

**HAWAII PUBLIC HOUSING AUTHORITY
NOTICE OF MEETING
ANNUAL BOARD OF DIRECTORS MEETING
July 17, 2008
9:00 a.m.
1002 N. School Street, Bldg. E
Honolulu, Hawaii 96817**

AGENDA

I. CALL TO ORDER / ROLL CALL

II. ELECTION OF BOARD OFFICERS

- A. Chairperson
- B. Vice-Chair
- C. Secretary

III. PUBLIC TESTIMONY

Public testimony on any agenda item shall be taken at this time. Pursuant to section 92-3, Hawaii Revised Statutes, and section 17-2000-18, Hawaii Administrative Rules, the Board may limit public testimony to three minutes.

IV. ADJOURNMENT

If any person requires special needs (i.e. large print, taped materials, sign language interpreter, etc.), please call the Secretary to the Board at (808) 832-4690 by close of business two days prior to meeting date.

**HAWAII PUBLIC HOUSING AUTHORITY
NOTICE OF MEETING
REGULAR BOARD OF DIRECTORS MEETING
July 17, 2008
9:15 a.m.
1002 N. School Street, Bldg. E
Honolulu, Hawaii 96817**

AGENDA

I. CALL TO ORDER / ROLL CALL

II. APPROVAL OF MINUTES

- A. Regular Meeting, June 19, 2008
- B. Executive Session Meeting, September 20, 2007
- C. Executive Session Meeting, November 15, 2007
- D. Executive Session Meeting, December 20, 2007
- E. Executive Session Meeting, January 24, 2008
- F. Executive Session Special Meeting, Continued from February 15, 2008 to February 29, 2008
- G. Executive Session Meeting, February 29, 2008
- H. Executive Session Meeting, June 19, 2008

III. PUBLIC TESTIMONY

Public testimony on any agenda item shall be taken at this time. Pursuant to section 92-3, Hawaii Revised Statutes, and section 17-2000-18, Hawaii Administrative Rules, the Board may limit public testimony to three minutes.

IV. DECISION MAKING

- A. Decision Making: Approval to Select an Energy Services Company to perform an Investment Grade Audit for all Hawaii Public Housing Federal Projects.
- B. Decision Making: Performance evaluation of the Executive Director and possible personnel action related thereto. Evaluation to cover performance to date, including first six months performance review.

Executive Session: Pursuant to sections 92-4, 92-5(a)(2), and 92-5(a)(4), the Board of Directors may convene in executive session to evaluate the performance of the Executive Director and possible personnel actions related thereto.

- C. Decision Making: Sale of the Hana Property located in Hana, Maui.
- D. Decision Making: State Rent Increase

V. REPORTS

- A. Report of Task Force Committees
 - Finance / Audit/Asset Management – T. Thompson, E. Beaver & L. Smith
 - Human Resources / Personnel – H. Oliva, C. Ignacio & M. Yoshioka
 - Tenant / Tenant Relations – C. Hosino, M. Yoshioka & S. Dodson
 - Homelessness – K. Park, C. Ignacio & R. Berthiaume
 - Public Housing Operations – M. Yoshioka, C. Hosino, C. Ignacio & S. Dodson

B. Report of the Executive Director Program/Project Updates

Highlights

- A. FY 2009 Budget
- B. Financial Management
- C. Training
- D. Puahala Transitional Housing Units
- E. New Monthly Management Report Format

Reports

- 1. Fixing Vacant units, including State properties
- 2. Fixing Elevators
- 3. Filling vacant units, including State properties
- 4. Collecting rent, evicting for non-payment of rent and rules violations
- 5. Procurement, including contract status
- 6. Section 8 Subsidy Program Branch
- 7. Personnel Issues
- 8. Homeless Program

VI. FOR INFORMATION/DISCUSSION

- A. Implementation of Proposed Fees for Asset Management Projects (AMP)

VII. ADJOURNMENT

If any person requires special needs (i.e. large print, taped materials, sign language interpreter, etc.), please call the Secretary to the Board at (808) 832-4690 by close of business two days prior to meeting date.

HAWAII PUBLIC HOUSING AUTHORITY

**MINUTES OF THE REGULAR MEETING
OF THE HAWAII PUBLIC HOUSING AUTHORITY
HELD AT 1002 N. SCHOOL STREET, BLDG. E
ON THURSDAY, JUNE 19, 2008,
IN THE CITY AND COUNTY OF HONOLULU, STATE OF HAWAII**

The Board of Directors of the Hawaii Public Housing Authority met for their Regular Meeting at 1002 N. School Street, on Thursday, June 19, 2008 at 9:00 a.m.

The meeting was called to order by Chairperson Travis Thompson and, on roll call, those present and absent were as follows:

ORDER/
ROLL CALL

PRESENT: Chairperson Travis Thompson
Designee Henry Oliva
Director Carol Ignacio
Director Clarissa Hosino
Director Kaulana Park
Director Linda Smith
Director Matilda Yoshioka
Director Sam Aiona
Director Sherrilee Dodson

Executive Director, Chad Taniguchi
Deputy Attorney General, Sandra Ching

EXCUSED: Director Rene Berthiaume
Director Eric Beaver

STAFF PRESENT: Allan Sagayaga, Program Specialist
Barbara Arashiro, Chief Contracts & Procurement Officer
Clifford Laboy, Program Specialist
Derek Fujikami, State Housing Development
Administrator
Derek Kimura, Property Management and Maintenance
Services Branch Chief
Dexter Ching, Section 8 Subsidy Program Branch Chief
Douglas Pedro, General Construction Maintenance
Supervisor
Glori Inafuku, Housing Compliance Officer
Lili Funakoshi, Hearings Officer
Michael Hee, Contracts Administrator Section Chief
Michelle Kim, Contract Specialist
Patti Miyamoto, Chief Compliance Officer
Rick Sogawa, Contract Specialist
Sandra Miyoshi, Homeless Programs Administrator
Shirley Befitel, Personnel Supervisor
Stephanie Fo, Public Housing Supervisor VI
Taryn Chikamori, Secretary to the Board
Tyler Ono, Building Maintenance Worker II

OTHERS: William Sabalbuero, U.S. Department of Housing and Urban
Development, Hawaii Field Office
Deborah Hernandez, U.S. Department of Housing and
Urban Development, Headquarters
Desiree Kihano, Palolo Valley Homes resident
Juan Patterson, MD Strum
Jun Chung, U.S. Department of Housing and Urban
Development, Hawaii Field Office

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Larry Jones, MD Strum
Mei Tong, U.S. Department of Housing and Urban
Development, Hawaii Field Office
Michael Flores, U.S. Department of Housing and Urban
Development, Hawaii Field Office
Paula Blunt, U.S. Department of Housing and Urban
Development, Headquarters
Rob Wilkes, MD Strum
Tim Garry, private resident

Chairperson Thompson declared a quorum present.

QUORUM

Director Park moved, Director Hosino seconded,

That the minutes of the Regular Meeting held on
May 15, 2008 be approved as circulated.

APPROVAL
OF MINUTES
REGULAR
MEETING
05/15/08

The motion was unanimously carried.

Chairperson Thompson introduced Paula Blunt, U.S. Department of Housing and
Urban Development (HUD) General Deputy Assistant Secretary for the Public
and Indian Housing.

INTRODUCT-
ION OF
SPECIAL
GUESTS

Ms. Blunt stated she has been with HUD for 20 years and prior to that she was
with the Washington D.C. public housing department. Her graduate thesis was on
Rehabilitation of Public Housing Beyond Bricks and Mortar. Ms. Blunt
introduced Deborah Hernandez, HUD Deputy Assistant Secretary for Field
Operations.

Ms. Hernandez stated that the Congressional Delegation indicated that HUD
needed to help Hawaii Public Housing Authority (HPHA). HUD has awarded a
technical assistance contract specifically in the financial management area. Ms.
Hernandez stated she met with Chad Taniguchi, Executive Director, and the
management team and the team is making the first step by taking a hard look at
what changes need to be made in the agency to keep HPHA out of deficit. HPHA
are moving in the right direction. The contractor will be ensuring that the
financial policy and procedures are in place and the staff is trained to do their
jobs. The corrective action to the deficit will take time; it didn't happen overnight
and will not go away overnight. Ms. Hernandez asked for questions.

