

COPY

House District All

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**THE TWENTY-SEVENTH LEGISLATURE
APPLICATION FOR GRANTS & SUBSIDIES
CHAPTER 42F, HAWAII REVISED STATUTES**

Log No:

For Legislature's Use Only

Type of Grant or Subsidy Request:

GRANT REQUEST – OPERATING

GRANT REQUEST – CAPITAL

SUBSIDY REQUEST

"Grant" means an award of state funds by the legislature, by an appropriation to a specified recipient, to support the activities of the recipient and permit the community to benefit from those activities.

"Subsidy" means an award of state funds by the legislature, by an appropriation to a recipient specified in the appropriation, to reduce the costs incurred by the organization or individual in providing a service available to some or all members of the public.

"Recipient" means any organization or person receiving a grant or subsidy.

STATE DEPARTMENT OR AGENCY RELATED TO THIS REQUEST (LEAVE BLANK IF UNKNOWN):

STATE PROGRAM I.D. NO. (LEAVE BLANK IF UNKNOWN): _____

1. APPLICANT INFORMATION:

Legal Name of Requesting Organization or Individual:
Hawaii HomeOwnership Center

Dba: N/A

Street Address: 1259 Aala Street, #201, Honolulu, HI 96817

Mailing Address: 1259 Aala Street, #201, Honolulu, HI 96817

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name REINA MIYAMOTO

Title Program Director

Phone # 808-523-8116

Fax # 808-523-9502

e-mail reina@hihomeownership.org

3. TYPE OF BUSINESS ENTITY:

- NON PROFIT CORPORATION
- FOR PROFIT CORPORATION
- LIMITED LIABILITY COMPANY
- SOLE PROPRIETORSHIP/INDIVIDUAL

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

ADDRESSING HAWAII'S HOUSING NEEDS FOR AFFORDABLE RENTALS & REDUCING HOMELESSNESS THROUGH HOMEOWNERSHIP & RENTAL PREPARATION

4. FEDERAL TAX ID #: _____

5. STATE TAX ID #: _____

7. AMOUNT OF STATE FUNDS REQUESTED:

FISCAL YEAR 2014: \$ 699,118

8. STATUS OF SERVICE DESCRIBED IN THIS REQUEST:

- NEW SERVICE (PRESENTLY DOES NOT EXIST)
- EXISTING SERVICE (PRESENTLY IN OPERATION)

SPECIFY THE AMOUNT BY SOURCES OF FUNDS AVAILABLE AT THE TIME OF THIS REQUEST: *

STATE \$ 0

FEDERAL \$ 120,412

COUNTY \$ 50,000

PRIVATE/OTHER \$ 390,000

*IF CONTRACTS WERE SECURED THE FUNDING AMOUNT WAS INCLUDED IN "AVAILABLE FUNDS" EVEN IF FULL-FUNDING DISBURSEMENT WAS NOT RECEIVED YET.

TYPE NAME & TITLE OF AUTHORIZED REPRESENTATIVE:

DENNIS OSHIRO, EXECUTIVE DIRECTOR
NAME & TITLE

1/31/13
DATE SIGNED

Application for Grants and Subsidies

If any item is not applicable to the request, the applicant should enter “not applicable”.

I. Background and Summary

This section shall clearly and concisely summarize and highlight the contents of the request in such a way as to provide the State Legislature with a broad understanding of the request. Include the following:

1. A brief description of the applicant's background;

This proposal is submitted by a collaboration of non-profit agencies with the Hawaii HomeOwnership Center (HHOC) serving as the “lead agency.” HHOC has experience serving in this role in other collaborative projects. All partner organizations are established with experience providing the services detailed in this proposal for the intended target audience.

Hawaii HomeOwnership Center – Lead Agency

HHOC is a 501(c) 3 non-profit agency founded through a partnership between business, non-profit, community, and government leaders. In 2003 the Hawaii State Legislature passed SCR 96 supporting and encouraging the establishment and operation of HHOC. HHOC has served 3,628 households with homebuyer education classes & counseling, and foreclosure prevention. HHOC has helped 947 households successfully qualify to purchase their first home - 63% were deemed as low and moderate-income households at intake.

HHOC opened its doors in October 2003 on Oahu to provide group classes and individual coaching to prepare first time homebuyers for sustainable homeownership. Today, HHOC has offices in Honolulu, Oahu and Hilo, Hawaii, and serves Kauai and Maui through online courses and one-to-one coaching by phone. In response to increasing requests for services from distressed

homeowners, HHOC added statewide foreclosure prevention counseling in February 2009 and has already assisted 769 households.

HHOC is affiliated with NeighborWorks America, a congressionally chartered non-profit organization focused on affordable housing and community development (including homeownership promotion and preservation). As a NeighborWorks network member, HHOC is one of 235 agencies receiving support to serve communities nationwide. HHOC is the only NeighborWorks affiliate providing homeownership promotion & preservation services in Hawaii. HHOC is also a U.S. Department of Housing and Urban Development (HUD) Approved Housing Counseling Agency.

Hawaiian Community Assets (HCA)

HCA is certified by the U.S. Department of Housing and Urban Development (HUD) as a housing counseling agency and recognized by the U.S. Department of Treasury as a Native Community Development Financial Institution (CDFI). HCA's mission is to increase the capacity of low and moderate income communities and individuals in Hawaii to achieve and sustain economic self-sufficiency, with particular focus on Native Hawaiians. Through its comprehensive service delivery model, HCA increases the success rate of its clients in achieving and sustaining permanent, affordable housing through community outreach, training and technical assistance, place-based education and counseling, curriculum development, and asset building services and financial products.

Since 2006, HCA has conducted 231 homebuyer workshops statewide, with 3,549 families successfully completing the course and 2,250 households receiving individualized counseling. During this period, HCA worked with a variety of program sponsors, including Hawaiian Home Lands and Kauai County, and with underserved communities, such as Niihau immigrants on Kauai and self-help

housing clients on Molokai, Oahu, and Hawaii Island. Current and past partners include for-profit developers of affordable housing, government agencies, and non-profit organizations.

HCA is in its 3rd year of the *Financial Literacy/Renter Education and Credit Counseling for Families Living in Transitional Shelters on Oahu's Waianae Coast Project*, a 3-year pilot project funded by the Federal Administration for Native Americans and the State Office of Hawaiian Affairs. The project's goal is to address the urgent need for financial literacy/renter education and counseling about credit in homeless shelters with predominately Native Hawaiian populations in order to effectively and adequately prepare individuals and families for transition out of shelters and into permanent housing in a reasonable period of time and prepared for long-term success. HCA will expand the pilot into a statewide project starting July 1, 2013 with fee-for-service contracts secured with homeless service providers Alternative Structures International, Catholic Charities Hawaii, Waianae Community Outreach, and HOPE Services Hawaii.

Hale Mahaolu

Organized in 1967, Hale Mahaolu is more widely known for its low-income rental units to families and the elderly in Maui County. Currently, Hale Mahaolu owns and/or manages 13 housing sites throughout Maui County including the islands of Lanai and Molokai, along with providing a CHSP (Congregate Housing Services Program) Meals and Personal Care Program.

Since 1988 Hale Mahaolu has been a U.S. Department of Housing and Urban Development (HUD) Approved Housing Counseling Agency. Comprehensive housing counseling services and educational classes are provided to families and individuals FREE of charge.

Consumer Credit Counseling Services of Hawaii

Consumer Credit Counseling Service of Hawaii (CCCS), established in 1969, is a non-profit community service agency whose mission is to help overburdened families regain control of their financial lives through one-on-one financial/debt management counseling and to educate the public at large regarding the responsible and intelligent use of credit. Core counseling services are financial literacy training on an individualized basis, while addressing the client family's specific personal concerns and/or crisis.

CCCS is:

- the only credit counseling service in the state with an IRS P51 designation, specifically for the purposes of personal money/debt management counseling and education,
- fully accredited by the internationally recognized Council on Accreditation for Children and Family Services (COA),
- the sole Hawaii-based provider of pre-bankruptcy counseling services approved by the Executive Office of the US Trustee/Department of Justice.

They have operated statewide from three locations:

- Honolulu for 43 years,
- Wailuku for 20 years,
- Hilo for 14 years.

CCCS has an established track record of community service and is well regarded by local financial institutions and State agencies due to the effectiveness of their programs. CCCS is well-versed in the challenges facing our low-to-moderate income populations, completely familiar with the nuances of local culture, and are thoroughly committed to helping clients resolve their issues prior to disastrous consequences occurring, such as homelessness. CCCS is a full service agency, with counseling processes that encompass and address the client family's entire

financial picture. They are the only certified credit counseling agency with the ability to implement a Debt Management Plan (DMP) whereby CCCS communicates directly with client's creditors to reduce payments, allowing the client to focus resources on maintaining their housing situation. This, along with being the sole Hawaii-based certified pre-bankruptcy counseling agency, makes CCCS uniquely situated and qualified to provide essential assistance to the many families facing critical debt issues as a result of our turbulent economy.

2. The goals and objectives related to the request;

The goals of the proposal help address Hawaii's housing issues related to unmet demands for rental housing and homelessness. The specific proposal goals are:

1. Assist Hawaii residents who face significant challenges and barriers to homeownership so that they will qualify for mortgage financing and purchase a home with a sustainable monthly payment, thereby making rental units available.
2. Work with those in homeless & transitional shelters to become "renter-ready," allowing them to move into affordable rental units and make space for other families in the shelters.
3. Work with those who are at-risk of becoming homeless to become "renter-ready" so they will not become additions to the homeless population in the future.

Details on Goal #1: Assist Hawaii residents who face significant challenges and barriers to homeownership so that they will qualify for mortgage financing and purchase a home with a monthly payment that is sustainable.

One strategy to reach our target audience is to work with those owning/managing affordable rental projects to promote homeownership preparation services to their residents, thereby making units available for other low income families when tenants become homeowners. Some affordable rental projects only require

income verification at intake and the second year of occupancy – therefore some units have tenants that are no longer considered low income and could possibly qualify to buy a home easily with some education and coaching. Those who are low income can also possibly buy a home with education on resources and coaching on financial skills like money management and credit. The services received by these new homeowners will assist in ensuring they are educated about the home buying process as well as enter into a mortgage payment that is affordable and sustainable.

