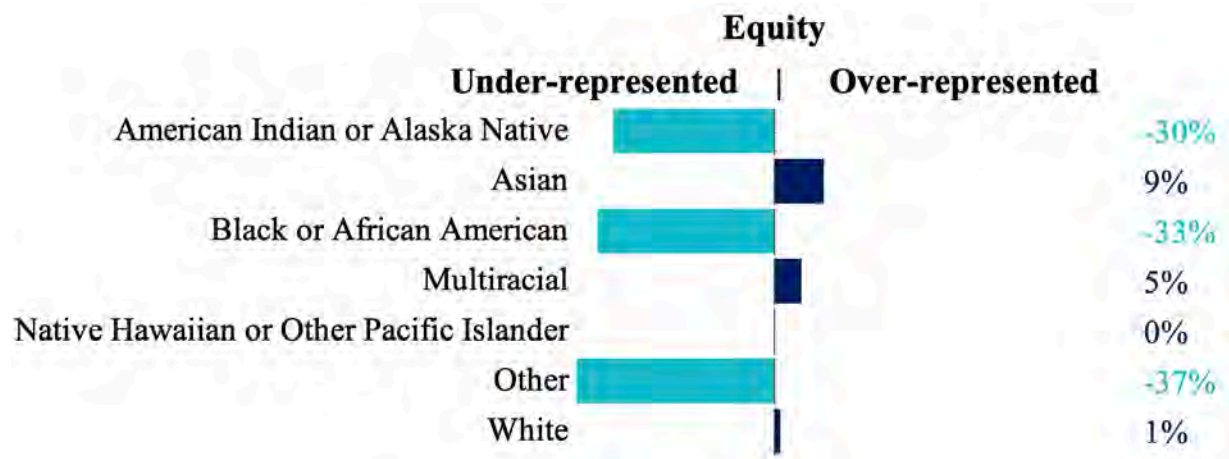
Outreach services. Asians, multiracial clients, NPHIs, and Whites were close to equity in outreach service entries (see Figs. 9 and 10). However, AIANs, Blacks, and “other” races were under-represented.

Fig. 9. Racial Composition of Outreach Services Compared to HMIS Entries

	% of HMIS Services	% of Outreach Services
American Indian or Alaskan Native	0.8%	0.6%
Asian	7.5%	8.2%
Black or African American	5%	3%
Multiracial	29%	30%
Native Hawaiian or Other Pacific Islander	35%	35%
Other	1.1%	0.7%
White	16%	17%

Black clients were 33% less likely to represent individuals receiving outreach services compared to overall HMIS services. Clients identifying as “other” races and AIAN were also under-represented, making up 0.68% and 0.57% of outreach services and 1.08% and 0.81% of the total HMIS services entries, respectively.

Fig. 10. Racial Equity in Outreach Services



While the racial groups that make up the largest percentage of HMIS entries and the homeless population are at equity for outreach services, Blacks, “other” races, and AIANs are less likely to be represented in individuals receiving outreach services compared to their representation in overall HMIS services.

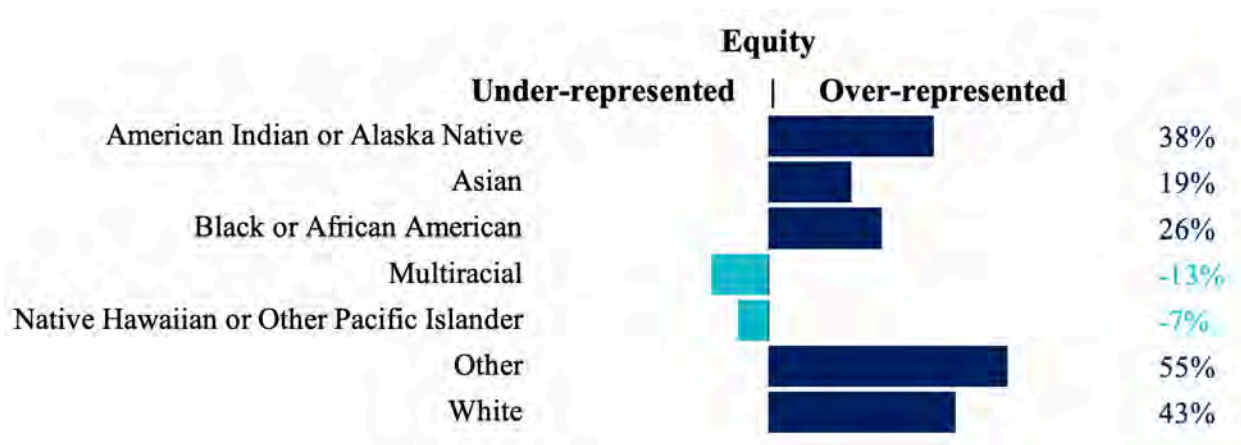
Emergency shelters. NHPI and multiracial clients were under-represented in emergency shelter services. NHPI and multiracial individuals were respectively 7% and 13% less likely to represent individuals in emergency shelter services compared to their representation in overall HMIS services. Making up 35% and 29% of HMIS total services, they made up 33% and 25%, respectively, of emergency shelter usage (see Fig. 11).