Director Smith arrived at 9:18 a.m.

Chairperson Thompson stated that due to salary restraints HPHA has been unable
to hire competent people in the financial management area

Director Yoshioka asked throughout the nation are there many public housing
agencies (PHAs) going through the same situation as HPHA. Ms. Blunt stated it
is not the exception but it is also not the trend. Ms. Hernandez stated due to
trouble in key areas there are about 200-300 PHAs in "troubled" status, which is
not a lot when you consider there are over 3,000 PHAs. The financial area,
physical condition of properties, general management, and resident surveys are
the key areas. Even though Asset Management may be a struggle now it will help
in the future with PHAs being able to see which Asset Management Projects
(AMPs) are doing well and which AMPs need help. Because PHAs will be run
like the private sector it will be easier to recruit staff from the private sector.

Designee Oliva asked is there a national trend of people moving out of public
housing and into private housing. Ms. Blunt stated HUD does not have the hard
statistics on this but she believes that people are moving out.

Director Ignacio stated she knows that HUD is just a housing agency but she feels

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there are no incentives for families to become self-sufficient. Families may feel if I have more income then I need to pay more rent. Director Ignacio asked why it takes so much time for the eviction process. Ms. Hernandez stated this is due to local practices, not HUD procedures.

Director Smith asked because the State has an elaborate eviction process and a bill regarding prohibiting mixed finance development is Ms. Blunt or Ms. Hernandez available to talk to the Legislature regarding this matter. Ms. Blunt stated HUD can't lobby on the behalf of HPHA but they can put HPHA in touch with other PHAs that went through or are going through the same things. HUD can even educate the staff who can in turn educate the Legislature. HPHA can even ask other PHAs to come and testify on HPHA's behalf.

Desiree Kihano, Palolo Valley Homes resident, stated she met with Stephanie Fo, Public Housing Supervisor VI, yesterday and Ms. Fo was willing to listen to the issues the residents have. Ms. Kihano now feels that things will be addressed.

Chairperson Thompson stated HPHA is working on a system where the residents can get involved and take back their property from law violators and criminals.

Tim Garry, private resident, stated last week he called the police because of big parties late at night. The police drive through and tell everyone to leave and no one leaves. Mr. Garry feels that HPHA needs to have staff walk around at night to monitor the projects.

Director Dodson moved, Director Ignacio seconded,

To approve the Fiscal Year 2009 Budget.

Mr. Taniguchi stated the general ledger is being completed and will be functioning for the fiscal year. Mr. Taniguchi reviewed the "For Action" and handouts. Mr. Taniguchi stated he will report on the implementation of the general ledger at the next meeting.

Chairperson Thompson asked what the collection rate was in 2007. Mr. Taniguchi responded 90%.

Director Yoshioka asked will the Board be getting a financial report on a monthly basis. Mr. Taniguchi said yes, that is the goal.

Director Dodson asked to show budgeted versus actual expenditures.

Director Smith asked where the State properties will get the money to pay for services. Mr. Taniguchi stated from collecting rent and because this is insufficient to meet their expenses, HPHA will ask the Legislature to cure a structural underfunding of the State elderly and family program.

Chairperson Thompson asked is HPHA asking the Legislature one year too late? Mr. Taniguchi stated yes HPHA will be going for an emergency appropriation during the next Legislative session. This is an allowable procedure for state agencies. HPHA was not in a position to ask for FY 2009 increase during the last Legislative session because our financial data was not reliable.

Chairperson Thompson asked to provide budget information on an AMP basis.

Director Ignacio asked in the case where staff has poor performance how can the Board be assured that poor performance will be dealt with. Mr. Taniguchi stated performance will be measured by how the AMPs are performing. HUD has standards, for example, HUD requires emergency work orders to be abated within 24 hours and regular work orders need to be completed in 25 days. HPHA emergency work orders are at 91% completed within 24 hours and need to be at

PUBLIC
TESTIMONY

APPROVAL
OF THE
FISCAL
YEAR 2009
BUDGET

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100%. The regular work orders are fine.

Director Aiona asked what some of the performance goals are for managers and what the consequences are if they do not complete their goal. Mr. Taniguchi stated some of the property management goals are to turn vacant units in 25 days including filling it, increasing rent collection from 90% to 95%, and completing work orders. If the goals are not met management will see why goals are not being met and what can be done and if goals are still not being met then over a period of time they can be terminated.

Chairperson Thompson called a recess at 10:26 a.m. and reconvened at 10:36 a.m.

RECESS
RECONVENED

Director Ignacio asked if the units that will be repaired are A and B units. Mr. Taniguchi stated A, B, and C.

Director Smith asked if these employees will be doing the work themselves or will they be supervising a contractor. Mr. Taniguchi stated they will be doing the work themselves.

Director Smith asked if staff does not have the skill set will they be trained. Mr. Taniguchi stated they already have the skill set; they are just being moved to different locations.

Director Dodson asked will the application processing team be processing applications for the neighbor islands. Mr. Taniguchi stated the processing team is primarily only for Oahu, but may need to assist the neighbor islands.

Director Hosino asked what other charges can be charged to the renter. Stephanie Fo, Public Housing Supervisor VI, stated some other fees that HPHA is considering are dumping fee and appliance fee. Mr. Taniguchi stated the fee additions/changes will be brought before the Board when the time comes.

Director Ignacio stated can HPHA look into adding towing/dumping fee for abandoned cars.

Director Smith asked if HPHA could explore the idea of "last in", placement because many of the people at the bottom of the list may be hard to contact. Mr. Taniguchi stated HPHA just did an update of the entire applications list so all applicants should be current.

Director Park asked will HPHA run into problems with position descriptions because staff will be doing different jobs. Mr. Taniguchi stated the staff will not be doing work outside their position description but their location may change.

Mr. Taniguchi stated that half of the vacant repair unit money has been given to the AMPs. If the AMPs have the funds to do the repair the manager has the authority to make the decision on what units the money will be used. Barbara Arashiro, Executive Assistant, stated that after training the managers will have the authority to approve expenditures under \$5,000.

Director Ignacio asked if an item was not budgeted does that mean the tenant is left without the item. Ms. Arashiro stated no, the AMPs can do transfers of AMP budget items. Director Ignacio stated there needs to be rules on what items are health and safety issues.

Director Hosino asked if food spoils because the refrigerator breaks who is responsible to pay for the spoiled food. Mr. Taniguchi responded that HPHA is not responsible to pay for spoiled food. Ms. Fo stated the tenant can fill out a tort claim.

Chairperson Thompson asked is there a policy on writing-off bad debt. Glori

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Inafuku, Housing Compliance Officer, stated all AMP managers have been given the policy which has been in place for a while now. Chairperson Thompson asked what the timeframe on writing off bad-debt is. Ms. Inafuku stated first and second attempts are made, and then it is referred to a collections agency. Then if the unit has been vacated for 90 days then it can go to the Attorney General to write off.

Rob Wilkes, MD Strum, stated the write off is large because it is an accumulation of write offs. In future years, the write off amount should be smaller.

Director Dodson asked if the Board can amend the budget if the Legislature does not give HPHA the funds. Mr. Taniguchi stated yes.

Director Yoshioka asked if HPHA can bring the budget before the Board earlier for fiscal year 2010. Mr. Taniguchi stated yes, MD Strum is creating procedures on doing the budget.

Director Hosino asked if all the AMP managers understand the AMP process. Ms. Arashiro stated yes and no. They understand asset management but will be receiving training on how to manage under asset management.

Chairperson Thompson called for a vote.

Aye: Chairperson Travis Thompson
Designee Henry Oliva
Director Carol Ignacio
Director Clarissa Hosino
Director Kaulana Park
Director Matilda Yoshioka
Director Sam Aiona
Director Sherrilee Dodson

Nay: Director Linda Smith

The motion was carried.

Director Yoshioka moved, Director Ignacio seconded,

To move to the Executive Director's report.

The motion was unanimously carried.