The 12 month objectives for this goal are:

- 700 households will receive homebuyer education and/or individualized coaching.
- 130 households will achieve homeownership for the first time.

Details on Goal #2: Work with those in homeless & transitional shelters to become “renter-ready.”

By assisting those in shelters to meet renting criteria, we will create vacancies in the when participants are able to qualify and move into a rental unit. Relationships with affordable rental projects have already been established to understand each company’s qualification criteria and make appropriate referrals when participants meet those criteria. We will target 3 transitional shelters located on the Leeward Coast — Kumuhonua in Kalaeloa, Ulu Ke Kukui in Maili and ‘Ohana Ola O Kahumanu in Waianae. We also intend to work with homeless service providers such as IHS on Oahu, Family Life Center on Maui, Hope Services on the Big Island and Catholic Charities, in an effort to reach more families seeking to emerge from shelter life.

Details on Goal #3: Work with those who are at-risk of becoming homeless to become “renter-ready” so they will not become additions to the homeless population in the future.

The at-risk homeless population will also receive assistance to become “renter-ready,” therefore removing potential additions to the homeless population. The at-risk population noted includes the “hidden homeless” who would be homeless if they were not able to live with friends or family. It also includes current renters who would not qualify to rent another unit due to credit issues if their landlord did not renew their lease. Our target populations include families trying to get their financial lives back on track due to a loss of income. Therefore, the primary goal is to assist these distressed families in achieving financial stability so they can maintain, or improve upon, their housing situation through individual counseling and group education.

As signs of an improving economy begin to appear, many of our families, after extended periods of unemployment, are now back in the work force, but find they are unable to qualify for adequate rental housing due to poor credit standing - a direct result of being unable to manage even their most basic living expenses over the past few years. There has been an outpouring of support and funding for at-risk homeowners, however, 65% of clients seeking CCCS’ services are non-homeowners, who are at equal risk of homelessness and have suffered the same financial setbacks as homeowners. It is our goal to assist these families by helping them to rehabilitate their credit so that they can qualify for adequate rental housing.

The objectives for goals 2 & 3 are:

- Improve the housing prospects of those currently homeless and families that may be at risk of losing their housing and becoming homeless through”:

- 600 individuals and families will receiving counseling regarding their severe debt issues (defined in the scope of work).
 - Delivery of a minimum of 20 workshops accommodating 350 individuals/families regarding wise use of credit, budgeting and credit fundamentals throughout the state.
 - 200 households receiving financial literacy/renter education and/or counseling.
 - 30 households securing affordable rental housing.
3. The public purpose and need to be served;

Public purpose - Overview

By assisting Hawaii residents to move through the “housing continuum” (i.e. homeless to emergency shelter, to transitional shelter, to affordable rental housing, etc.) our coalition of agencies can be part of the solution to the housing crisis our state is in.

The 2011 Housing Planning Study commissioned by the Hawaii Housing Finance Development Corporation found that there would be an estimated 16,399 rental units needed statewide between the years 2012-2016. “Needed units” were defined as the difference between total demand and expected supply. 7,213 or 44% of these want-to-be-renters had incomes of under \$30,000. This clearly illustrates a current & future unmet demand for rental units for low-income residents. It is unlikely that enough units will be built for this population so assisting current occupants (through homeownership) to vacate units is a positive strategy to address this issue.

These new homeowners will be prepared for their purchase through homebuyer education and one-on-one coaching. A 2011 study by the US Department of Housing and Urban Development (HUD) of 573 people receiving pre-purchase counseling demonstrated that consumers who

received pre-purchase homeownership counseling were less likely to default on their mortgages. In fact 35% of the study participants became homeowners within 18 months of completing counseling, and only one fell behind on mortgage payments. The preparation invested by these default resistant homeowners is positive for the housing market and the surrounding communities.

In a poll conducted by the Department of Human Services' Homeless Services Office on January 14th, 2013, 16 statewide shelter providers were asked for the three greatest challenges their clients face when trying to transition to permanent housing. The challenges noted were (from highest to lowest survey ranking):

- Lack of affordable housing
- Income restrictions (the "gap" group whose income is too high to qualify for subsidies – i.e. food stamps)
- Poor or no credit standing.

Our proposal can assist in addressing all of the barriers noted for our homeless population – affordable housing can be made when renters vacate their units for homeownership and poor or no credit standing can be improved with proper education and/or coaching coupled with additional debt management tools (if necessary). In addition, the coalition will supplement savings of emergency and transitional shelter residents with Renters MATCH Savings Accounts and Credit Builder Individual Development Accounts (IDAs - dependent upon funding). MATCH accounts and IDAs encourage participants to save by increasing their savings with a designated "match" – i.e. if the program has a 1:3 match criteria, for every \$1 the participant saves, it is matched by \$3 up until the designated maximum. In this scenario, a participant that saves \$500 will receive an additional \$1,500 towards the designated saving goal. These saving products also

instill a sense of “shared responsibility” among said residents in order to decrease their dependence on public assistance.

The barriers listed above from the homeless survey mirror the challenges of the at-risk homeless population discussed earlier in this proposal per CCCS who had 30% or 450 of the 1500 families counseled in 2012 categorized as “hidden homeless” - people completely reliant on family or friends for shelter.

Public Benefits to Increasing Homeownership

In addition to assisting with making needed rental units available, homeownership has significant positive human benefits in education, employment, and physical and mental health for individuals, families, and communities – all which can relieve burdens on public assistance (i.e. welfare, food stamps). Unfortunately, Hawaii has the third lowest rate of homeownership in the nation according to data released in 2011 by the U.S. Census Bureau. Only 58% of all housing units in Hawaii are owner-occupied, compared to the U.S. average of 65%.

In terms of home affordability, Hawaii is dead last among the states. Hawaii home prices are 8.3 times more expensive than what can be purchased with the median household income. According to the Center for Housing Policy in Washington, D.C., a teacher would need to earn \$122,613 annually to afford a median-priced single family home in Honolulu. But the average teacher in Hawaii earns \$57,100 a year, so that home is far out of reach. Additionally, Hawaii has a limited number of self-help homeownership programs (where participants assist in building the home to reduce the building cost and purchase price) available for Hawaii residents earning less than 80% Area Median Income (AMI) according to federal standards. Also, the Department of Hawaiian Home Lands, which administers the State’s largest community land trust, has reported that 26,000

Hawaiian Home Lands Beneficiaries are currently waiting to secure their lease award for land and housing.¹

With Hawaii's high cost of living, it's very difficult to save for a down payment on a home. In fact, less than a third of prospective homebuyers surveyed for the Hawaii Housing Planning Study in 2011 said they had enough money for a 20% mortgage down payment.

According to the 2012 Assets & Opportunity Scorecard from CFED, a national organization working to create economic opportunity to alleviate poverty, "To address the low homeownership rate and high housing cost burden for renters and owners, which are among the worst in the country, Hawaii should provide assistance to first-time homebuyers."

Moreover, mortgage financing has become increasingly lengthy and complex. Mortgage forms and disclosures involve a large amount of technical information that is difficult for the average consumer to understand. As noted earlier in this section of our proposal, HUD's study in 2011 found that more than 1/3 of those receiving pre-purchase services bought a home in 18 months and only 1 of those 200 homeowners defaulted on their mortgage payments. "The evidence is clear, with a little investment on the front end, we can go a long way toward improving the chances families will buy a home they can afford and sustain their homes in the long run," said HUD's assistant secretary for policy development and research. Because homebuyers better understand the financial obligation they are undertaking, and have worked with a counselor to prepare for homeownership, they are more likely be able keep their new homes. Sustainable homeownership does not only benefit the individual homeowner, it is positive and critical for the health of the surrounding community as well.

¹ Kaili, Taryn and Montgomery, Paoakalani. "Hawaiian Hope: Native Hawaiian Issues Project Report," Summer 2012.

The State of Hawaii and its county governments recognize the need to assist home buyers. In their most recent Consolidated Plans submitted to the U.S. Department of Housing and Urban Development, the State and all four counties declared that provision of financial assistance for home buyers was among their housing policy goals.

Public benefit to addressing credit & money management challenges of our homeless and at-risk homeless populations

Homelessness affects the individual/family as well as the communities they are a part of – including areas critical to our tourist industry. By assisting our homeless into rentals and reducing the numbers who will become homeless, benefits of this project go beyond the individuals receiving services. Property values, community health & safety issues (i.e. sanitation concerns with homeless camps away from restrooms), as well as our vital visitor industry are also positively affected. The Hawaii Tourism Authority in its December 27, 2012 press release said year-to-date tourist expenditures at the time totaled \$12.9 billion – an illustration of the industry’s contribution to our economy and the need for it to continue to thrive. A healthy economy fuels business, employment, development, tax collection, and the funding base for our public and private sector to flourish – supporting positive growth for individual residents and companies alike.

Our homeless population is exploding and many more are on the brink of adding to this growing group. Debt relief and credit repair scams are running rampant in our communities, targeting the financially desperate with false offers of hope. Most of these schemes result in moving the families from a precarious to a worse financial position, making them potential additions to the homeless population should their housing situation be jeopardized. As noted earlier, 30% or 450 of the 1500 families counseled by CCCS in 2012 were “hidden homeless” - people completely reliant on family or friends shelter which provides some context to the potential growth in our numbers of homeless residents.

The goal in transitional shelters is for participants to attain permanent housing. Options are public or private housing, however, according to the Hawaii State Task Force on Homelessness, little consideration was given to what would happen to individuals and families who were not able to move from transitional shelters. Instead, the drive has been to move families off the beach, into emergency shelters, and then into transitional shelters. The inability to financially qualify for permanent housing after transitional shelters was not seen as an obstacle until our ongoing economic and housing crises led to an influx of potential renters unable to meet financial qualifications for available housing inventory provided by public and private landlords.

These current housing market conditions have led to Hawaii reporting the third highest homelessness rate in the nation, with an 11% increase between 2010 and 2011². As a result, our communities have been called on to develop holistic, long-term solutions to revive a sustainable path to affordable housing and once again build stability in the State's housing market if we are to address our homeless epidemic.

According to the Corporation for Enterprise Development, Hawaii families who rent pay an average of 56.2% of their income to housing³. Through research of Hawaii's rental housing industry, we identified a key set of challenges transitional housing residents face when accessing private and public rental housing:

- Hawaii Public Housing Authority reported a waitlist of 9,000 potential renters for their public rental housing units with the average wait time of two to five years⁴.