Fig. 11. Racial Composition of Emergency Shelter Services Compared to HMIS Entries

	% of HMIS Services	% of Emer. Shelter Services
American Indian or Alaskan Native	0.8%	1%
Asian	8%	9%
Black or African American	5.1%	6%
Multiracial	29%	25%
Native Hawaiian or Other Pacific Islander	35%	33%
Other	1.1%	2%
White	16%	24%

All other racial categories were over-represented in emergency shelter service usage (see Fig. 12). For example, Whites were 43% more likely to represent individuals receiving emergency shelter services, compared to overall HMIS services, comprising 24% of emergency shelter usage compared to 16% of all HMIS service entries.

Fig. 12. Racial Equity in Emergency Shelter Services



These findings suggest that all other racial groups—Whites, in particular—were more likely to represent individuals receiving emergency shelter services when compared to overall HMIS services than NHPIs and multiracial clients.

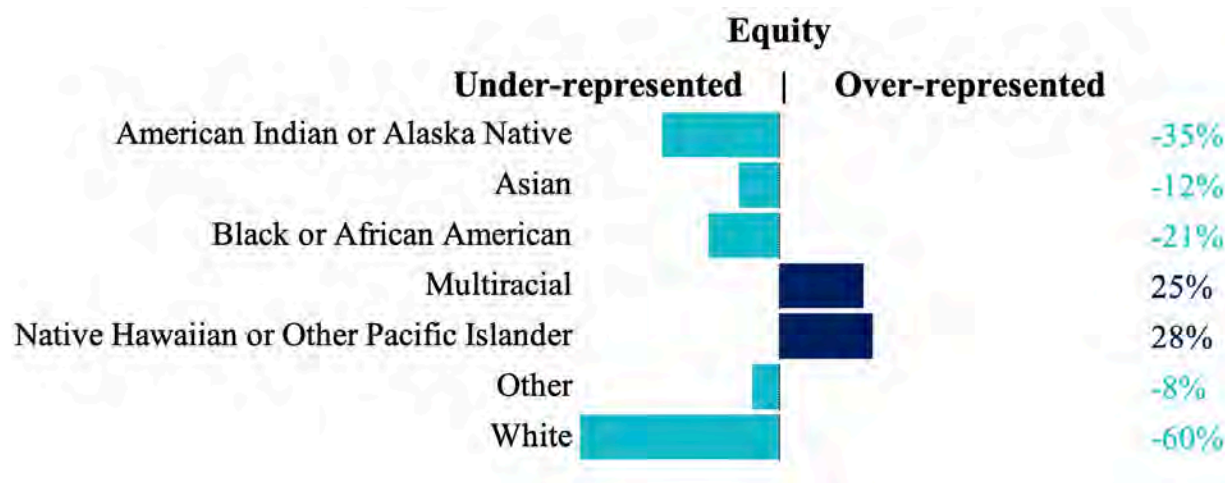
Housing prevention services. In contrast to emergency shelter usage, multiracial and NHPI clients were over-represented in homeless prevention services, while all other racial categories were under-represented—whites, substantially. White clients were 60% less likely to represent individuals receiving housing prevention services compared to the overall HMIS service entries, comprising only 7% of homeless prevention services compared to 16% of HMIS service entries (see Fig. 13). Asians, AIANs, Blacks, and other races are also under-represented (see Fig. 14).

Fig. 13. Racial Composition of Homeless Prevention Services Compared to HMIS Entries

	% of HMIS Services	% of Homeless Prevention Services
American Indian or Alaskan Native	0.81%	0.53%
Asian	8%	7%
Black or African American	5.15%	4.06%
Multiracial	29%	36%
Native Hawaiian or Other Pacific Islander	35%	45%
Other	1.08%	0.99%
White	16%	7%

NHPI and multiracial clients were over-represented in homeless prevention services, with NHPI and multiracial clients comprising 45% and 36% of homeless prevention services and 35% and 29% of HMIS service entries, respectively.

Fig. 14. Racial Equity in Homeless Prevention Services



These findings suggest that NHPIs and multiracial clients were 28% and 25%, respectively, more likely to represent individuals receiving homeless prevention services compared to HMIS service entries.

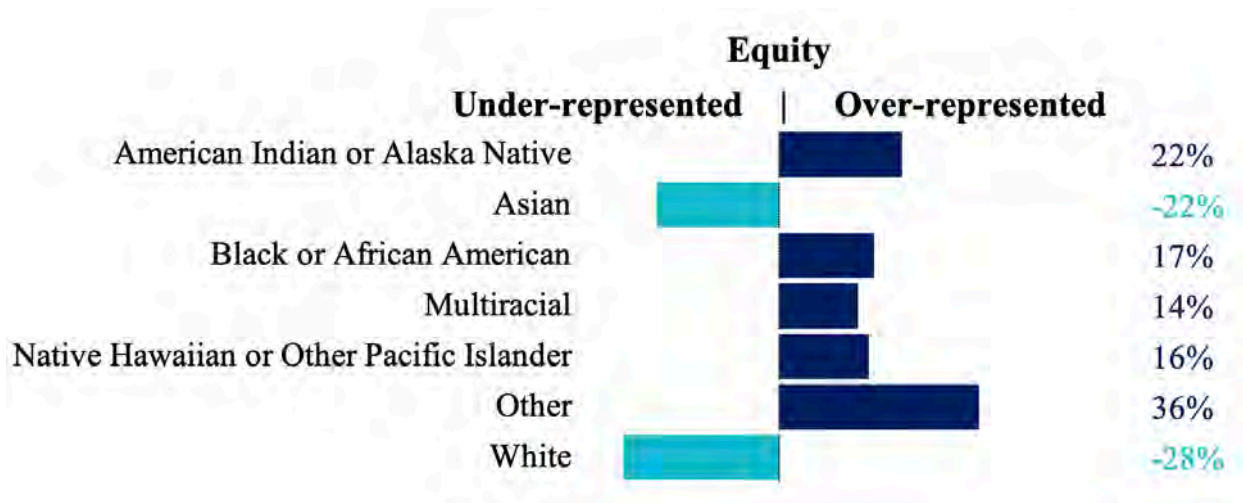
Rapid rehousing services. Similarly, NHPs and multiracial clients were over-represented in rapid rehousing services. NHPs comprised 41% of rapid rehousing services compared to 35% of HMIS service entries and multiracial clients comprised 33% compared to 39% (see Fig. 15).