Tyler Ono, Mayor Wright Homes' Building Maintenance Worker II, reported on going to St. Paul Housing Authority in Minnesota. He got to see how a high performance agency runs. He shared with his fellow United Public Workers (UPW) three main reasons behind St. Paul Housing Agency's success: planning, organized methods and training. St. Paul has a centralized work order crew. He got to see how the work order crew operates and how a centralized labor crew goes to sites and cuts grass and upkeep the properties. The central maintenance crew went into occupied units and took corrective action, as needed.

For the organized methods he got to see how each worker had a daily log which included work order number, job code, area unit, description, time traveled, comments, truck number and mileage which is filled out to the exact minute and then turned in and filed. He stated the other thing he learned was the maintenance department carried a heavy load. Engineers, inspectors, and procurement are under the maintenance department. This took away from confusion and put everyone in the same direction.

The training at St. Paul's consists of tenant to tenant training which includes on going training on how to maintain a yard, how to use a stove, and how to use a

EXECUTIVE
DIRECTOR'S
REPORT

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toilet. St. Paul uses model tenants to train other tenants who are not doing as well. St. Paul will supplement the rent for the tenants who provide training. The training also includes peer-to-peer staff training. The Executive Director sets his goals and mission and holds each employee accountable. He believes that HPHA can be a high performing agency once HPHA gets a plan laid out.

Douglas Pedro, Mayor Wright Homes' General Construction Maintenance Supervisor, stated in St. Paul, maintenance is a driving force of the agency. If residents have problems and the maintenance does not fix them then residents become unhappy.

Director Yoshioka moved, Director Ignacio seconded,

To go into Executive Session at 12:10 p.m. pursuant to Section 92-4 and 92-5(a)(4), Hawaii Revised Statutes, the Board may vote to convene in Executive Session to consult with the Board's attorneys on questions and issues pertaining to the Board's powers, duties, privileges, immunities, and liabilities regarding the Office of Information Practice's opinion and decision making on whether to rescind the Board's vote of April 10, 2008 to limit public testimony to three minutes.

The motion was unanimously carried.

The Board reconvened from Executive Session at 12:21 p.m.

Director Dodson moved, Director Hosino seconded,

To Rescind the Board's vote of April 10, 2008 to limit Public testimony to three minutes.

The motion was unanimously carried.

Chairperson Thompson stated that the motion of April 10, 2008 was unnecessary because the limiting public testimony to three minutes is in the Hawaii Administrative rules.

Director Ignacio moved, Designee Oliva seconded,

To go into Executive Session at 12:24 p.m. pursuant to Sections 92-4, 92-5(a)(2), and 92-5(a)(4), the Board of Directors may convene in Executive Session to evaluate the performance of the Executive Director and possible personnel actions related thereto.

The motion was unanimously carried.

The Board reconvened from Executive Session at 1:14 p.m.

Chairperson Thompson stated that several Board members will provide the Board with the process on how the evaluation should be performed at the next meeting.

Chairperson called a recess at 1:16 p.m. and reconvened at 1:42 p.m.

EXECUTIVE
SESSION

RECONVENED

TO RESCIND
THE BOARD'S
VOTE OF APRIL
10, 2008 TO
LIMIT PUBLIC
TESTIMONY TO
THREE
MINUTES

EXECUTIVE
SESSION

RECONVENED

RECESS
RECONVENED

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Designee Oliva handed out a list of vacancies of priority positions.

Chairperson Thompson asked if the Chief Financial Management Advisor position is a new position. Mr. Taniguchi stated it is a new position. MD Strum will train this person.

Chairperson Thompson asked what pending recommendation means. Mr. Taniguchi stated HPHA interviewed two people. The first interviewee became ill and pulled out and the second person is being assigned work on a trial basis by MD Strum to see if she is capable of doing the work. If she is capable, HPHA will offer her the position. HPHA has had a hard time hiring for this position because of the pay. As a back up plan HPHA will advertise the position with a salary range of \$70,000 and \$80,000 or up to \$112,000 as a consultant without benefits.

Chairperson Thompson asked if MD Strum is active in the interview process. Mr. Taniguchi stated yes.

Director Aiona asked how this list relates to the budget, as earlier reported. Mr. Taniguchi stated only the positions on this list are what HPHA will be hiring and these positions were included in the budget.

Designee Oliva stated that HPHA needs to turn in paperwork justifying filling the Public Housing Supervisor IV at AMP 34 because this is a state funded position.

Director Hosino stated HPHA will be having quarterly meeting with all AMPs. The meeting will be on Tuesdays and Wednesdays and in the same format as the Maui meetings.

Director Yoshioka asked when will the meeting start. Mr. Taniguchi stated a schedule is being developed.

Director Hosino stated she attended the managers' meeting so she could address organizing resident associations. The managers and the associations need to work together.

Director Hosino stated that the projects should have tenant monitors to help with security after hours. HPHA can supplement their rent but the tenant needs to be in good standing.

Director Smith asked isn't there a Sergeant-In-Arms in place to deal with this matter. Director Hosino stated there is a Sergeant-In-Arms, but they may not be in good standing.

Director Ignacio stated that HPHA should make the tenant monitoring program formal and include training.

Chairperson Thompson stated that the use of a temporary restraining order (TRO) is not acceptable practice. The employees need to go to the unions for help. The union will be taking action on this matter.

Director Hosino stated for outside agencies that use HPHA facilities she wants to ask the Attorney General to create one contract agreement for all AMPs.

Director Park stated that Building 36 will be opening in July and Villages of Maili is on track.

Mr. Taniguchi stated that when he started a year ago he focused on elevators, vacant units and the financial management system of HPHA. The elevators are under control, the financial management is ready to go, and vacant units' backlog

TASK FORCE
REPORT/
HUMAN
RESOURCES/
PERSONNEL

TENANT/
TENANT
RELATIONS

HOMELESS-
NESS

EXECUTIVE
DIRECTOR'S
REPORT

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has not changed. The special teams will be addressing vacant units within the next year.

Chairperson Thompson stated that he would like to see previous months on the Executive Director's report for all items. Mr. Taniguchi stated he has these reports from Emphasys but because the AMPs input them there will be sometime before they will be fully accurate.

Director Ignacio asked why has there not been a dent in fixing vacant units. Mr. Taniguchi stated because when HPHA fixes the units more units become vacant. When funds became available to fix the units it took about 6-9 months to get contracts in place to fix the units. The contracts are now taking place.

Director Aiona asked does the eviction process need to be revisited. Mr. Taniguchi stated that because some AMPs are doing well with the current eviction process HPHA will be revisiting the process in January to give the AMPs a chance to try to utilize the current process.

Mr. Taniguchi stated the first Next Step Shelter residents will be moving in to Puahala Homes on June 28, 2008.

Designee Oliva stated the Liliha Neighborhood Board has voiced that they are still displeased with Next Step residents moving into Puahala Homes.

Mr. Taniguchi stated Capital Improvement program funds are not projected to lapse. Chairperson Thompson asked what about other funds. Mr. Taniguchi stated no Federal Capital Funds will lapse.

Director Smith left at 2:21 p.m.

Mr. Taniguchi stated that \$5 million needs to be encumbered but HPHA needs to get the Governor's approval because funds need to be moved from one project to another project. Designee Oliva stated this is a normal procedure.

Mr. Taniguchi stated he visited some mixed use, mixed finance multi-family housing projects in San Francisco and it gives the authority more income to run. From the resident point of view you can't tell whether it is public housing or market rent units. Mr. Taniguchi stated HPHA is working with non-profits and the community residents on potential similar developments.

Mr. Taniguchi stated the Energy Performance contract will be brought to the Board for approval at the next Board meeting.

Chairperson Thompson asked Mr. Taniguchi to send out an email to ask Board members what they desire for the FY 2009 Outlook.

Director Yoshioka asked about the Jill Friedman status. Chairperson Thompson stated he would like to work with the Attorney General's office to send a letter dealing with this matter.

FOR
DISCUSSION/
STATUS OF
NEXT STEP
PUAHALA
HOMES

CAPITAL
IMPROVE-
MENT FUNDS

MULTI-FAMILY
HOUSING
DEVELOPMENT

ENERGY
PERFORMANCE
CONTRACT

FY 2009
OUTLOOK

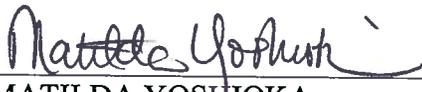
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There being no further items to be discussed,

ADJOURNMENT

Director Aiona moved, Director Dodson seconded,

That the meeting be adjourned at 2:31 p.m.