² "The State of Poverty in Hawaii and How to Restore Our Legacy of Fairness". Hawaii Appleseed Center on Law and Economic Justice. April 2012

³ Department of Housing and Urban Development Area Median Income Calculation Methodology, Huduser.org 2013

⁴ State Auditor: With 9,000 Hawaii Families Waiting for Public Housing, Housing Authority Needs Better Management". Hawaii Reporter. June 2011

- Given Hawaii's competitive housing market, private landlords are likely to charge significantly more than public housing units.
- Landlords are likely to pull a credit report, which takes up to 5 points off an individual's credit score.
- Landlords are likely pull one credit report from one credit reporting agency when individuals have three different credit reports reflecting different credit scores.
- In a poll conducted by the Department of Human Services' Homeless Services Office on January 14th, 2013, 16 statewide shelter providers were asked for the three greatest challenges their clients face when trying to transition to permanent housing. One of the responses was poor or no credit standing
- Landlords are also likely to screen potential tenants based on their personal ability to communicate, produce good references, and provide a deposit in addition to the first and last month's rent.

To help reduce the homeless and at-risk homeless population, CCCS' counseling services will empower those with severe debt issues make informed choices moving forward, as well as give them the means to address the financial damage of the past – resulting in stabilizing and mitigating damage to the family unit with the ultimate goal being recovery. The agency's aim is to minimize financial hardship and stabilize families and individuals through individualized counseling - especially those having suffered income loss. Staff strives to help families avoid complete financial ruin and disastrous consequences by giving them the tools to effectively manage their finances that have become unmanageable. Avoiding filing of bankruptcies that will not be of benefit to the client family in the long run will also occur through education during pre-bankruptcy counseling.

Those living in transitional shelters in the Leeward Coast noted in this proposal will have financial literacy education and credit building tools available through services by HCA. Referrals to CCCS will be made to those needing specialized

services to address existing debt issues. HCA and CCCS also have relationships with homeless service providers such as IHS on Oahu, Family Life Center on Maui, Hope Services on the Big Island and Catholic Charities.

4. Describe the target population to be served; and

Target Population #1:

Prospective first-time homebuyers on all islands are the target population. Working with affordable rental projects is one strategy to reach the target population including those residing in projects owned and/or operated by Hawaii Housing Finance Development Corporation, Hawaii Housing Development Corporation, and EAH – all of these organizations have already agreed to partner with HHOC in this project should it be funded.

Demographic information for current HHOC clients is listed in the table below. Native Hawaiians and Pacific Islanders form the single largest group of clients, followed by Asians and Caucasians. Seventy-two percent of clients are very low and low income by HUD area median income standards. There are some variations of the client base throughout the partner agencies; however, HHOC’s client information provides a general profile of the people that will be serviced with pre-purchase services under this proposal.

Gender	
Female	58%
Ethnicity	
Pacific Islander & Native Hawaiian	32%
Asian	29%
Caucasian	23%
Hispanic	8%
African American	1%
American Indian/Alaskan	1%
Multi-Race	6%
Household Income	
Average	\$50,922

Median	\$43,321
Very low <% Area Median Income (AMI)	40%
Low 50-80% AMI	32%
Moderate 81-120% AMI	24%
Above Moderate >120%	5%

Target Population #2:

The homeless in transitional shelters and those at-risk of homelessness (“hidden homeless” living with friends and family and those who are in rental units but would not be able to qualify for another rental should they be required to leave their residence) are the second target audiences in this proposal.

The demographics of HCA’s clients served in the Leeward Coast shelters are provided below for context of the people that will be served under this project.

Gender	
Female	56%
Ethnicity	
Pacific Islander & Native Hawaiian	58%
Asian	4%
Caucasian	8%
Hispanic	16%
African American	3%
American Indian/Alaskan	1%
Multi-Race	10%
Household Income	
Very low <% Area Median Income (AMI)	87%
Low 50-80% AMI	4%
Moderate 81-120% AMI	Less than 1%
Above Moderate >120%	0

CCCS’ statistics indicate that 82% of their clientele is of low-to-moderate income. However, most of the residents struggling with financial crisis or debt issues come from a variety of income categories.

5. Describe the geographic coverage.

Homeownership preparation will be provided statewide. Through the collaborative reach of all agencies, residents in all counties can be provided services – there is an office presence on Oahu, Kauai, Maui, and Hawaii Islands. On-island classes are also provided on Molokai and Lanai through staff travel. Online and phone support is also available to further ensure assistance to prospective homebuyers.

Financial literacy/renter education and counseling services will be provided statewide through partnerships with homeless service providers and emergency and transitional shelters. Supporting this endeavor, Kauai County has awarded HCA \$20,412 to implement its *Kauai Permanent Housing Initiative* dedicated to serving 22 low- or moderate-income Kauai households with HUD-approved housing education and counseling. Furthermore, HCA has secured fee-for-service contracts with 4 emergency/transitional shelter providers on Kauai, Hawaii Island, and Oahu.

II. Service Summary and Outcomes

The Service Summary shall include a detailed discussion of the applicant’s approach to the request. The applicant shall clearly and concisely specify the results, outcomes, and measures of effectiveness from this request. The applicant shall:

1. Describe the scope of work, tasks and responsibilities;

Homeownership Promotion (Addressed by Hale Mahaolu, HCA, HHOC – CCCS to receive referrals for assistance with severe credit issues)

OUTREACH EFFORTS:

Potential clients will be introduced to services available through orientations and/or workshops intended to encourage potential home buyers to utilize homebuyer education and counseling programs to assist them in becoming mortgage ready. For those who may already be mortgage ready, they can be

assisted with understanding the home buying process, homeownership assistance available, and ensuring they are getting into a mortgage with an affordable monthly payment. Hale Mahaolu and HHOC will be the primary agencies conducting these sessions.

Relationship building and partnerships with parties connected to those interested in homeownership (i.e. REALTORS, developers), managing affordable rental projects, and special events are a key part of getting prospective clients to the orientations mentioned above. Should our proposal be funded, partnerships with affordable rental development to promote orientations related to this project have already been secured with Hawaii Housing Finance Development Corporation, Kauai County Housing Agency, Hawaii Housing Development Corporation, and EAH – letters of support from the last two agencies noted are provided for reference. Where possible, the orientations will be held in the building where the renters are living. Hale Mahaolu also manages 2 affordable rental units for families – these residents will have the opportunity to attend orientations in their building too.

HHOC and HCA has secured funding for a joint marketing campaign for homeownership preparation services that will assist in directing potential buyers to orientations or registering for services.

HHOC will continue to serve as the lead agency in the annual Homebuyer and Homeowner Fair on Oahu, a one-stop-shop of home buyer resources including workshops and vendor booths of a variety of players in the purchase process (i.e. lenders, REALTORS, government and non-profit agencies). HCA and CCCS will continue as vendors in this event.

HOMEOWNERSHIP PROMOTION SERVICES:

After completing the required intake process, participants will receive an initial assessment meeting, about credit and money management, and identifying their key barriers to successful homeownership. The counselor develops a customized action plan to address their homeownership barriers and schedules the member for homebuyer education classes. After each one-on-one counseling session, the member receives a task sheet breaking down the action plan into achievable steps. The assigned tasks may include the client contacting other agencies for services that the agency does not provide.

Those with severe credit issues (i.e. \$10,000+ in credit account balances, unable to manage credit accounts) will be referred to CCCS. As the only credit counseling agency in Hawaii, they are able to negotiate with creditors to create debt management plans (reducing monthly payments) or provide pre-bankruptcy counseling.

The homebuyer education classes are conducted in a group format, addressing the topics of money management, credit, and the home buying process.

One-on-one counseling is available to the extent that the client needs/wants assistance to progress to mortgage-readiness. When clients have become mortgage ready, they begin shopping for their loan and new home. Staff are available to assist in preparing for this process and encourage clients to compare 4 different loan options. Clients can review these options with their counselor to discuss the differences before making a decision. Once a client purchases their home, they are invited to attend periodic post-purchase seminars and/or individual counseling. Post-purchase seminar topics have included repairing and maintaining the home, wills and trusts, and properly insuring the home. Post-purchase one-on-one counseling can cover a variety of topics including but not limited to budget issues, refinancing, and avoiding financial pitfalls and foreclosure.

The homebuyer education course and one-on-one counseling include strategies to prevent mortgage delinquency. Clients are encouraged to save a sum equivalent to three months of living expenses, for example. They are also encouraged to save the amount needed for a monthly mortgage payment before shopping for a home to ensure that it is a sustainable expense. If the monthly mortgage payment will be significantly greater than the amount they are paying for rent, counselors review budget adjustments to accommodate the increased monthly expense. Most clients are first-time homebuyers who purchase condominiums, so counselors also ensure clients are prepared to assume monthly maintenance fees. Homebuyer education classes also have participants consider the added costs if their commute will increase after their home purchase.

Renter Readiness Assistance (Addressed by CCCS and HCA)

WORKING WITH THOSE IN EMERGENCY AND TRANSITIONAL SHELTERS:

HCA already has established relationships and institutionalized financial literacy/renter education and credit counseling programs in 3 transitional shelters located on the Leeward Coast — Kumuhonua in Kalaeloa, Ulu Ke Kukui in Maili and ‘Ohana Ola O Kahumanu in Waianae. To expand its pilot into a statewide project, HCA projects it will secure fee-for-service contracts with 5 additional homeless service providers across the state. These will continue to be outreach vehicles to reach the target audience, providing participants the following services:

- Coordinate and conduct focus groups to identify barriers and solutions to permanent housing;
- Deliver financial literacy/renter education workshops using the its place-based curriculum, *Kahua Waiwai: Building a Foundation of Wealth*©;
- Engage participants in individualized counseling sessions about budget/credit;

- Enroll project participants into Renters MATCH Savings Accounts, Credit Builder IDAs, and Credit Builder Micro-Loans (as funds are available) to build savings for rent and utility deposits and improve traditional and nontraditional credit.
- Partner with homeless service provider coalitions on each island to assist participants in submitting rental application packages to public and private landlords when they meet rental criteria.
 - Existing relationships with management companies of rental properties include: Waianae Coast Realty and Kamaaina Realty
 - Existing relationships with Leeward Housing Coalition, Kauai and Hawaii Island Continuums of Care, and the State Interagency Council on Homelessness.
- Recruit, train, and dispatch up to 10 AmeriCorps VISTA members to support delivery of financial literacy/renter education and credit counseling at homeless service provider sites and in communities to support a continuum in housing.