Fig. 15. Racial Composition of Rapid Rehousing Services Compared to HMIS Entries

	% of HMIS Services	% of RRH Services
American Indian or Alaskan Native	0.81%	0.99%
Asian	8%	6%
Black or African American	5.15%	6.03%
Multiracial	29%	33%
Native Hawaiian or Other Pacific Islander	35%	41%
Other	1.08%	1.48%
White	16%	12%

Whites were under-represented in rapid rehousing services, comprising 12% of rapid rehousing services compared to 16% of all HMIS service entries. Asians were under-represented as well, comprising 6% of rapid rehousing services compared to 8% of all HMIS service entries. All other groups were over-represented in rapid rehousing services (see Fig. 16).

Fig. 16. Racial Equity in Rapid Rehousing Services



Thus, Whites and Asians were 28% and 22%, respectively, less likely to receive rapid rehousing services compared to HMIS service entries, while other racial groups were more likely to receive these services compared to their representation in the overall HMIS service entries.

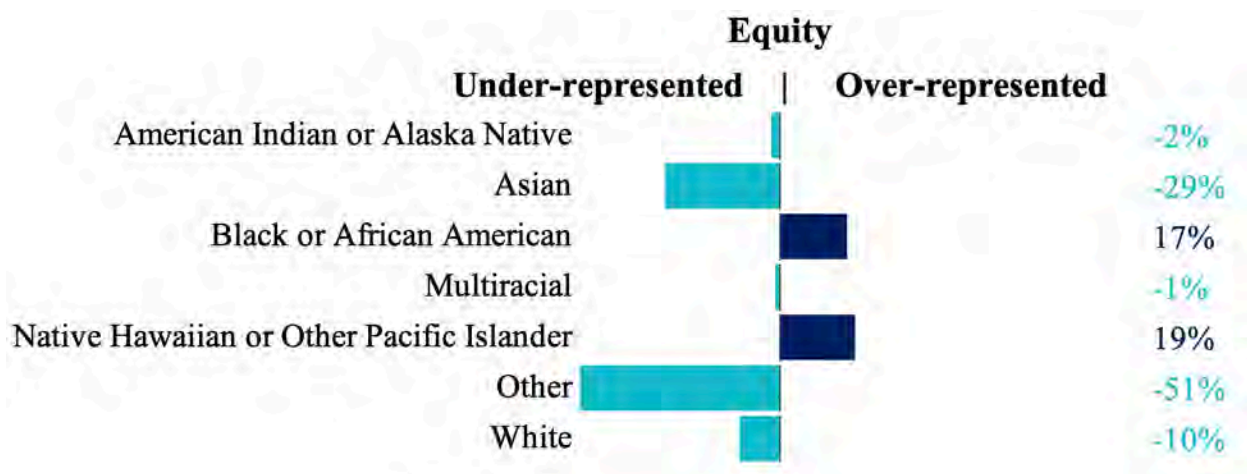
Transitional housing services. Blacks and NHPIs were the only racial groups over-represented in transitional housing services. NHPIs were 19% more likely to represent individuals receiving transitional housing services compared to their representation in HMIS service entries, comprising 42% of transitional housing services but only 35% of HMIS service entries; Black clients were 17% more likely to represent individuals receiving transitional housing services compared to their representation in HMIS service entries, comprising 6% of transitional housing services and 5% of HMIS service entries (see Figs. 17 and 18).

Fig. 17. Racial Composition of Transitional Housing Services Compared to HMIS Entries

	% of HMIS Services	% of Trans. Housing Services
American Indian or Alaskan Native	0.81%	0.80%
Asian	8%	5%
Black or African American	5.15%	6.03%
Multiracial	28.77%	28.53%
Native Hawaiian or Other Pacific Islander	35%	42%
Other	1.08%	0.53%
White	16%	15%

While all Asians and individuals identifying as “other” races were under-represented, multiracial clients, AIAN, and Whites were close to equity. Asians were 29% less likely to represent individuals receiving transitional housing services compared to their representation in HMIS service entries, comprising 5% of transitional housing services compared to 8% of HMIS services.