MATILDA YOSHIOKA
Secretary

Approved

FOR ACTION

SUBJECT: Approval to Select an Energy Services Company to perform an Investment Grade Audit for all Hawaii Public Housing Federal Projects

I. FACTS

- A. On February 22, 2008, the Hawaii Public Housing Authority (HPHA) issued a Request for Proposals (RFP) for an Energy Performance Contract (EPC).
- B. On April 16, 2008, the HPHA received written proposals from three Energy Services Companies (ESCO).
- C. On June 5 -6, 2008, the HPHA conducted oral interviews with each ESCO.
- D. The evaluation committee was comprised of the following members.
 - a. David Birr – EPC consultant contracted by the Department of Business Economic Development and Tourism (DBEDT)
 - b. Elizabeth Raman, Ph.D. – Energy Conservation Program Specialist (DBEDT)
 - c. Olwen Huxley – Center for Smart Building and Community Design at the University of Hawaii
 - d. Derek Fujikami, P.E. – HPHA State Housing Development Administrator
 - e. Marcel Audant - HPHA Project Manager
- E. Client references were checked for each company as part of the overall evaluation process.
- F. Based on the evaluation team's rankings, Ameresco, the highest ranked company is proposed to perform an investment grade audit of all federal public housing units for a cost of \$151,436. If the HPHA proceeds with a construction project based on this audit, the audit costs will be financed as part of the total construction project costs.

II. DISCUSSION

- A. The selected ESCO will perform an investment grade energy audit of all 67 HPHA Federal Projects.
- B. The selected ESCO will recommend that the HPHA finance and construct utility savings measures that could provide approximately as much as \$5 million in annual utility cost savings.
- C. The utility savings would be leveraged to finance capital improvement projects such as new solar water heating, efficient plumbing fixtures, efficient light fixtures, new appliances and equipment maintenance.
- D. The ESCO will guarantee a minimum amount of savings on a specific construction project.
- E. Any excess utility cost savings after payment of financed debt could fund other current HPHA operational costs.

- F. HUD will provide additional subsidy to HPHA to pay for the financing of the capital improvements. Under HUD regulations, without an energy performance contract, the HPHA would not qualify for the additional subsidy. The additional total funding from HUD over a fifteen to twenty year period could be in the \$50 million range.
- G. Other benefits include the modernization of old equipment and reduced future maintenance costs at the HPHA.
- H. It is anticipated that these saving measures will qualify for about \$1 million dollars in utility rebates to the HPHA.
- I. HUD has been encouraging the HPHA to apply for this funding opportunity for the last several years and is encouraging the HPHA to sign the proposed audit agreement prior to the end of September 2008.
- J. Financing utility savings projects through ESCOs is a growing national trend among public housing authorities and has a proven track history.
- K. Prior to committing any funds for construction financing, the HPHA staff will seek Board approval.

III. RECOMMENDATION

That the HPHA Board of Directors approve the selection of Ameresco, Energy Services Company, to conduct an investment grade audit on 67 HPHA Federal Projects.

Attachments: Attachment A – Energy Performance Contract Procurement Timeline
Attachment B – HUD Data of EPC for 2007

Prepared by: Derek H. Fujikami, State Housing Development Administrator Mylo For
Reviewed by: Chad K. Taniguchi, Executive Director C1

HPHA: Energy Performance Contract

Procurement Timeline July 11, 2008

Activity	Scheduled Dates	Actual Dates
Issue RFP	February 2008	February 22, 2008
Pre-proposal meeting/site visit	March 2008	March 18 & 25, 2008
Proposal submittal deadline	April 16, 2008	April 16, 2008
Proposal review / Reference check	June 2008	
Interview information mailed to finalists	May 20, 2008	May 20, 2008
Oral interviews	June 5 & 6, 2008	June 5 & 6, 2008
ESCOs Ranking - Recommendation to HPHA Management	June 24, 2008	
Selection of ESCO to Perform Energy Audit (EA) Contract	July 17, 2008	
HUD approval of Proposed EA Contract/ Draft	Aug. 15, 2008	
Execution of EA Contract	September 26, 2008	
Notice to Proceed with EA	October 2008	
Conduct EA; Negotiate Energy Services Agreement (ESA)	Feb 09, 2009	
HPHA Board approval of ESA	Feb 22, 2009	
ESA contract sent to HUD for Approval	April 2009	
Contract Executed and Notice to Proceed with ESA	May 2009 thru May 2011	

HUD Data on EPC for 2007

Reported to Congress

Total Investments

Year	2000	2002	2004	2006	2007
Total, \$ M	\$107.8	\$170.5	\$245.6	\$350.7	\$471.6

Guaranteed Savings

Year	2000	2002	2004	2006	2007
Total, \$ M	\$13.4	\$19.6	\$27.1	\$37.6	\$67.9

Executive Director's Report
July 17, 2008

Highlights:

A. FY 2009 Budget

- HUD further reduced operating subsidy funding from 84% to 82% of needed funding. Exact effect on HPHA is being determined.
- HUD confirmed that HPHA will receive a \$400,000 adjustment on the payment in lieu of taxes amount, successfully achieving one of HPHA's targets to reduce the deficit.
- HPHA successfully consulted with UPW and HGEA on reassigning 47 staff members from the Central Office Cost Center (COCC) and Asset Management Project's (AMP) to Special Teams to fix and fill vacant units and collect rents, to reduce the budget deficit. Implementation of the Special Teams begins 7/14/08.
 - Unit Turnaround Team
 - Grounds Team
 - Applications Team
 - Collection Team
 - Inspection Team

St. Paul Housing Authority Staff members will come to Hawaii to advise and train Special Teams beginning 7/21/08.

B. Financial Management

- FY 2008 Audit process has begun again. KMH is the auditor again, with Wils Choy as lead auditor. The Office of the State Auditor officially oversees the audit, as it now does for most State departments.
- FY 2009 General Ledger is being worked on to provide data to management and board after July 30, 2008.
- Chief Financial Management Advisor recruitment will start again.

C. Training

- St. Paul Housing Authority, May 27 – 29, 2008. HPHA will adopt and adapt portions of St. Paul's vacant unit turnaround, applications, and collections systems; investigating use of community policing system.
- Public Housing Authorities Directors Association, May 30 – June 4, 2008. HPHA gained more income via adjustment to payment in lieu of taxes, joined the HDLI (Housing Development Legal Institute) for the latest in housing related legal strategies, learned about energy performance contracting and mixed income/mixed finance developments, and gained valuable feedback from other PHAs that had experience with layoffs and reassigning staff members.
- San Francisco mixed income/mixed finance developments, June 5 – 6, 2008. Visited Valencia Gardens and North Beach Place, both examples where public housing units were replaced one for one, and where higher rent affordable and market rental housing units were added. Met with representatives from Fannie Mae who have new loan products that will work with HUD regulations to finance mixed finance developments.

D. Puahala Transitional Housing Units

- Next Step Shelter residents are being moved into 14 units at Puahala.

E. New Monthly Management Report format

- Attachment #1 – 11-page report by Nelson Lee of Information Technology Office is patterned after St. Paul Housing Authority's monthly report to its Board.

- Information covers multiple months and in some cases, multiple years.
- Information comes from our emPHAsys system and does not require additional manual reporting work by staff.
- Adjustments need to be made to correct data where needed, and to incorporate information provided below into one set of reports that tell HPHA what it needs to be know on a regular basis.