After participants are established as successful renters, HCA will be available to provide homeownership preparation services when clients are ready/interested in this service.

CCCS has existing relationships with homeless shelters and other agencies that provide client referrals for those needing debt related assistance – although client referral takes place, there is no funding to support provision of this service. This proposal ensures the support needed for this service will continue for this population. Relationships include the Institute for Homeless Services on Oahu, Family Life Center on Maui, Hope Services on the Big Island and Catholic Charities – all which will be outreach targets to assist with addressing challenges to become renter-ready.

Addressing severe credit/debt issues affecting all target audiences (addressed by CCCS)

All agencies in this proposal will refer clients with severe credit/debt issues to CCCS. Typical referral criteria are:

- There is \$10,000 or more in unsecured debt balances in the household.
- The household is challenged with making their minimum debt payments.
- The household is considering bankruptcy to address their debt issues.
- Additional criteria can include: Household has taken a pay day loan that they cannot repay, has more collection/charge off accounts than they can repay.

A detail of the counseling services that will be available are listed below – CCCS staff will provide the appropriate service according to the clients' needs. As participants emerge in an improved financial situation, referrals for homeownership preparation will be made to the other partner agencies noted in this proposal.

One-on-one Counseling: This is professional financial management counseling. Counseling sessions will be done face-to-face (preferred), or by telephone at the client's request. The "type" of counseling given is often determined by the outcome of the initial counseling session.

Financial Counseling Only (FCO): During these sessions the counselor will thoroughly review the client's financial situation, identifying and exploring the events or behaviors that led to the difficulties. The client and the counselor will work together to establish a realistic living expense budget. The counselor will create a written action plan that spells out in detail what steps must be taken to resolve the client's debt issues. Follow-up counseling is always available to resolve any new issues that may arise after the initial counseling session.

Debt Management Plan (DMP): If appropriate to the client's individual circumstances, and the client is agreeable, the counselor will set up a Debt Management Plan where CCCS will intervene with the client's creditors to negotiate a repayment plan that better fits the family budget. Along with reduced monthly payments CCCS asks the lender to cease collection activity, reduce or suppress late/interest fees and halt any planned litigation that could result in loss of wages. On-going counselor and agency support will be provided to DMP clients throughout the life of the DMP, typically 48- 60 months. With a manageable payment schedule the client family can then focus resources on maintaining their housing situation.

Pre-bankruptcy Counseling: Clients referred by attorneys for pre-bankruptcy counseling and those identified by the counselor as in need of bankruptcy protection will also receive one to two hours of counseling. These sessions will also discuss seeking alternative solutions to bankruptcy (if applicable). On completion of this counseling, clients are provided a Certificate of Counseling as required by law.

Credit Report Counseling: This is for clients seeking assistance in deciphering their credit bureau reports. The counselor will carefully go through the report(s) with the client, explaining the meaning of each entry and confirming the validity of the data. Credit scores and the impact of the report and score will be explained. If errors are uncovered, the client is advised how to dispute the report. Counselors are alert for credit identity theft and advise victims of the procedures they need to follow.

Group Education Outreach: A minimum of 20 workshops will be held covering the wise use of credit, budgeting and credit fundamentals throughout the state in 2013/2014, reaching a minimum of 350 individuals and families. These workshops also include information on topics such as

coping with income loss, how to spot, and, more importantly, avoid, becoming a victim of a debt relief or credit repair scam.

Quality counseling and successful Debt Management Plans result in wiser and more stable families. This confidence translates into less dependence on social services and government assistance programs and certainly lowers the risk of homelessness, substance/alcohol abuse and domestic violence.

The client-counselor rapport and services provided including developing a realistic monthly budget, negotiating a manageable payment plan with their creditors (if feasible), and intervening between client and creditor for an ongoing period (usually 4 years) can be critical to the well-being of families working hard to recover from years of desperate struggle.

2. Provide a projected annual timeline for accomplishing the results or outcomes of the service;

Objectives and Major Tasks	Performed By (Agency)	MONTH											
		1	2	3	4	5	6	7	8	9	10	11	12
Orientation sessions scheduled & promoted	HHOC Hale Mahaolu	x	—————→										x
Online orientation updated as needed	HHOC	x	—————→										x
Participate in events that provide access to target populations	All	x	—————→										x
Participate in events targeting potential referral sources	All	x	—————→										x
Work with those managing affordable rental projects to post information about orientations, etc.	HHOC Hale Mahaolu	x	—————→										x
Continue role as lead agency planning homebuyer fair	HHOC	x	—————→										x
Monitor projects	For Purchase:	x	—————→										x

affordable to target audience	HHOC Hale Mahaolu HCA For Rent: HCA																				
Initiate partnerships with developers to assist buyer preparation	HHOC Hale Mahaolu	x	—————→													x					
Counsel clients regarding their homeownership goals	HHOC Hale Mahaolu HCA	x	—————→																		
Audit files for compliance	All	x	—————→													x					
Classes scheduled - facilities reserved	All	x	—————→													x					
Monitor counseling assignment, quality, and accommodation	All		—————→													x					
Info pulled from client database to prepare quarterly reports	All						x								x						x
Reports to be prepared, submitted	HHOC						x								x						x
Work with Leeward Coast transitional shelters & target 5 additional shelters to make renter-preparation services available to residents	HCA	x	—————→													x					
Outreach to homeless shelters	CCCS	x	—————→													x					
Invoices to be prepared, submitted	HHOC						x								x						x

3. Describe its quality assurance and evaluation plans for the request. Specify how the applicant plans to monitor, evaluate, and improve their results; and

All participating agencies will have workshop attendees complete an evaluation form during sessions that they coordinate (this may not be possible during sessions where agencies serve as a guest speaker at another organization’s function). For workshops hosted by another organization, the host will be

solicited for feedback. Evaluation and feedback will be used to improve future sessions.

For CCCS, their education program is also measured by the administration of the FDIC “Financial Aptitude Test.” If not precluded by time constraints, this test is administered before an education presentation, and again afterwards, and the results are compared.

At minimum, 10% of counseling clients will be asked to complete a satisfaction survey (written or via web based survey).

4. List the measure(s) of effectiveness that will be reported to the State agency through which grant funds are appropriated (the expending agency). The measure(s) will provide a standard and objective way for the State to assess the program's achievement or accomplishment. Please note that if the level of appropriation differs from the amount included in this application that the measure(s) of effectiveness will need to be updated and transmitted to the expending agency.

HHOC will submit a consolidated report of results achieved for the project by all partner agencies on a quarterly basis. The report will include quantitative information regarding the number of people/households served and qualitative results based on the evaluation surveys. Additional information regarding client demographics and the geographic area served will also be submitted.

Projected numbers to be served in 12 months are noted below:

- 700 households will receive homebuyer education and/or individualized coaching
- 130 households will achieve homeownership for the first time
- 200 household will receive financial literacy/renter education and/or counseling
- 30 households will secure affordable rental housing

- 600 individuals and families to receiving counseling regarding their severe debt issues (defined in the scope of work).
- Delivery of a minimum of 20 workshops accommodating 350 individuals/families will be offered regarding wise use of credit, budgeting and credit fundamentals throughout the state.

If the level of appropriation differs from the amount included in this application, the quantitative measures will need to be updated.

III. Financial

Budget

1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.
2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2014.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
174,779.50	174,779.50	174,779.50	174,779.50	669,118

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2014.

Funding Source to Pursue

Funder	Status	Purpose	Amount	Agency
City & County of Honolulu Community Development Block Grant	Pending	Homebuyer Education & Counseling	\$100,000	HHOC
Individuals	Secured \$23,375 Additional solicitation occurring Oct.	Unrestricted	\$55,000	HHOC
NeighborWorks America	Pending	Unrestricted	Portion of \$120,000	HHOC

Foundations including: <ul style="list-style-type: none"> • HEI Charitable Foundation • Wells Fargo Housing Foundation • First Hawaiian Bank Foundation • Bank of Hawaii Foundation 	To apply \$5,000 secured	Homebuyer Education & Counseling and Foreclosure Counseling	Portion of \$90,000	HHOC
Council for Native Hawaiian Advancement (administering US Treasury grant - Hawaii Family Finance Project)	Secured	Delivery of HUD-approved financial education and housing counseling	Estimated \$50,000	HHOC
Corporations	Solicitation occurring March-April	Unrestricted	Portion of \$134,750	HHOC
Golf Tournament	Solicitation occurring May-Aug	Unrestricted	Portion of \$32,500	HHOC
County of Maui	Pending	Homebuyer Education & Counseling, Foreclosure Counseling	Potion of \$50,000	Hale Mahaolu
Office of Hawaiian Affairs	Pending	Renters MATCH IDAs – 4:1 match on savings up to \$500 to secure rental housing	\$248,645	HCA
Office of Community Services	Pending	Credit Builder IDAs – 1:2 match on credit builder loan payments up to \$2000 to secure rental housing	\$56,125	HCA
Council for Native Hawaiian Advancement (administering US Treasury grant - Hawaii Family Finance Project)	Secured	Delivery of HUD-approved financial education and housing counseling	Estimated \$50,000	HCA
Kauai County CDBG	Secured	Delivery of HUD-approved financial education and counseling to low-	\$20,412	HCA

		and moderate-income Kauai residents		
Homeless Service Providers – Fee-for-Service Contracts	Partial secured	Delivery of HUD-approved financial literacy/renter education and counseling to emergency/transitional shelter residents	\$20,000	HCA
Corporation for National and Community Service	Pending	Operations grant to recruit, train, and dispatch up to 10 AmeriCorps VISTA members in Hawaii	\$250,000	HCA
County of Maui Dept of Housing and Human Concerns	Secured	Credit counseling and debt mgmt education	\$50,000	CCCS
Foundations including HEI, Citi and Bank of America	Secured	Credit counseling and debt mgmt education	\$200,000	CCCS
Financial Institution Contributions	Secured	Credit counseling and debt mgmt education	\$120,000	CCCS

4. The applicant shall provide a listing of all state and federal tax credits it has been granted within the prior three years. Additionally, the applicant shall provide a listing of all state and federal tax credits they have applied for or anticipate applying for pertaining to any capital project, if applicable.