Fig. 18. Racial Equity in Transitional Housing Services



Asians and individuals identifying as “other” races were less likely to represent individuals receiving transitional housing services compared to HMIS entries, while NHPIs and Blacks were more likely to be over-represented in these services compared to overall HMIS services.

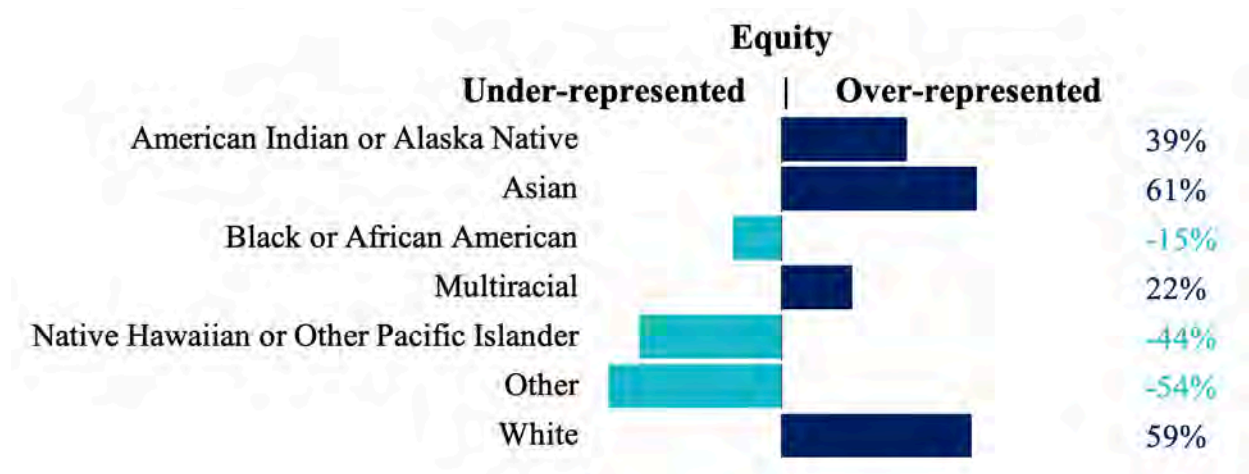
Permanent housing. Whites, Asians, AIANs, and multiracial clients were over-represented—Whites and Asians substantially—in permanent housing services. While Whites and Asians comprised 16% and 8% of HMIS service entries, they comprised 26% and 12% of permanent housing services, respectively (see Fig. 19). In fact, Whites were 59% more likely to represent individuals receiving permanent housing services compared to HMIS services, and Asians were 61% more likely (see Fig. 20).

Fig. 19. Racial Composition of Permanent Housing Services Compared to HMIS Entries

	% of HMIS Services	% of Perm. Housing Services
American Indian or Alaskan Native	0.81%	1.13%
Asian	8%	12%
Black or African American	5.15%	4.39%
Multiracial	29%	35%
Native Hawaiian or Other Pacific Islander	35%	20%
Other	1.08%	0.50%
White	16%	26%

On the other hand, Blacks, NHPI, and “Other” races were under-represented in permanent housing services—NHPIs substantially. NHPI clients were 44% less likely to represent individuals receiving permanent housing services compared to overall HMIS services, comprising 35% of all HMIS services but only 20% of permanent housing services.

Fig. 20. Racial Equity in Permanent Housing Services



Inequities existed in permanent housing services, with NHPI and “other” races being less likely to receive these services, and Whites and Asians being more likely to receive permanent housing when compared to overall HMIS services.

III. Racial Disparities in Housing Outcomes

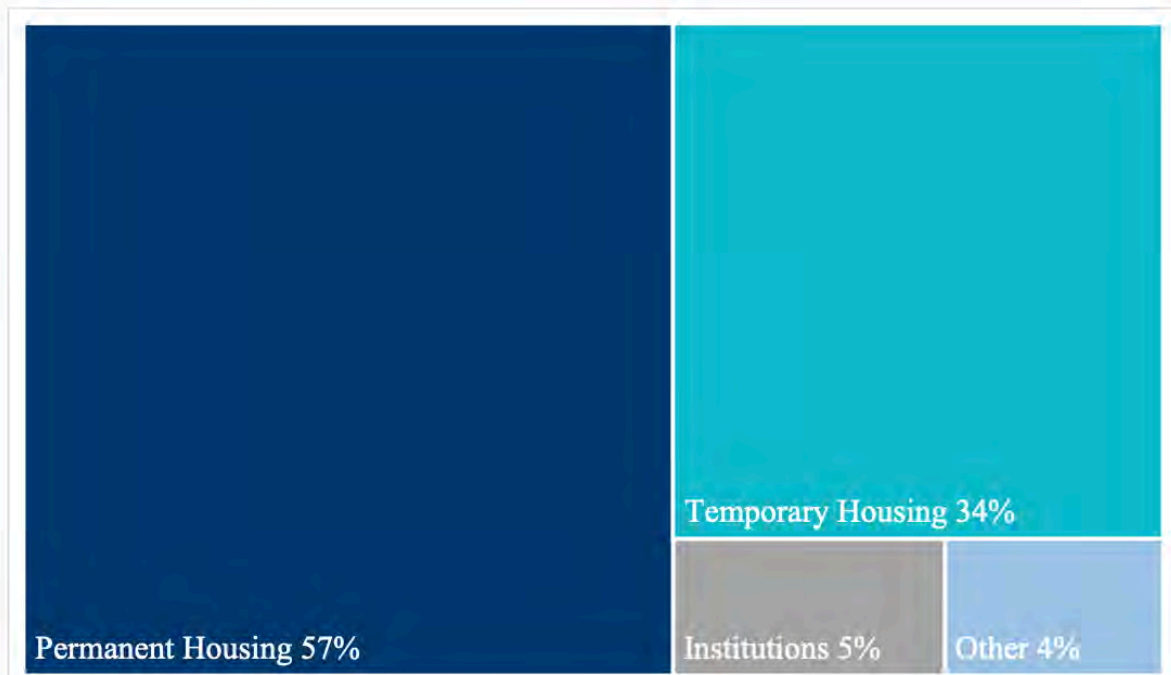
Housing outcomes were assessed using recorded client exit destinations in HMIS. Of the 28,644 service entries for the year of July 1, 2018—June 30, 2019, 6,117 destinations were recorded. Exit information was not required for 15,722 entries (e.g., outreach services and assessment entries), leaving 12,922 entries requiring exit destination information. Of these entries, 53% had missing exit information ($n = 6,805$). Thus, the following assessment relies on the 6,117 entries for which exit data was available.