E. **Reports** - (Letters indicate Exhibits attached)

1. Fix vacant units
 - a. Vacant units for repair and renovation by contractors FY 09.
 - b. List of infrastructure, repair, and maintenance projects 7/1/07-12/31/09. State properties included.
2. Fix elevators
 - c. 8 of 9 elevators repaired; all repairable elevators completed. Elevator Repair Report.
 - d. Elevator Modernization Report.
3. Fill vacant units
 - e. See HPHA AMP Overview Report – Federal
Family waitlist (Federal)
Elderly waitlist (Federal)
 - f. See HPHA AMP Overview Report – State
 - g. Property Management Status Report (Federal only) includes Palolo Report
 - h. See Federal Unit Turnaround Report 7/1/07 – 6/30/08
 - i. See Federal Occupancy/Vacancy Report as of 6/30/08
 - j. See State Occupancy/Vacancy Report as of 6/30/08
4. Collect rent/evictions

Federal
(May 31, 2008 data) 516 tenants owe \$311,991 30-90 days delinquent (included in Exhibit e)
(May 31, 2008 data) 263 tenants owe \$953,538 90+ days delinquent (included in Exhibit e)

State
70 tenants owe \$37,115 30-90 days delinquent (included in Exhibit f)
44 tenants owe \$267,885 90+ days delinquent (included in Exhibit f)
State units rental increase proposal will be made in future.

 - k. Results of eviction referrals 7/1/07 – 6/30/08
 - l. PHAS Indicators for period 7/1/07 -6/30/08
5. Procurement
 - m. List of contracts
6. Section 8 Subsidy Programs Branch
 - n. Program Report
7. Personnel status
 - o. Staffing report
 - p. Staff vacancy report
8. Homeless Program
 - q. Homeless Programs Branch brochure
 - r. Demonstrating the Uses of Homeless Data at the Local Level: Case Studies From Nine Communities 9/07 (featuring HPHA)

MONTHLY MANAGEMENT REPORT

MONTH ENDING June 30, 2008

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ATTACHMENT #1

HPHA - LOW INCOME HOUSING OWNED OR ADMINISTERED - FEDERAL

07/10/2008

HUD Project Number and Name	Original Total Units	Present Total Units	Present Total Families	BD0	BD1	BD2	BD3	BD4	BD5	BD5+
HI001000030P - Aiea	363	362	352	0	76	135	114	35	3	0
HI001000031P - Kalihi Valley Homes	400	324	282	0	59	60	133	118	29	1
HI001000032P - Mayor Wright Homes	364	364	352	0	24	114	167	50	9	0
HI001000033P - Kamehameha/Kaamanu	373	373	362	0	62	239	72	0	0	0
HI001000034P - Kalakaua	583	570	557	90	397	58	38	0	0	0
HI001000035P - Kalanihuia	587	558	513	266	243	60	18	0	0	0
HI001000037P - Hilo	444	396	256	74	76	111	140	43	0	0
HI001000038P - Kauai	321	314	293	62	98	40	91	30	0	0
HI001000039P - Maui	196	195	143	32	24	26	100	14	0	0
HI001000040P - KPT	748	746	707	0	68	351	242	79	8	0
HI001000043P - Kona	202	202	156	20	78	42	52	10	0	0
HI001000044P - Leeward Oahu	260	259	229	0	52	65	131	12	0	0
HI001000045P - Windward Oahu	235	235	214	0	21	95	101	18	0	0
HI001000046P - Kamuela	103	103	81	24	23	12	44	0	0	0
HI001000049P - Central Oahu	151	151	138	24	42	32	45	8	0	0
HI001000050P - Palolo	118	117	112	0	8	34	40	32	4	0
Grand Total	5,448	5,269	4,747	592	1,351	1,474	1,528	449	53	1

ATTACHMENT #1

HPHA - LOW INCOME HOUSING OWNED OR ADMINISTERED - STATE

07/10/2008

HUD Proj. No.	Project Name	Original Total Units	Present Total Units	Present Total Families	BD0	BD1	BD2	BD3	BD4	BD5	BD5+
2201	HAUIKI	46	45	39	0	0	20	16	10	0	0
2202	PUAHALA HOMES	128	118	96	0	14	58	28	14	14	0
2203	PALOLO HOMES	306	0	0	0	25	128	85	60	8	0
2204	KAWAILEHUA	26	26	24	0	6	20	0	0	0	0
2205	KAHALE MUA	33	33	26	0	12	21	0	0	0	0
2206	LOKAHI	30	30	18	0	0	14	16	0	0	0
2207	KE KUMU ELUA	26	25	14	0	10	16	0	0	0	0
2209	BANYAN TREE	4	4	0	0	0	1	2	1	0	0
2401	HALE PO'AI	206	205	204	80	126	0	0	0	0	0
2402	LA'IOLA	109	107	99	61	48	0	0	0	0	0
2403	KAMALU-HO'OLULU	221	219	209	171	50	0	0	0	0	0
2404	HALIA HALE	41	41	39	32	9	0	0	0	0	0
6581	WAIAKA APTS	8	1	0	0	2	6	0	0	0	0
Grand Total		1,184	854	768	344	302	284	147	85	22	0

Section 8 Units - Rent Subsidy for Privately-Owned Housing

07/10/2008

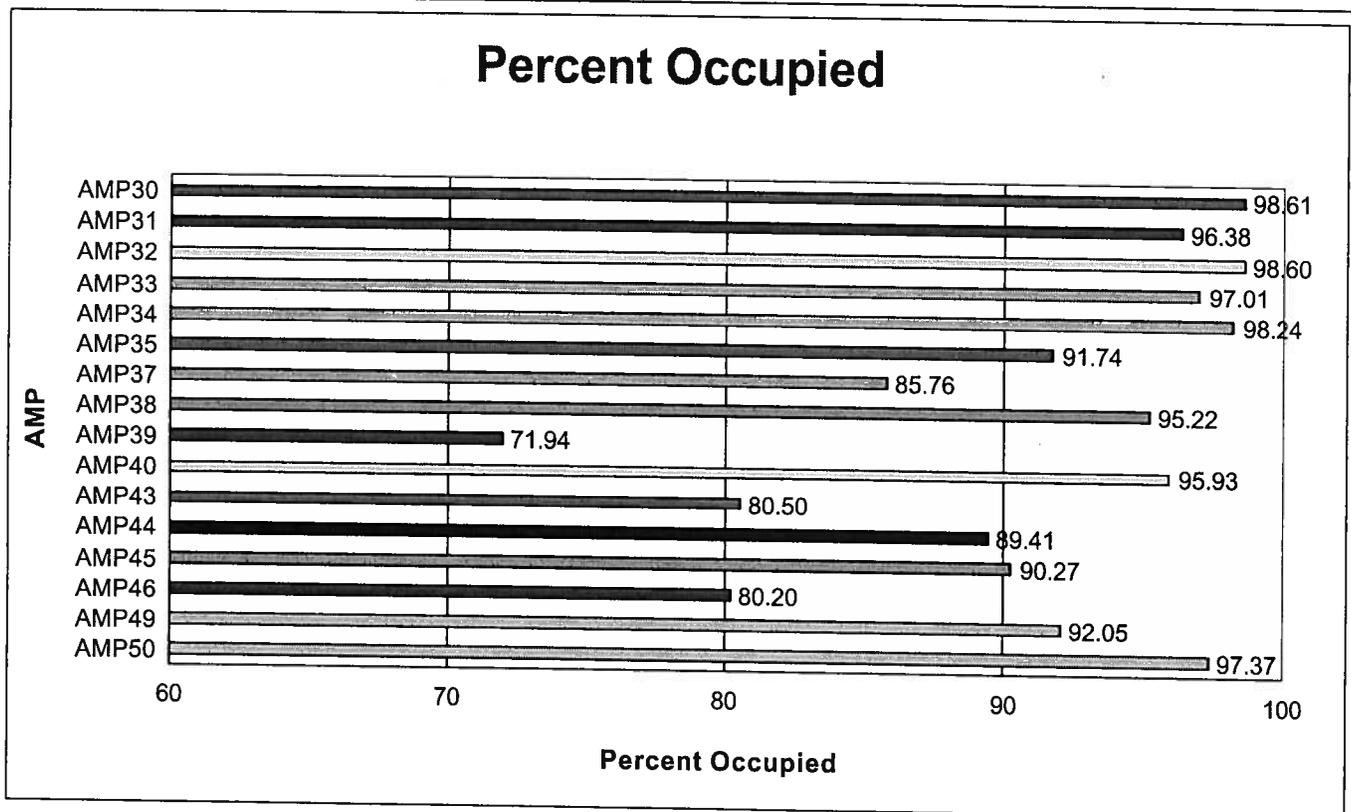
Project ID	Project Name	Auth'd Units							
			BD0	BD1	BD2	BD3	BD4	BD5	BD6
HI901VO0014	OAHU-V14-EXP 7/31/98	27	1	4	18	4	0	0	0
HI901VO0015	OAHU-V15 EXP 02/29/00	29	1	4	10	10	4	0	0
HI901VO0025	OAHU VO-25 EXP 12/31/01	69	11	21	28	9	0	0	0
HI901VO0026	OA/H/K/M EXP 12/31/01	124	13	30	56	21	4	0	0
HI901VO0027	OAHU-V27 EXP 4/30/2000	133	18	31	47	31	6	0	0
HI901VO0028	OAHU-V28 EXP 5/31/2000	188	7	34	68	57	19	3	0
HI901VO0029	OAHU-V29 EXP 06/30/2000	42	2	12	16	9	2	0	1
HI901VO0033	WELFARE/WORK EX 6/30/01	303	1	15	140	119	28	0	0
HI901VO0035	OA MSII EXP 12/31/01	71	15	27	18	10	1	0	0
HI901VO0037	OA/MS/HI EXP 12/31/2001	733	50	184	262	168	64	5	0
HOME-OWNERSHIP	S8HOMEOWNERSHIP	1	0	1	0	0	0	0	0
OUTGOING-PORT	OUTGOING PORTABLE	16	1	3	8	2	2	0	0
Grand Total		1,736	120	366	671	440	130	8	1