HHOC nor any of the partner agencies has not received any tax credits in the past 3 years.

IV. Experience and Capability

A. Necessary Skills and Experience

The applicant shall demonstrate that it has the necessary skills, abilities, knowledge of, and experience relating to the request. State your experience and appropriateness for providing the service proposed in this application. The applicant shall also provide a listing of verifiable experience of related projects or contracts for the most recent three years that are pertinent to the request.

HHOC has been awarded many county, state, and federal contracts and grants for its programs. Following is a list of such awards in the past three years for housing

counseling. Information about contracts and grants by the other partner agencies are also listed.

HHOC

NeighborWorks America

Organizational Underwriting for Homebuyer Education & Counseling
Donna Wright, Relationship Manager – Pacific District
2400 E. Katella Ave., Suite 440
Anaheim, CA 92806
Phone: (714) 940-0144 Email: dwright@nw.org
Status: \$283,731 in funding in 2012

HHOC applies for annual competitive grants available only to NeighborWorks affiliates.

U.S. Department of Housing & Urban Development Housing Counseling Program

Ms. Rhonda Rivera, Chief Program Support Division
Santa Ana Federal Building
34 Civic Center Plaza, Room 7015
Santa Ana, CA 92701-4003
Email: rhonda.j.rivera@hud.gov
Status: \$39,000 in funding from October 2010 to September 2011, additional funding through NeighborWorks America in 2011-2012.
grants have been provided through intermediary, NeighborWorks America.

Hawaii Family Finance Project

Council for Native Hawaiian Advancement
Rosalee Puaoi
2149 Lauwiliwili St, STE 200
Kapolei, HI 96707
Phone: (808) 596-8155 Email: rosalee@hawaiiancouncil.org
Status: Fee-for-Service contract for homeownership preparation services from February 2011 - present.

To date, HHOC has received \$77,098 under this contract, rendering service to over 400 clients.

Hawaii County

Office of Housing and Community Development Existing Housing Division
Sharon Hirota, Manager
1990 Kino`ole Street, Suite 105
Hilo, Hawai`i 96720
Phone: [808-959-4642](tel:808-959-4642), Email: ohcdeh@hawaiicounty.gov

Status: HHOC has had a fee-for-service contract with Hawaii County for the last 6 years & is currently implementing its 7th year of service for pre-purchase education/counseling. Contract also has an inclusion for foreclosure prevention counseling.

Hale Mahaolu

County of Maui – Homeownership Program

Jo-Ann T. Ridao, Director (to verify experience)

2200 Main Street, Suite 546

Wailuku, HI 96793

Phone: 808-270-7805, Email: director.hhc@mauicounty.gov

Status: Makes referrals to Homebuyers Education classes

Na Hale O Maui

Natalie Fitzgerald, Housing Coordinator

190 N. Church Street

Wailuku, HI 96793

Phone: 808-244-6110, Email: info@nahaleomaui.org

Status: Makes referrals to Homebuyers Education classes

USDA – Rural Development

Nenita Acob, Area Technician 1

77 Hookele Street, Suite # 201

Kahului, HI 96732

Phone: 808-871-5500, Email: nenita.acob@hi.usda.gov

Status: Makes referrals to Homebuyers Education classes

HCA

Administration for Native Americans

Contract Title: Financial Literacy/Renter Education and Credit Counseling
for the Homeless Living in Transitional Shelters on the Wai‘anae Coast

Christina Clark

371 L’Efante Promenade, SW

Washington, DC 20447

Phone: 877-922-9262, Email: christina.clark@acf.hhs.gov

Status: Contract Period October 1, 2010 – September 30, 2013

Funding Amount: \$804,102 (grant)

Hawaii Family Finance Project

Council for Native Hawaiian Advancement

Rosalee Puaoi

2149 Lauwiliwili St, STE 200

Kapolei, HI 96707

Phone: 808-596-8155 Email: rosalee@hawaiiancouncil.org

Status: Fee-for-Service contract for homeownership preparation services from February 2011 - present.

Funding Amount: \$238,712 (fee-for-service contract)

Rural Community Assistance Corporation

Contract Title: Housing Education and Counseling

Judy Hunter

3120 Freeboard Drive, Suite 201

West Sacramento, CA 95691

Phone: 916-447-9832 ext. 1015, Email: jhunter@rcac.org

Status: Contract Period October 1, 2011 – December 31, 2012

Funding Amount: \$45,000 (grant)

CCCS

Hawaii Community Stabilization Initiative

Hawaii Community Foundation

Ms.Chris van Bergeijk, COO

827 Fort Street Mall

Honolulu HI 96813

Phone: 537-6333 Email: cvanbergeijk@hcf.org

Status: \$725,000 in funding supported individual counseling services to more than 7500 Hawaii families between 2010 and 2012

County of Maui, Department of Housing and Human Concerns

Ms. Lynn Britton , GMD

200 South High Street

Wailuku, HI 96793

Phone: 270-7358 Email: Lynn.Britton@co.maui.hawaii.us

Status: \$200,000 in funding supported individual counseling services to more than 2000 Maui families from 2010 through current.

B. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the request. If facilities are not presently available, describe plans to secure facilities. The applicant shall also describe how the facilities meet ADA requirements, as applicable.

HHOC

HHOC provides client services in the HawaiiUSA Plaza at 1259 Aala Street #201 Honolulu, Hawaii 96817 and staff serving Honolulu County clients is located

there. The suite of offices are leased from a building owned by the HawaiiUSA Federal Credit Union, which is the primary occupant. HHOC has three meeting rooms used for clients, including a large classroom. There is one private office space for the Executive Director, and cubicles for housing counseling staff. A meeting room in the building for large class sessions or meetings is available for rent through HawaiiUSA FCU. HawaiiUSA Plaza offices and bathrooms are handicap accessible.

Staff in Hilo utilize a cubicle space in the Workforce Development office at 1990 Kinoole Street, #102, Hilo, HI 96720. The building and bathrooms are handicap accessible. This building has a classroom that HHOC uses for group education sessions – it is reserved through Hawaii County.

Hale Mahaolu

Hale Mahaolu's main office is located at 200 Hina Avenue, Kahului, Maui. Counselor offices are located at 810 Kelaweia Street, Lahaina and 717 Makaala Drive, Wailuku. Counseling services and classes can also be held at any one of 11 different housing sites located owned by Hale Mahaolu throughout Maui County. All offices are ADA compliant with handicap parking, wheelchair ramps.

HCA

HCA offers financial services and products at 18 different sites across the state. Services and products are managed by HCA through its 4 County-hub offices in Honolulu (Honolulu), Paukukalo (Maui), Hilo (Hawaii), and Anahola (Kauai).

In the event that clients in Kaunakakai and Hilo require ADA accommodation, HCA provides phone counseling or secures counseling space at a partner site. HCA's facilities inventory below.

Island	Name	Location	Organization Sponsoring Site	Capacity (workshop/counseling)	ADA Compliant
Oahu	Hale Pono'i/Office E	91-5420 Kapolei Parkway, Kapolei	Department of Hawaiian Homelands	25/4	X
Oahu	Oahu Room	200 N. Vinyard, Honolulu	Hawaiian Community Assets	20/4	X
Oahu	Kahikolu Ohana Hale O Waianae	85-296 Ala Hema Street, Waianae	Kahikolu	20/4	X
Oahu	Kumuhonua	91-1096 Yorktown Ave., Kapolei	Honolulu Community Action Program	15/4	X
Oahu	Hale Wai Vista	86-084 Farrington Highway, Waianae	Catholic Charities Hawaii	50/4	X
Kauai	Piikoi Building	4444 Rice Street, Lihue	Kauai County	40/4	X
Kauai	Catholic Charities Hawaii, Kauai	3016 Umi St #207, Lihue	Catholic Charities Hawaii	15/4	X
Kauai	Hawaiian Community Assets	4523 Ioane Rd, Anahola	Hawaiian Community Assets	15/4	X
Maui	Queen Liliuokalani Children's Center	1791 Wili Pa Loop, Wailuku	Queen Liliuokalani Children's Center	25/4	X
Maui	Kokua Villa Inc	1999 Main St., Wailuku	Kokua Villa Inc	15/4	X
Maui	Ka Hale OKe Ola	15 Ipu Aumakua Lane, Lahaina	Ka Hale OKe Ola	20/4	X
Molokai	Molokai Affordable Homes and Community Development Corp	40 Ala Malama St, Kaunakakai	Molokai Affordable Homes and Community Development Corp	20/4	
Lanai	Hale Kupuna Community Hall	1144 Ilima Ave, Lanai City	Hale Mahaolu Senior Center	40/4	X
Hawaii	Laiopua 2020	75-5599 Luhia St,	Laiopua 2020	0/5	X

	Office	Kailua Kona			
Hawaii	West Hawaii Civic Center	74-5044 Ane Keohokalole Hwy, Kailua Kona	County of Hawaii R & D, Mayor's Office	20/4	X
Hawaii	Hawaiian Community Assets	260 Kamehameha Ave Suite 207, Hilo	Hawaiian Community Assets	0/5	
Hawaii	Kinoole Plaza Conference Room	1990 Kinoole St. Suite 104, Hilo	Office of County Housing	25/4	X
Hawaii	Hope Services Hawaii	1315 Kalaniana'ole Avenue, Hilo	Hope Services Hawaii	20/4	X

CCCS of Hawaii

The main office of CCCS of Hawaii is located 1164 Bishop Street, Suite 1614. The Maui office is at the J. Walter Cameron Center, 95 Mahalani Street, Suite 6 and the Hilo office at 632 Kinoole Street is in the Hawaii Federal and State Federal Credit Union. Alu Like on Kauai graciously allows us the use of their conference room for individual counseling services. All offices are ADA compliant, with handicap parking, wheelchair ramps and elevators.

V. Personnel: Project Organization and Staffing

A. Proposed Staffing, Staff Qualifications, Supervision and Training

The applicant shall describe the proposed staffing pattern and proposed service capacity appropriate for the viability of the request. The applicant shall provide the qualifications and experience of personnel for the request and shall describe its ability to supervise, train and provide administrative direction relative to the request.