Exit Destinations

This analysis relies on HMIS categorizations of exit destinations—permanent destinations, temporary destinations, institutions, and “other” destinations. Permanent destinations include both subsidized and unsubsidized housing and staying or living with friends or family. Temporary destinations include emergency shelters, places not meant for habitation, transitional housing and staying or living with friends or family temporarily. Institutional destinations refer to jails, prisons, hospitals, and psychiatric facilities. “Other” destinations include exits of individuals who are deceased and who exited to a safe house.

The majority of recorded exits were to permanent destinations (57%; $n = 3,480$); Thirty-four percent of exits ($n = 2,108$) were to temporary destinations, A small percentage of exits were to institutions and to “other” destinations (see Fig. 21).

Fig. 21. HMIS Exits, July 1, 2018 – June 30, 2019 ($n = 6,117$)



Racial Disparities in Exit Destinations

Overall NHPI, multiracial clients, and White clients comprised the largest percentage of HMIS exits—33%, 26%, and 22%, respectively (see Fig. 22).

The majority of each racial group, except Whites, exited to permanent destinations (54%–63%). Forty-five percent of White clients' exits were to permanent housing ($n = 602$) and 43% were to temporary destinations ($n = 577$).

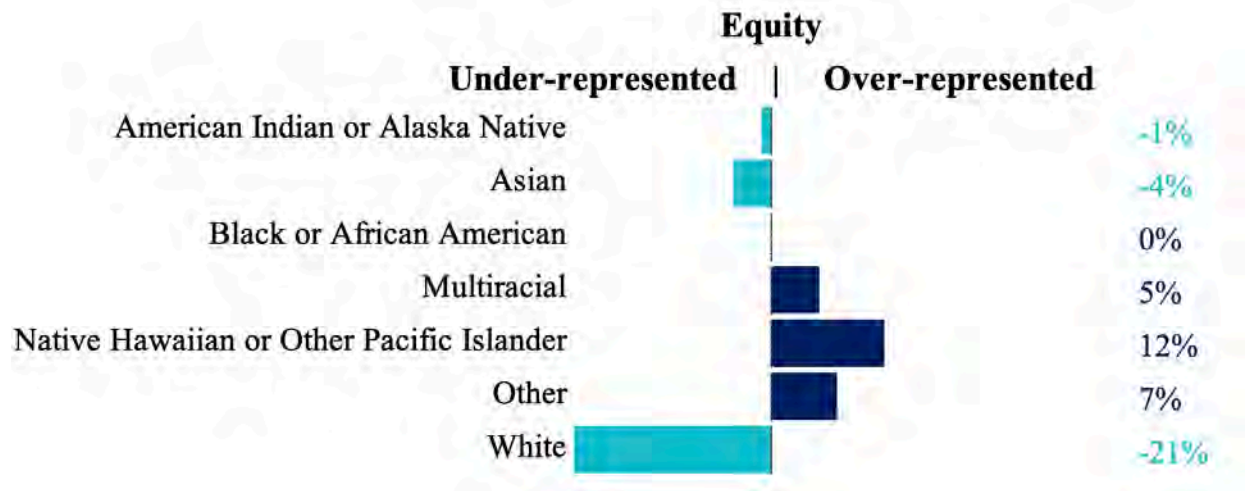
Fig. 22. Racial Composition of Exits by Destination Type

	Perm. Dest.	Temp. Dest.	Instit.	Other	HMIS Exits
American Indian or Alaska Native	1%	1%	1%	1%	1%
Asian	8%	9%	10%	6%	9%
Black or African American	8%	7%	9%	7%	8%
Missing	0%	0%	0%	0%	0%
Multiracial	27%	24%	19%	29%	26%
Native Hawaiian or Other Pacific Islander	37%	28%	23%	30%	33%
Other	2%	2%	1%	1%	2%
White	17%	27%	36%	26%	22%
Total	100%	100%	100%	100%	100%
	Perm. Dest.	Temp. Dest.	Instit.	Other	HMIS Exits
American Indian or Alaska Native	45	29	4	2	80
Asian	287	196	29	15	527
Black or African American	263	158	25	16	462
Missing	9	9	1	1	20
Multiracial	942	511	55	72	1580
Native Hawaiian or Other Pacific Islander	1274	595	64	75	2008
Other	58	33	2	2	95
White	602	577	103	63	1345
Total	3480	2108	283	246	6117

Researchers investigated racial equity for each destination type by comparing the percentage of HMIS exits by racial group to that group's percentage of each exit type.