HPHA - Monthly Occupancy Summary

07/10/2008

* Report from 06/01/2008 to 06/30/2008

AMP	Present Total Units	Present Total Non DU	Available for Occupancy	Vacant at Month End	Percent Occupied at Month End	Units Vacated During Month	Units Readied During Month	Units Lease During Month	Turn Around Time (Days)
30P - Aiea	363	2	361	5	98.61 %	4	8	8	439
31P - Kalihi Valley Homes	400	0	304	11	96.38 %	3	5	5	4,998
32P - Mayor Wright Homes	364	1	358	5	98.60 %	1	1	1	170
33P - Kamehameha/Kaamanu	373	2	368	11	97.01 %	6	1	1	105
34P - Kalakaua	583	1	569	10	98.24 %	2	5	5	386
35P - Kalanihuia	587	2	557	46	91.74 %	5	2	2	537
37P - Hilo	444	0	302	43	85.76 %	3	6	6	703
38P - Kauai	321	2	314	15	95.22 %	4	9	9	828
39P - Maui	196	0	196	55	71.94 %	4	1	1	487
40P - KPT	748	5	738	30	95.93 %	8	14	11	790
43P - Kona	202	2	200	39	80.50 %	0	2	2	848
44P - Leeward Oahu	260	2	255	27	89.41 %	1	0	0	0
45P - Windward Oahu	235	9	226	22	90.27 %	1	0	0	0
46P - Kamuela	103	2	101	20	80.20 %	0	0	0	0
49P - Central Oahu	151	0	151	12	92.05 %	0	1	1	66
50P - Palolo	118	4	114	3	97.37 %	0	0	0	0
	5,448	34	5,114	354	87.37 %	42	55	52	10,357



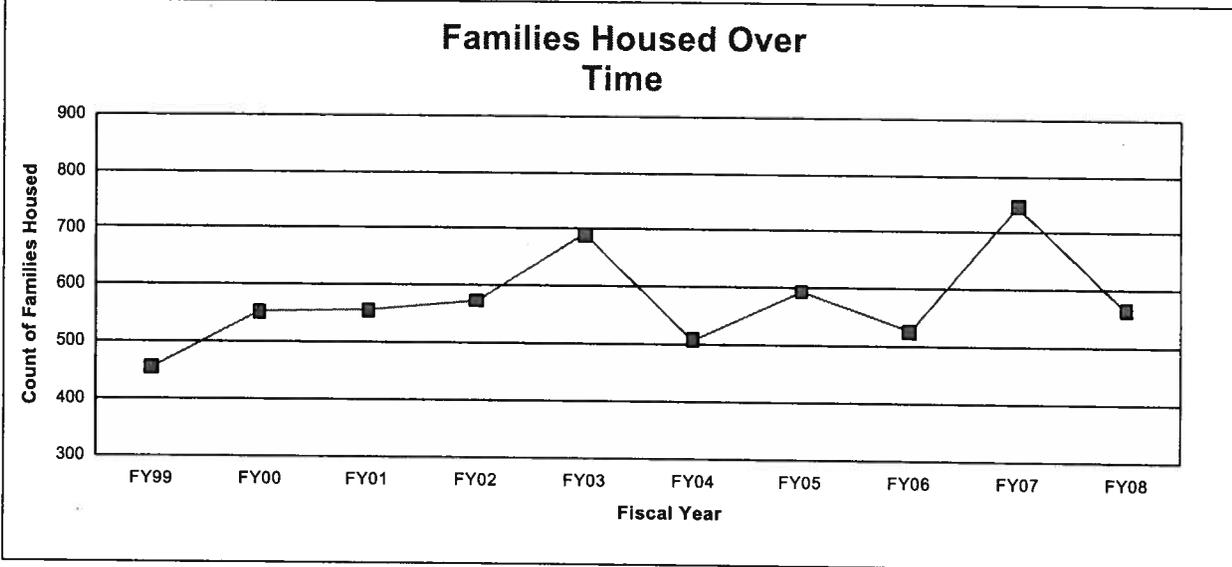
HPHA - NUMBER OF FAMILIES HOUSED

07/10/2008

* UNITS LEASED, INCLUDING TRANSFERS

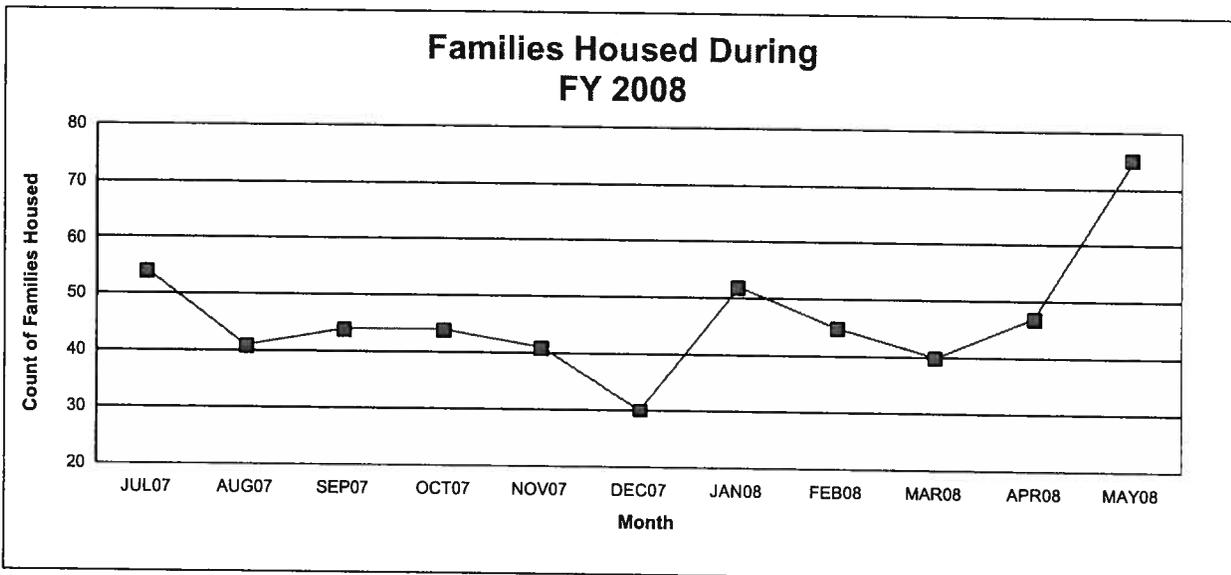
	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	Total
Total	553	556	574	690	508	594	526	746	565	5,312

* Average Over Time = 590



	Jul07	Aug07	Sep07	Oct07	Nov07	Dec07	Jan08	Feb08	Mar08	Apr08	May08	Jun08	Total
Total	54	41	44	44	41	30	52	45	40	47	75	52	565