The staff in charge of implementing their agency's responsibilities under this project are noted with an asterisk (*) by their name. As can be seen by each supervisor's experience – every agency under this project has an experienced manager that has been implementing programs and supervising & training staff for many years.

The staffs providing direct service or administrative functions are also experienced in their area of responsibility. We also have the geographic coverage needed to implement a statewide project.

Staff/Position	Years of Experience Related to Project Proposal	Other Related Qualifications
*Reina Miyamoto, Program Director Hawaii HomeOwnership Center • Oahu	<ul style="list-style-type: none"> • 6.5 years with HHOC managing agency operations including staff supervision • Conducts outreach presentations, provides homebuyer education/counseling as needed • 14+ years of non-profit management experience (Weed & Seed, YMCA) • Chair/lead staff for committees and sub-contracts noted under agency experience 	<ul style="list-style-type: none"> • Former trainer for YMCA of the USA courses, National Safety Council First Aid & CPR classes • Past Volunteer, Weed & Seed Neighborhood Restoration Co-Chair – included coordination of 700+ volunteers on a clean-up project
Dale Tomei, Education Coordinator Hawaii HomeOwnership Center • Oahu	<ul style="list-style-type: none"> • 7.5 years with HHOC 	<ul style="list-style-type: none"> • Managed department of 15-20 at Tori Richard, Ltd.
Constance Rosa, Pre-purchase Counselor (part-time) Hawaii HomeOwnership Center • Oahu	<ul style="list-style-type: none"> • 7 years with HHOC 	<ul style="list-style-type: none"> • 1 year of experience with Waimanalo Community Development Corporation
Diane Grace, Homeownership Counselor (part-time) Hawaii HomeOwnership Center • Hawaii Island	<ul style="list-style-type: none"> • 4 years with HHOC 	<ul style="list-style-type: none"> • Housing Coordinator with Office of Social Ministry. • Branch Manager, Mates Mortgage.
Rebecca Yara, Homeownership Counselor Hawaii HomeOwnership Center • Oahu	<ul style="list-style-type: none"> • Almost 8 years with HHOC 	<ul style="list-style-type: none"> • 25 years working in the mortgage industry.

Remeeliz Agbayani, Program Assistant Hawaii HomeOwnership Center • Oahu	• 6 months with HHOC, 3.5 years additional experience as administrative assistant.	
Alison Ries, Administrative Assistant Hawaii HomeOwnership Center • Oahu	• 4 years with HHOC, 10 additional years of experience as administrative assistant and/or office manager.	
Marlynn Tanji, Director/Counselor Hale Mahaolu • Maui	• 13 years	
Keri Kalilikane, Counselor Hale Mahaolu • Maui	• 7 years	Housing Manager
Terry Applegate, Counselor Hale Mahaolu • Maui	• 4 years	Housing Manager
*Jeff Gilbreath, Executive Director Hawaiian Community Assets	• 5 years	Federal and State Compliance and Reporting for HUD-Approved Housing Counseling Agencies
Desiree Veal, Community Services Specialist Hawaiian Community Assets • Oahu	• 2.5 years	Rental Housing Counseling Post-Purchase Education Financial Literacy
Lahela Williams, Community Services Specialist Hawaiian Community Assets • Oahu	• 1.25 years	Rental Housing Counseling Financial Literacy
Rose Transfiguracion, Community Services Specialist Hawaiian Community Assets • Oahu	• 2.5 years	Rental Housing Counseling Financial Literacy
Mahealani Meheula, Community Services Specialist Hawaiian Community Assets • Oahu	• 7 years	Rental Housing Counseling Financial Literacy

Pono Filimoeatu, Community Services Specialist Hawaiian Community Assets • Maui	• 10 years	Foreclosure Prevention Counseling Financial Literacy
Kelly Lincoln, Community Services Specialist Hawaiian Community Assets • Hawaii Island	• 5.5 years	Foreclosure Prevention Counseling Financial Literacy VITA Tax Preparation
Kaleio Caminos, Community Services Specialist Hawaiian Community Assets • Kauai	• .25 years	Financial Literacy Business Management – 16 years experience
* Wendy Burkholder, Executive Director CCCS • Maui	• 23 years with the agency • 13 years as a counselor • 10 years as Executive Director	Non-profit Leadership Programs: • PONO Graduate • Weinberg Fellow
Joan Napua Jones, Operations Manager CCCS • Oahu	• 19 years with the agency	• 24+ years credit/collections for JC Penney • Former Exec Secretary for JC Penney's Director of Credit Operations
Jeff Babcock, Credit Counseling – Certified Counselor CCCS • Oahu	• 12 years with the agency	• Prior employment: debt counselor for Profina Debt Solutions
Leilani Anzai, Credit Counseling – Certified Counselor, CCCS • Hawaii Island	• 12 years with the agency	• 19 years with First Hawaiian Bank
Patience Kahula, Credit Counseling – Certified Counselor CCCS • Maui	• 3 years with the agency	• 8 years experience providing homebuyer education & homeownership preparation services

Over 41 training and certifications are held by staff who will deliver the services described in this proposal (additional training in marketing, management, and foreclosure

prevention have been attended but not listed below). The number of staff that has attended a training session or obtained a certification is listed

Training/Certification	Training Provider	# of Staff Trained/Certified
Homebuyer Education Training Methods	NeighborWorks Center for Homeownership Education & Counseling (NCHEC)	3
Lending Basics for Homeownership Counselors	NCHEC	6
Compliance With State and Federal Regulations	NCHEC	3
Credit Counseling for Maximum Results	NCHEC	2
Homeownership Counseling Certification for Managers and Executive Directors	NCHEC	2
Delivering Effective Financial Education for Today's Consumer	NCHEC	1
Professional Recognition in Homebuyer Education Training	NCHEC	2
Postpurchase Education Methods	NCHEC	1
Professional Recognition in Post-Purchase Education Training	NCHEC	1
Postpurchase Systems Certificate	NCHEC	2
Counseling Borrowers to Purchase Real Estate Owned (REO) Properties	NCHEC	5
NCHEC Certification in Post-Purchase HomeOwnership Education	NCHEC	2
Fundamentals of Residential Lending	NCHEC	2
Mortgage Lending Certificate	NCHEC	2

NCHEC Certificate in Housing Counseling	NCHEC	4
Housing Counseling Certification: Principles, Practices and Techniques Part I	NCHEC	2
Home Equity Conversion Mortgages	NCHEC	2
Managing Your Non-Profit for Maximum Results	NCHEC	1
Advanced Residential Lending	NCHEC	1
Understanding Credit Scoring	NCHEC	5
Introduction to Housing Counseling	NCHEC	6
Home Equity Conversion Mortgages: Advanced Training	NCHEC	1
FHA Insured Loans: An Affordable Option	NCHEC	2
Creating a Successful Voucher Home Ownership Program	NCHEC	2
Loan Portfolio Management	NCHEC	1
Loan Servicing and Collections	NCHEC	1
Combating Predatory Lending	NCHEC	1
Lending Basics for Homeownership Counselors	NCHEC	6
Compliance With State and Federal Regulations	NCHEC	3
Credit Counseling for Maximum Results	NCHEC	8
Homeownership Counseling Certification for Managers and Executive Directors	NCHEC	2
Delivering Effective Financial Education for Today's Consumer	NCHEC	1

Maximizing Client Workflow for Greater Business Results	NCHEC	1
Program Compliance and Reporting for HUD-Approved Housing Counseling Agencies	NCHEC	1
Understanding Credit and Credit Reports	NCHEC	1
Counseling Clients Seeking Rental Housing	NCHEC	5
Mortgage Lending Fundamentals for Homeownership Professionals	NCHEC	2
VITA/TCE Certification Basic & Intermediate Level	IRS	1
USDA 502 Direct Loan Packaging Certification	NeighborWorks America	1
Rental Housing Counseling	National Council of La Raza	1
Basic Credit through Housing Counseling (7-exam curriculum) <ul style="list-style-type: none">• Annual Re-certification	National Foundation for Credit Counseling	4

B. Organization Chart

The applicant shall illustrate the position of each staff and line of responsibility/supervision. If the request is part of a large, multi-purpose organization, include an organizational chart that illustrates the placement of this request.

Organization charts for all organizations are attached.

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgement. If applicable, please explain.

HHOC is not involved in any pending litigation. All other partner agencies certify they are not either.

B. Licensure or Accreditation

The applicant shall specify any special qualifications, including but not limited to licensure or accreditation that applicant possesses relevant to this request.

HHOC is an affiliate of NeighborWorks America, a congressionally chartered non-profit organization focused on community building through a variety of initiatives including homeownership promotion and preservation. HHOC is the only NeighborWorks organization in Hawaii providing homeownership promotion & preservation services.

HHOC, Hale Mahaolu, and HCA are HUD-approved counseling agencies.

CCCS of Hawaii is a member of the National Foundation for Consumer Credit (NFCC), the oldest and largest trade member organization and all of its' counselors are certified by NFCC through a series of seven written exams, with ongoing education and annual re-certification that is compulsory to membership. They are accredited by the Council on Accreditation for Children and Family Services. They are approved by the US Department of Justice as the only local credit counseling agency to provide face-to-face pre-bankruptcy counseling.