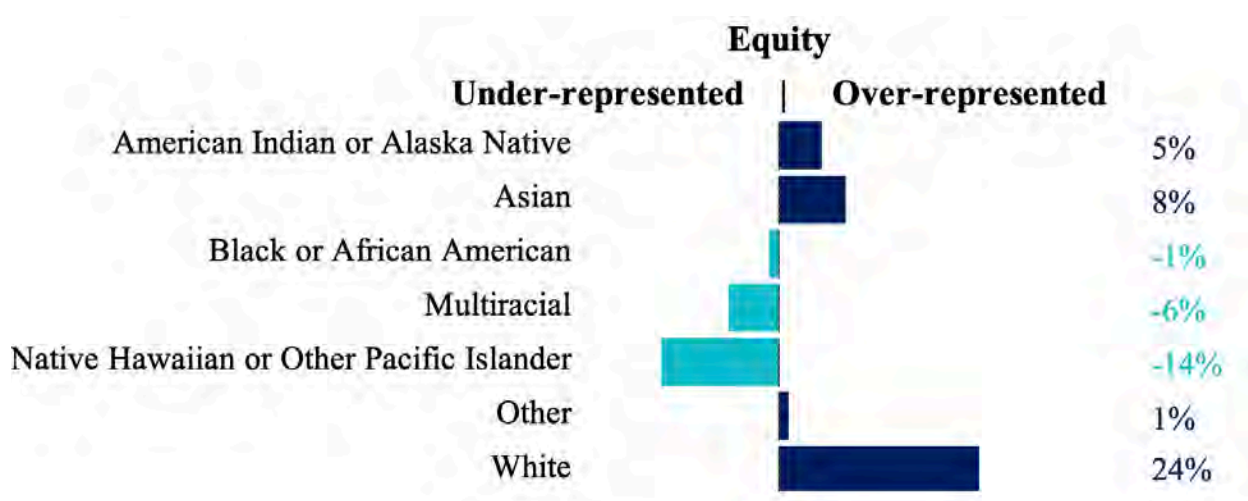
Permanent destinations. Multiracial clients, clients who identified as “other”, Asians, and AIANs were close to equity when comparing their composition of exits to permanent destinations to overall HMIS exit destinations (see Fig. 23). NHPIs were over-represented in permanent destination exits, being 12% more likely to represent individuals who exit to permanent destinations compared to overall exit destinations. On the other hand, Whites were under-represented, being 21% less likely to represent individuals in permanent destination exits compared to overall exit destinations.

Fig. 23. Racial Equity in Exits to Permanent Destinations Compared to % of HMIS Exits



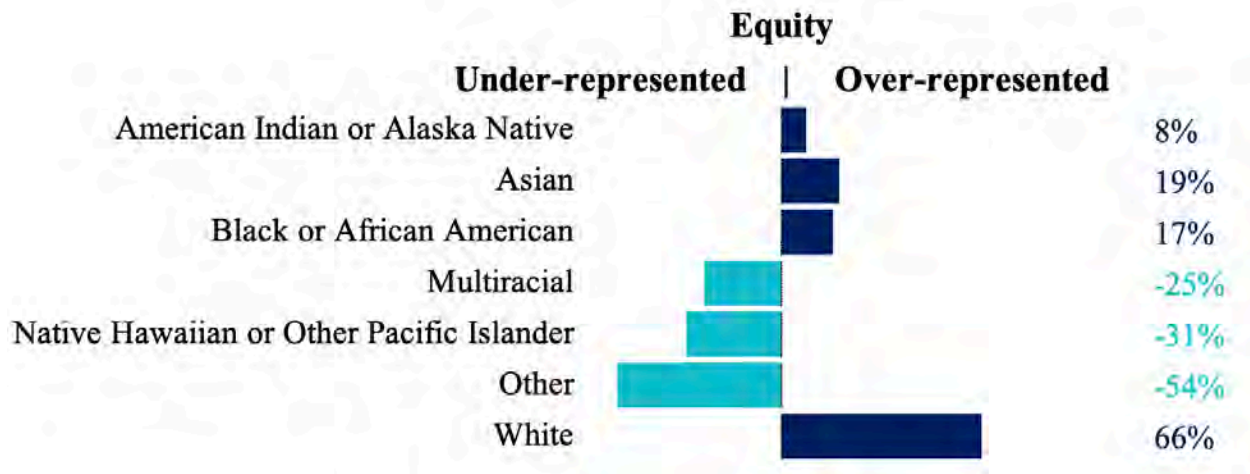
Temporary destinations. While under-represented in permanent housing exits, Whites were over-represented in exits to temporary destinations, comprising 27% of exits to temporary housing compared to 22% of HMIS total exits (see Fig. 24). Whites were 24% more likely to represent exits to temporary destinations compared to all exits. Contrastingly, NHPIs were 14% less likely to represent exits to temporary destinations compared to overall exits. All other racial groups were close to equity on exits to temporary destinations.