** Average YTD = 47



HPHA - PUBLIC HOUSING WAITING LIST - Federal Listing - 06/30/2008

7/10/2008

A. WAITING LIST ACTIVITY	0BD	1BD	2BD	3BD	4BD	5BD	Total Applications	Total Applicants
Previous Applicants (a)	2,193	1,499	2,830	1,192	268	26	8,008	8,009
New Applicants (b)	7	9	16	3	2	0	37	37
Cancelled/Withdrawn Applicant	3	3	3	2	0	1	12	12
Denied Applicants	19	19	15	8	3	1	65	65
Housed Applicants	3	3	5	4	6	1	22	22
Pending Applicants (a) + (b)	2,200	1,508	2,846	1,195	270	26	8,045	8,046

Actual No. of Applicants: 8,044

B. RACE AND ETHNICITY	0BD	%	1BD	%	2BD	%	3BD	%	4BD	%	5BD	%	Appn	Total	%	Avg. Inc.	Med. Inc.
White	557	25%	338	22%	369	13%	101	8%	15	6%	1	4%	1,381	1,381	17%	11,910.15	\$9,324.00
African American	52	2%	39	3%	62	2%	13	1%	5	2%	0	0%	171	171	2%	12,975.89	\$10,920.00
Native American	32	1%	27	2%	34	1%	11	1%	1	0%	0	0%	105	105	1%	11,842.27	\$8,346.00
Asian or Pacific	1,558	71%	1,103	73%	2,381	84%	1,070	90%	249	92%	25	96%	6,386	6,387	79%	14,575.18	\$11,520.00
Total	2,199	100%	1,507	100%	2,846	100%	1,195	100%	270	100%	26	100%	8,043	8,044	100%	13,993.85	\$10,839.00
Hispanic	133	6%	96	6%	199	7%	74	6%	9	3%	1	4%	512	512	6%	13,433.43	\$9,984.00
Non-Hispanic	2,066	94%	1,411	94%	2,647	93%	1,121	94%	261	97%	25	96%	7,531	7,532	94%	14,033.36	\$10,889.00
C. APPLICANT AGES	0BD	%	1BD	%	2BD	%	3BD	%	4BD	%	5BD	%	Appn	Total	%	Avg. Inc.	Med. Inc.
62+ ("Elderly")**	940	43%	465	31%	189	7%	53	4%	16	6%	4	15%	1,667	1,667	21%	12,137.18	\$9,648.00
50-61 (Near Elderly)**	634	29%	393	26%	387	14%	138	12%	27	10%	3	12%	1,582	1,582	20%	12,596.55	\$9,991.00
25-49	566	26%	518	35%	1,791	63%	906	76%	218	81%	19	73%	4,018	4,019	50%	15,496.68	\$12,480.00
20-24	41	2%	97	6%	421	15%	92	8%	6	2%	0	0%	657	657	8%	13,868.38	\$11,283.00
18-19	10	0%	26	2%	47	2%	1	0%	3	1%	0	0%	87	87	1%	10,326.41	\$7,584.00
All Ages	2,191	100%	1,499	100%	2,835	100%	1,190	100%	270	100%	26	100%	8,011	8,012	100%	13,993.85	\$10,839.00

** HUD Terms

*** Please notice that difference of total WL on AGES table is caused by DOB not given.

ATTACHMENT # 1

HPHA - PUBLIC HOUSING WAITING LIST -Section 8- 06/30/2008

7/10/2008

A. WAITING LIST ACTIVITY	0BD	1BD	2BD	3BD	4BD	5BD	Total Applications	Total Applicants
Previous Applicants (a)	1,478	575	1,183	562	162	32	3,992	3,993
New Applicants (b)	0	1	0	1	0	0	2	2
Cancelled/Withdrawn Applicant	0	0	0	1	0	0	1	1
Denied Applicants	17	0	10	6	3	0	36	36
Housed Applicants	0	0	0	0	1	0	1	1
Pending Applicants (a) + (b)	1,478	576	1,183	563	162	32	3,994	3,995

Actual No. of Applicants: 3,995

B. RACE AND ETHNICITY	0BD	%	1BD	%	2BD	%	3BD	%	4BD	%	5BD	%	Appn	Total	%	Avg. Inc.	Med. Inc.
White	426	29%	126	22%	138	12%	41	7%	4	2%	2	6%	737	737	18%	\$6,855.24	\$0.00
African American	42	3%	16	3%	24	2%	10	2%	1	1%	0	0%	93	93	2%	\$8,190.63	\$6,611.50
Native American	20	1%	8	1%	12	1%	4	1%	1	1%	0	0%	45	45	1%	\$8,789.17	\$6,990.00
Asian or Pacific	990	67%	426	74%	1,009	85%	508	90%	156	96%	30	94%	3,119	3,120	78%	\$8,680.89	\$5,016.00
Total	1,478	100%	576	100%	1,183	100%	563	100%	162	100%	32	100%	3,994	3,995	100%	\$8,338.66	\$5,016.00
Hispanic	157	11%	64	11%	92	8%	37	7%	8	5%	1	3%	359	359	9%	\$7,473.13	\$0.00
Non-Hispanic	1,321	89%	512	89%	1,091	92%	526	93%	154	95%	31	97%	3,635	3,636	91%	\$8,424.40	\$5,112.00
C. APPLICANT AGES	0BD	%	1BD	%	2BD	%	3BD	%	4BD	%	5BD	%	Appn	Total	%	Avg. Inc.	Med. Inc.
62+ ("Elderly")**	219	15%	79	15%	49	4%	20	4%	8	5%	3	10%	378	378	10%	\$8,420.86	\$7,236.00
50-61 (Near Elderly)**	1,011	70%	298	55%	431	38%	191	35%	39	26%	10	32%	1,980	1,981	51%	\$3,756.17	\$0.00
25-49	217	15%	146	27%	545	48%	312	58%	103	68%	18	58%	1,341	1,341	35%	\$15,050.89	\$12,072.00
20-24	3	0%	15	3%	100	9%	19	4%	1	1%	0	0%	138	138	4%	\$14,274.01	\$11,472.00
18-19	1	0%	3	1%	6	1%	0	0%	0	0%	0	0%	10	10	0%	\$8,463.30	\$6,204.00
All Ages	1,451	100%	541	100%	1,131	100%	542	100%	151	100%	31	100%	3,847	3,848	100%	\$8,338.66	\$5,016.00

** HUD Terms

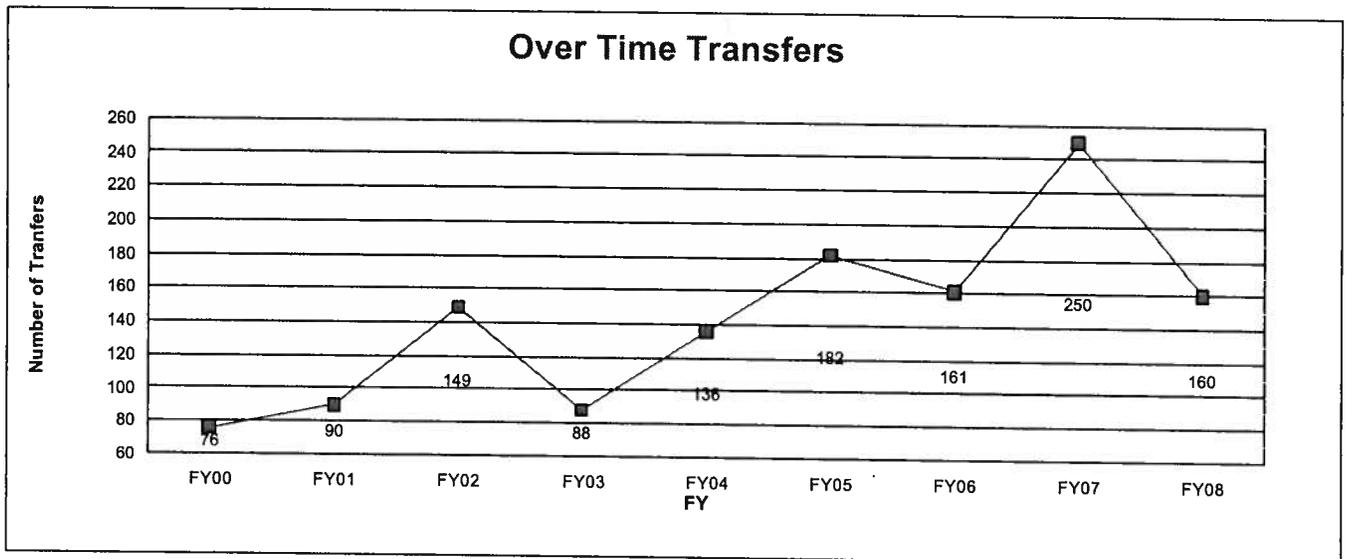
*** Please notice that difference of total WL on AGES table is caused by DOB not given.