- Budget Worksheets
- Declaration Statement

BUDGET REQUEST BY SOURCE OF FUNDS
(Period: July 1, 2013 to June 30, 2014)

Applicant: Hawaii HomeOwnership Center

BUDGET CATEGORIES	Total State Funds Requested (a)	Non-Government Funds (b)	Other Government Pending (c)	Other Government Confirmed (d)
A. PERSONNEL COST				
1. Salaries	372,000	227,900	124,056	48,000
2. Payroll Taxes & Assessments	44,018	26,556	12,288	1,485
3. Fringe Benefits	76,213	25,614	17,518	1,815
TOTAL PERSONNEL COST	492,231	280,070	153,863	51,300
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island	10,780	10,500	3,475	1,200
2. Insurance	2,645	16,000	0	
3. Lease/Rental of Equipment	1,887	5,000	956	
4. Lease/Rental of Space	66,237	32,671	11,712	
5. Staff Training	8,460	15,000	0	
6. Supplies	2,600	28,062	3,098	187
7. Telecommunication	8,556	30,213	0	495
8. Utilities	17,123	2,671	0	945
9. Postage	1,290	10,000	0	252
10. Marketing	8,100	56,000	0	600
11. Bank Expense	0	10,014	0	
12. Educational Materials	0	9,300	0	
13. Extraordinary- Office Move	0	15,000	0	
14. Extraordinary- Reaccreditation	15,000	15,000	0	
15. Contract/Professional Fees	48,500	5,000	4,532	344
16. Membership Fees/Dues/Subscription	0	13,209	0	
17. Americorps/Legal Aid Partnership	0	17,000	207,481	
18. Credit reports	2,289	1,000	50	
19. Mileage/Parking/Transportation	1,920	4,383	7,200	1,020
20. Miscellaneous	0	200	0	
21. Printing	5,800	75	2,420	1,069
22. Saving Match Funds			125,000	
TOTAL OTHER CURRENT EXPENSES	201,187	296,297	365,924	6,112
C. EQUIPMENT PURCHASES	5,700			
D. MOTOR VEHICLE PURCHASES				
E. CAPITAL				
TOTAL (A+B+C+D+E)	699,118	576,367	519,787	57,412
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	699,118	Reina Miyamoto 523-8116		
(b) Non-Government Funds	576,367	Phone		
(c) Other Government-Pending	519,787	1/31/13		
(d) Other Government-Confirmed	57,412	Date		
TOTAL BUDGET	1,852,684	Dennis Oshiro, Executive Director		
		Name and Title (Please type or print)		

**BUDGET JUSTIFICATION
PERSONNEL - SALARIES AND WAGES**

Applicant: Hawaii HomeOwnership Center

Period: July 1, 2013 to June 30, 2014

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
HCA - , Office Manager (Oahu)	1	\$48,000.00	25.00%	\$ 12,000.00
HCA - Community Services Specialist (2 Oahu, 1 Hawaii Island)	3	\$40,000.00	50.00%	\$ 60,000.00
HCA - Community Services Specialist (Oahu)	2	\$36,000.00	50.00%	\$ 36,000.00
HCA - Community Services Assistant (1 Oahu, 1 Maui)	2	\$30,000.00	50.00%	\$ 30,000.00
HCA - Community Services Specialist (Maui)	1	\$30,000.00	50.00%	\$ 15,000.00
HCA - Community Services Specialist (Kauai)	1	\$36,000.00	25.00%	\$ 9,000.00
Hale Mahaolu - Director/Counselor	1	\$53,092.00	100.00%	\$ 53,092.00
Hale Mahaolu - Counselors	1.5	\$39,819.00	100.00%	\$ 39,819.00
CCCS - Operations Manager	1	\$52,000.00	50.00%	\$ 26,000.00
CCCS - Intake Specialist	1	\$34,000.00	100.00%	\$ 34,000.00
CCCS - Education Outreach Coordinator	1	\$42,000.00	100.00%	\$ 42,000.00
CCCS - Program Assistant	1	\$38,000.00	100.00%	\$ 38,000.00
				\$ -
				\$ -
TOTAL:				394,911.00
JUSTIFICATION/COMMENTS:				
The staff noted above are all critical to implementing our proposed project by providing direct service, quality assurance, and/or reporting.				

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Applicant: Hawaii HomeOwnership Center

Period: July 1, 2013 to June 30, 2014

DESCRIPTION EQUIPMENT	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
Computer/Printer	3.00	\$700.00	\$ 2,100.00	2939
Computers	3	\$900.00	\$ 2,700.00	2700
			\$ -	
			\$ -	
			\$ -	
TOTAL:	6		\$ 4,800.00	5,639

JUSTIFICATION/COMMENTS:

The items noted above ensure that our staff has the appropriate equipment needed to provide services.

DESCRIPTION OF MOTOR VEHICLE	NO. OF VEHICLES	COST PER VEHICLE	TOTAL COST	TOTAL BUDGETED
None			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				

JUSTIFICATION/COMMENTS:

BUDGET JUSTIFICATION CAPITAL PROJECT DETAILS

Applicant: Hawaii HomeOwnership Center

Period: July 1, 2013 to June 30, 2014

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY: 2011-2012	FY: 2012-2013	FY:2013-2014	FY:2013-2014	FY:2014-2015	FY:2015-2016
PLANS	N/A	N/A	N/A	N/A	N/A	N/A
LAND ACQUISITION	N/A	N/A	N/A	N/A	N/A	N/A
DESIGN	N/A	N/A	N/A	N/A	N/A	N/A
CONSTRUCTION	N/A	N/A	N/A	N/A	N/A	N/A
EQUIPMENT	N/A	N/A	N/A	N/A	N/A	N/A
TOTAL:						
JUSTIFICATION/COMMENTS:						

**DECLARATION STATEMENT OF
APPLICANTS FOR GRANTS AND SUBSIDIES PURSUANT TO
CHAPTER 42F, HAWAII REVISIED STATUTES**

The undersigned authorized representative of the applicant certifies the following:


- 1) The applicant meets and will comply with all of the following standards for the award of grants and subsidies pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant or subsidy is awarded;
 - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
 - c) Agrees not to use state funds for entertainment or lobbying activities; and
 - d) Allows the state agency to which funds for the grant or subsidy were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant or subsidy.
- 2) The applicant meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is incorporated under the laws of the State; and
 - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant or subsidy is awarded shall be conducted or provided.
- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
 - b) Has a governing board whose members have no material conflict of interest and serve without compensation.

Pursuant to Section 42F-103, Hawaii Revised Statutes, for grants or subsidies used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant or subsidy was awarded and disposes of the land in fee simple or by lease, the organization shall negotiate with the expending agency for a lump sum or installment repayment to the State of the amount of the grant or subsidy used for the acquisition of the land.

Further, the undersigned authorized representative certifies that this statement is true and correct to the best of the applicant's knowledge.

Hawaii HomeOwnership Center*

(Typed Name of Individual or Organization)


(Signature)

1/31/13

(Date)

Dennis Oshiro

(Typed Name)

Executive Director

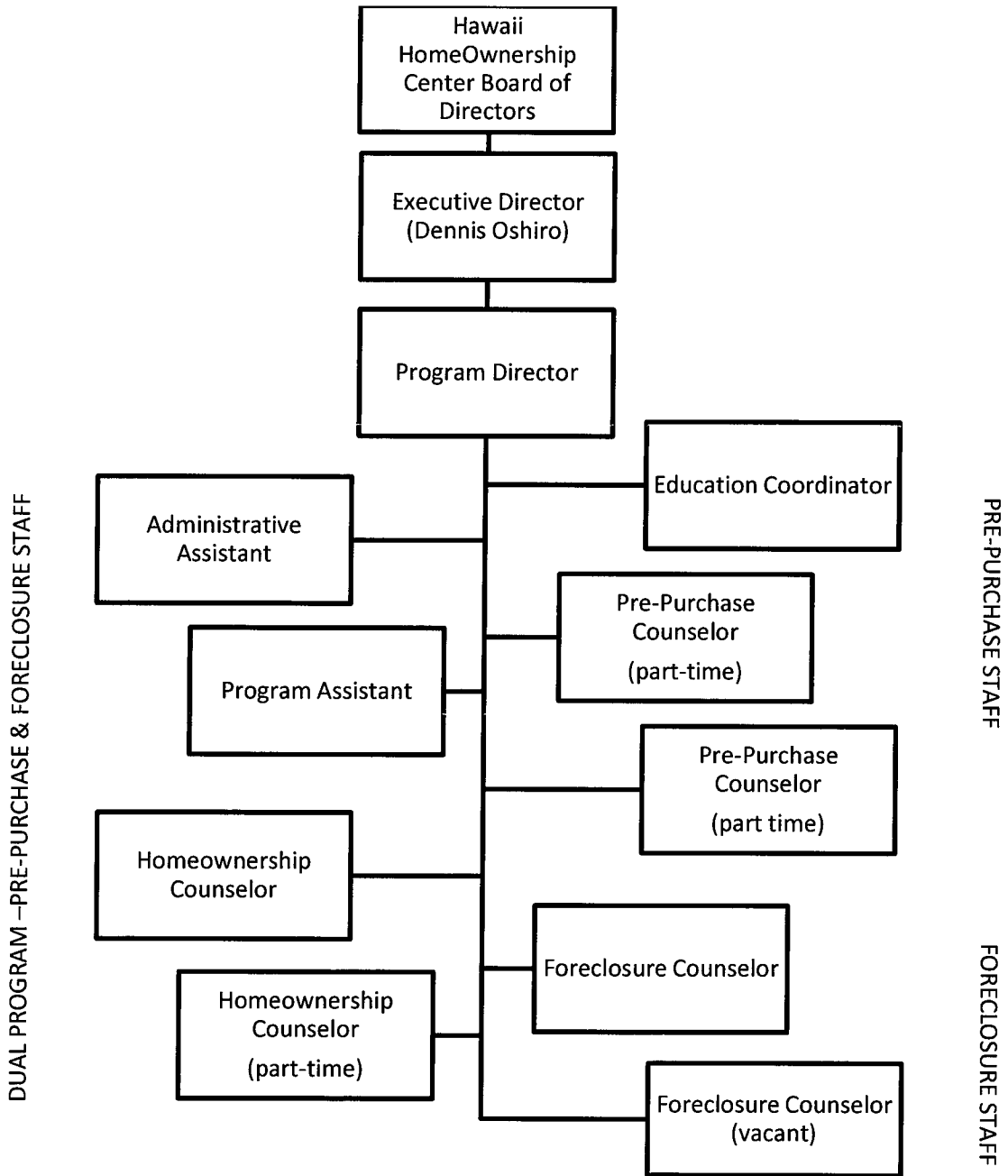
(Title)

*Signed copies of this declaration has been collected from the other partner agencies under this proposal & can be provided upon request.