Fig. 24. Racial Equity in Exits to Temporary Destinations Compared to % of HMIS Exits



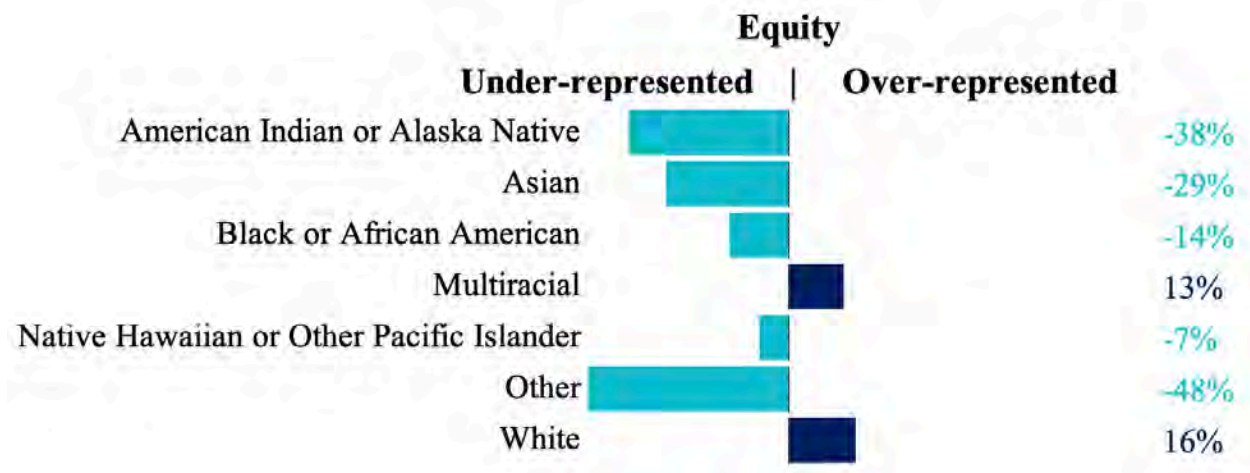
Institutions. Whites, Asians, and Blacks were all over-represented in exits to institutions—Whites substantially (see Fig. 25). Whites comprised 36% of exits to institutions compared to 22% of all HMIS exits and were 66% more likely to represent exits to institutions compared to overall exit destinations. NHPI, multiracial, and “other” race individuals were under-represented in exits to institutions. NHPI clients were 31% less likely to represent exits to institutions compared to HMIS exits. Similarly, multiracial clients were 25% less likely to represent exits to institutions compared to overall HMIS exits.

Fig. 25. Racial Equity in Exits to Institutions Compared to % of HMIS Exits



Other destinations. The only racial groups over-represented in exits to “other” destinations included White and multiracial individuals (see Fig. 26). They comprised 26% and 29% of exits to “other” destinations compared to comprising 22% and 26% of total HMIS exits. NHPIs were close to equity.

Fig. 26. Racial Equity in Exits to Other Destinations Compared to % of HMIS Exits

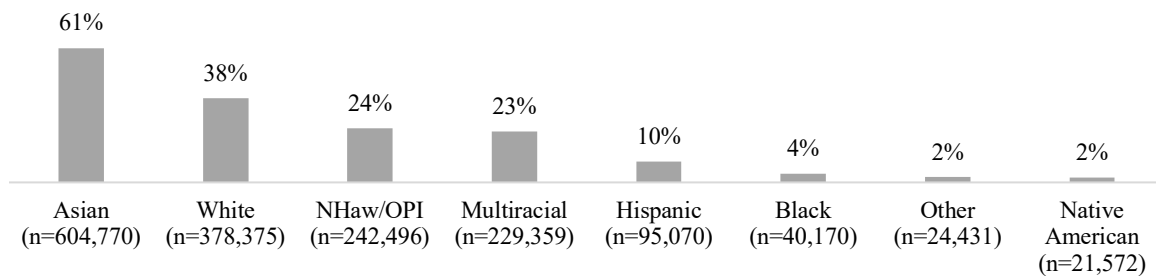


Overall, while equity existed in outcomes for some groups, important differences emerged. Whites were more disproportionately represented in exits to temporary destinations, while NHPIs were disproportionately represented in exits to permanent destinations.

IV. Limitations

Findings reported here are preliminary and come with important caveats. Notably, Honolulu County is unique in the number of multiracial, multiethnic, and multicultural people in its population compared to the rest of the nation. Therefore, HUD racial categories that collapse various races into one category may obscure important differences. For example, differences likely exist between groups within these racial categories (e.g., Micronesians and Native Hawaiians may have different experiences with homelessness services despite being categorized as NHPI). Large categories obscure these differences. Additionally, the numbers of certain racial categories, particularly Asian and NHPIs, are underestimated. When considering Native Hawaiians with multiple racial backgrounds, the percentage of Native Hawaiians rises, with 2017 estimates showing 24% of the population have Native Hawaiian ancestry (see Fig. 27).⁵ The percentage of Asians also increases to a majority of 61% when considering one or more races. Thus, the number of NHPIs who are experiencing homelessness is likely higher when considering race in combination.