ATTACHMENTS

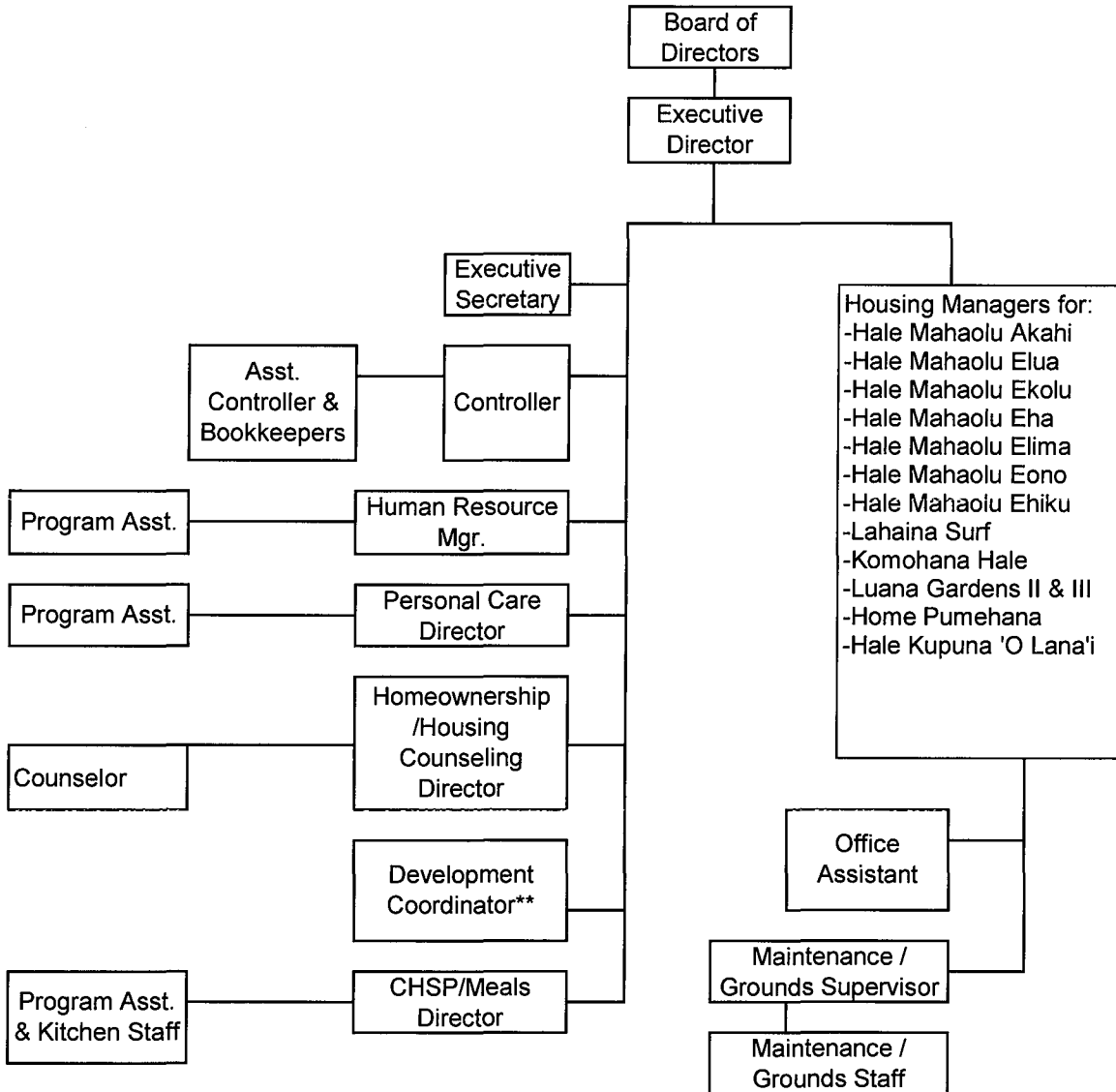
- Organizational Charts
- Letters of Support

Hawaii HomeOwnership Center Organizational Chart



HALE MAHAOLU

Organizational Flow Chart



**Hawaiian Community Assets
Board of Directors**

Jeff Gilbreath
Executive Director

Roxanne Hanawahine
Executive Assistant

Business Development

Rona Kahoonei
Office Manager

Community Services

Community Lending

VACANT
Community Lending Manager
(Oahu)

Pre-Purchase

Youth

Rental

Post-Purchase

Mahela Williams
Community Services Specialist
(Oahu)

Desiree Vea
Community Services Specialist
(Oahu)

Sonja Gonzaga
Community Services Specialist
(Oahu)

Pono Filimoeafu
Community Services Specialist
(Maui)

M. Meheula
Community Services Specialist
(Oahu)

R. Transfiguracion
Community Services Specialist
(Oahu)

Kelly Lincoln
Community Services Specialist
(Big Island)

Kaleio Caminos
Community Services Specialist
(Kauai)

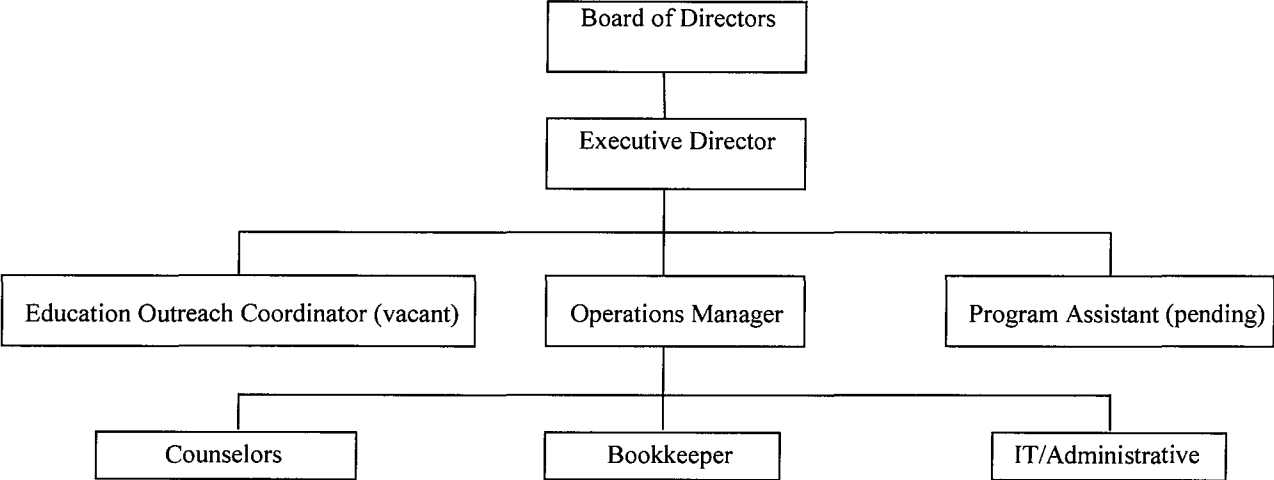
Wileen Ortega
AmeriCorps VISTA
(Maui)

Kaitlin Dorn
AmeriCorps VISTA
(Oahu)

Karen Bugarin
Community Services Assistant
(Oahu)

VACANT
AmeriCorps VISTA
(Big Island)

Erin Cavanaugh
AmeriCorps VISTA
(Kauai)



HAWAII HOUSING DEVELOPMENT CORPORATION
1239 South King Street
Honolulu, HI 96826

January 24, 2013

The Honorable David Y. Ige, Chair, and
Members of the Committee on Ways and Means
The Senate
State Capitol, Room 208
Honolulu, HI 96813

Dear Senator Ige and Committee Members:

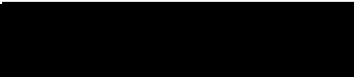
Re: Grant-in-Aid Application submitted by the Hawaii HomeOwnership Center

This letter is being submitted in support of the Hawaii HomeOwnership Center's (HHOC) Grant-in-Aid application. We agree with HHOC that additional strategies to address the need for affordable rental units needs to be considered, and providing assistance to renters to pursue home ownership is one way to make rental units available. As a developer/owner of affordable rental projects, we see value in providing outreach opportunities to HHOC to allow our tenants to learn about homeownership. Some may be ready to purchase a home but need education to understand what's involved in the process; and others may need additional support to become mortgage-ready. HHOC is a well-established agency in providing homeownership preparation services and we also appreciate that HHOC is willing to coordinate with other non-profit agencies to provide a holistic approach to address the many challenges a renter has to becoming a homeowner. HHOC assists in addressing the affordable housing needs in our community.

The Hawaii Housing Development Corporation has developed four affordable family projects, Birch Street (52 units), Wilder Vista (54 units), Hale Wai Vista I (83 units) and Hale Wai Vista II (132 units). A total of 221 families are housed in these affordable rentals.

As a supporter of HHOC's home ownership project, we commit to having our property management company work with HHOC and its partners to schedule outreach presentations for our tenants as well as promote the sessions in our buildings. In facilities where meeting space is available, we also commit to allowing use of our properties for the outreach or education sessions. We look forward to being part of this initiative and hope you share our belief in the value HHOC's work.

Sincerely yours,


Randolph G. Moore,
Chair of the Board

EAH



January 25, 2013

House Committee on Finance
State Capitol, Rm. 306
Honolulu, HI 96813
Attn: Susan Fernandez

Senate Committee on Ways and Means
State Capitol, Rm. 208
Honolulu, HI 96813
Attn: Rod Becker


Re: Grant-in-Aid Application submitted by the Hawaii Home Ownership Center

Ms. Fernandez and Mr. Becker:

This letter is being submitted in support of the Hawaii Home Ownership Center's (HHOC) Grant-in-Aid application. EAH Housing agrees with the HHOC that additional strategies to address the need for affordable rental units needs to be considered and providing assistance to renters to pursue homeownership is one way to make rental units available. As an owner of affordable rental projects, we see value in providing outreach opportunities to HHOC to allow our tenants to learn about homeownership. Some may be ready to purchase a home but need education to understand what's involved in the process; and others may need additional support to become mortgage ready. HHOC is a well-established agency in providing homeownership preparation services and we also appreciate that HHOC is willing to coordinate with other non-profit agencies to provide a holistic approach to addressing the many challenges a renter has to becoming a homeowner. HHOC's project assists in addressing the affordable housing needs in our community.

As a supporter of this project, EAH Housing commits to having our property management staff working with HHOC or their designated partners to schedule outreach presentations for our tenants as well as promote the sessions in our buildings. In fact, we have collaborated with the HHOC in the past to make presentations to current tenants and worked with them in presenting applicants on our waiting lists with information on how to clear up their credit reports. In facilities where meeting space is available, EAH also commits to allowing use of the room for the outreach or education sessions. We have enjoyed working with the professionals at HHOC and look forward to being part of this initiative. We hope you see the value in this project like we do.

Sincerely,


Kevin R. Carney, (PB) NAHP-E
Vice President, Hawaii