Fig. 27. Racial/Ethnic Composition, Honolulu County, 2017 (N = 990,060)**



Additional limitations include the fact that the data available for this investigation does not capture other outcomes of interest. Additionally, because many programs do not require exit interviews, exit destination may not be the best outcome to measure. Thus, additional variables should be considered when accessing racial equity in program outcomes in the future, including health and wellness, financial status, and social support indicators.

Data quality is another concern. The problems of using exit destination as the only outcome is compounded by the fact that more than half of the data on housing exit destinations was missing. Additionally, HMIS duplicates and mis-categorization of race was common in the database.

Due to the nature of the data and the type of analysis performed, researchers were unable to identify causes of these disparities conclusively. For example, it is unclear if racial disparities exist in service utilization because different racial groups are not being offered certain services or because they are not interested in using them. Future research should investigate this question.

Finally, due to the small numbers of individuals in certain racial groups, racial equity percentages are more sensitive to small differences in numbers. Results should be interpreted with this fact in mind.

⁵ American Community Survey. (2017). 2013-2017 American Community Survey 5-Year Estimates Retrieved from: <https://factfinder.census.gov/faces/tableservices/jsf/pages/productview.xhtml?src=CF>

V. Conclusions

With these caveats in mind, researchers made the following conclusions regarding the original research questions:

Do racial disparities exist in the homelessness population?

- Yes; NHPIs, multiracial individuals, and Blacks are overrepresented in the homeless population, while Whites and Asians are underrepresented compared to the general population of Honolulu County.

Do racial disparities exist in service provision?

- Yes, with qualifications. In terms of *overall* HMIS service usage, there do not appear to be any significant racial disparities. However, racial disparities exist in the type of services used and outcomes associated with those services.
- CoC service providers appeared to be offering outreach services to the groups most represented in the homelessness population and the HMIS. However, Blacks, AIANs, and “other” races were less likely to be represented in individuals receiving outreach services compared to their representation in overall HMIS services.
- NHPI and multiracial clients were less likely to be represented in individuals receiving emergency shelter services and were more likely to be represented in individuals using RRH and homelessness prevention when compared to their representation in overall HMIS services.
- Whites and Asians were more likely to be represented in individuals receiving emergency shelter services and less likely to be represented in individuals receiving rapid rehousing and transitional housing services compared to their representation in overall HMIS services
- Whites and Asians were under-represented in the homeless population but were over-represented in individuals receiving permanent housing services compared to their representation in overall HMIS services. NHPI and “other” races were less likely to represent individuals receiving these services.

Do racial disparities exist in housing services outcomes?

- Overall, while equity existed in outcomes for some groups, important differences emerged. Whites were more disproportionately represented in exits to temporary destinations, while NHPIs were disproportionately represented in exits to permanent destinations.

VI. Addressing Racial Disparities

To further understand and address racial disparities in the homeless population and service utilization/provision, the CoC's PIC has launched several research initiatives. In May 2019, PIC reached out to community researchers at the University of Hawai'i at Mānoa to assist in further researching, understanding, and addressing these disparities. Specifically, this research will leverage advanced statistics (e.g., latent class growth analysis) to examine racial differences in pathways into and out of homelessness as well as will examine why Native Hawaiian or Other Pacific Islanders make up a larger percentage of the unsheltered population and appear to be less likely to use emergency shelters and to receive permanent housing services.

Additionally, PIC is working with local service and research organizations to specifically address Native Hawaiian homelessness.

Finally, PIC has expanded its Point-in-Time Count survey to include additional questions related to race and is considering adding questions regarding specific service use and needs.

VII. Recommendations

Based on these findings, researchers make the following recommendations.

For Future Research

- Future research should expand to include outcomes beyond exit destination in an effort to detect potential racial disparities in program effects.
- Future research should examine further WHY these disparities exist. Mixed-methods research projects would likely be useful, including longitudinal research that tracks changes over time in service use and outcomes and qualitative methods that ask individuals experiencing homelessness directly about their service use experiences.
- Future research should consider different outcomes and service use trajectories by different breakdowns of HUD-defined racial categories—particularly, for Native Hawaiians.

For the CoC

- The CoC might consider including questions related to service usage and needs in their annual Point-in-Time Count survey in order to detect differences in self-reported service use and needs between different racial groups.
- The CoC should considering examining different entry points in the system to determine why Whites and Asians are over-represented in emergency shelter and permanent housing services and NHPIs are under-represented in these areas.
 - In particular, in order to determine if these disparities represent a difference in need between the groups or a difference in services offered by providers, the CoC might work with the CoC's Coordinated Entry System to examine differences in assessments that determine program eligibility.
 - Additionally, the CoC might work with providers to understand why Whites are more likely to represent exits back into homelessness compared to their overall representation in program exits. A collaboration with researchers and program providers is suggested in order to address these disparities.
- Due to the amount of missing data on exit destinations, the number of duplicates, and the inaccurate race data, the CoC's HMIS technicians should continue their recent efforts to require extensive training on data entry for service providers using HMIS.