ATTACHMENT # 1

HPHA - OVER TIME NUMBER OF TRANSFER

07/10/2008

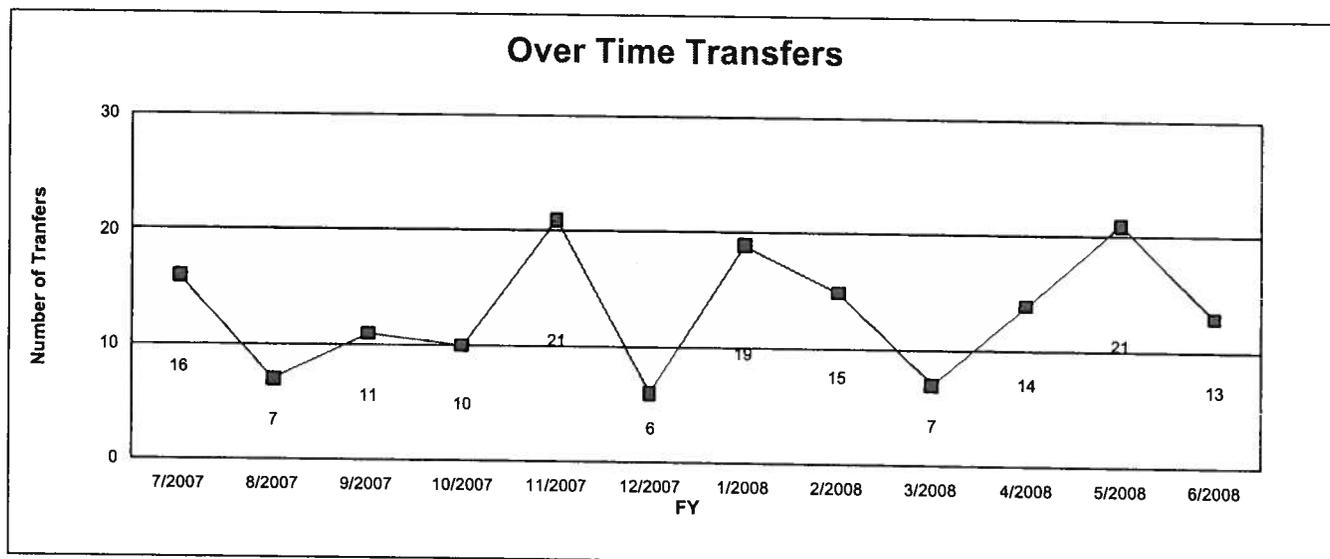
	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	Total
HI001000030	1	15	8	4	14	16	9	15	13	95
HI001000031	1	0	30	3	9	53	15	49	6	166
HI001000032	1	6	0	10	5	11	11	7	6	57
HI001000033	2	4	13	2	4	11	11	14	4	65
HI001000034	5	7	12	6	19	13	17	11	4	94
HI001000035	1	3	9	2	11	4	6	21	13	70
HI001000037	22	2	18	7	2	5	18	18	18	110
HI001000038	4	5	3	2	8	5	8	11	12	58
HI001000039	1	2	1	2	0	0	3	0	2	11
HI001000040	3	13	17	22	24	26	25	38	29	197
HI001000043	4	1	4	6	0	3	8	10	29	65
HI001000044	14	4	4	5	23	18	8	19	10	105
HI001000045	13	18	11	5	2	11	13	14	7	94
HI001000046	0	3	2	3	2	2	2	3	1	18
HI001000049	1	3	12	6	3	2	4	15	4	50
HI001000050	3	4	5	3	10	2	3	5	2	37
Total	76	90	149	88	136	182	161	250	160	1,292



HPHA - NUMBER OF TRANSFERS FOR FISCAL YEAR 2008

07/10/2008

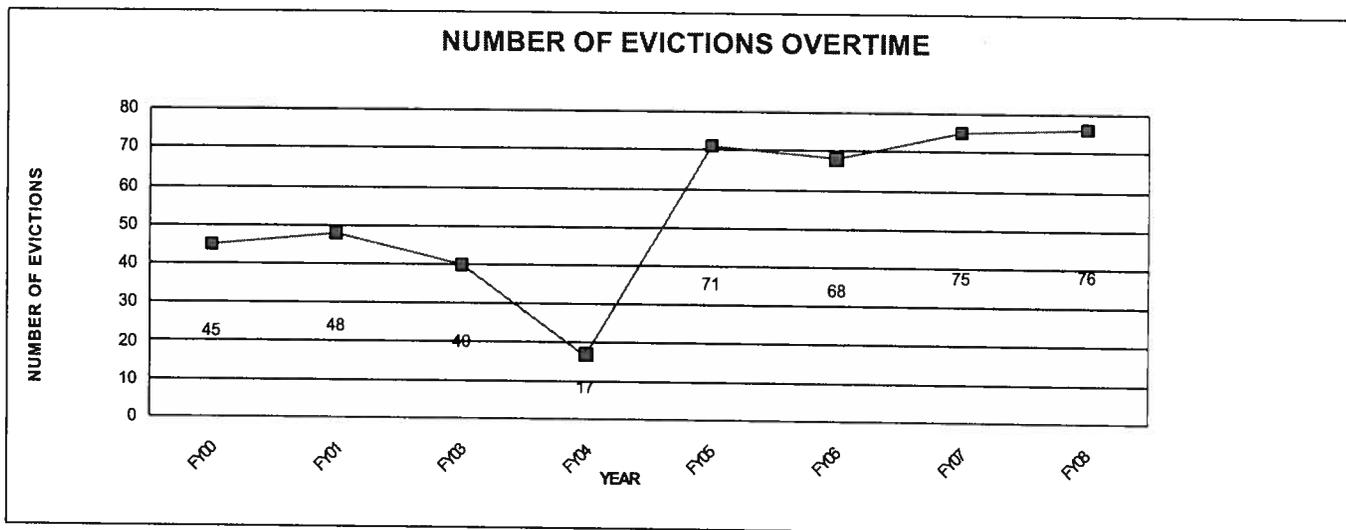
	7-07	8-07	9-07	10-0	11-0	12-0	1-08	2-08	3-08	4-08	5-08	6-08	Total
HI001000030	0	0	1	1	0	2	1	1	1	1	3	2	13
HI001000031	2	1	0	0	1	0	0	0	1	0	1	0	6
HI001000032	0	0	0	2	0	0	1	1	0	0	2	0	6
HI001000033	0	1	1	2	0	0	0	0	0	0	0	0	4
HI001000034	0	0	0	1	0	0	1	1	0	0	0	1	4
HI001000035	2	1	0	1	0	3	0	1	0	2	2	1	13
HI001000037	1	0	2	0	1	0	3	1	2	4	3	1	18
HI001000038	0	0	2	1	0	0	1	0	0	3	4	1	12
HI001000039	0	0	1	0	0	0	0	0	0	1	0	0	2
HI001000040	3	3	1	0	4	0	2	4	0	2	4	6	29
HI001000043	1	0	1	0	12	0	8	4	3	0	0	0	29
HI001000044	2	0	1	0	3	0	1	2	0	0	1	0	10
HI001000045	4	0	1	1	0	0	0	0	0	0	1	0	7
HI001000046	0	0	0	1	0	0	0	0	0	0	0	0	1
HI001000049	0	0	0	0	0	1	1	0	0	1	0	1	4
HI001000050	1	1	0	0	0	0	0	0	0	0	0	0	2
Total	16	7	11	10	21	6	19	15	7	14	21	13	160



HPHA - ANNUAL EVICTIONS

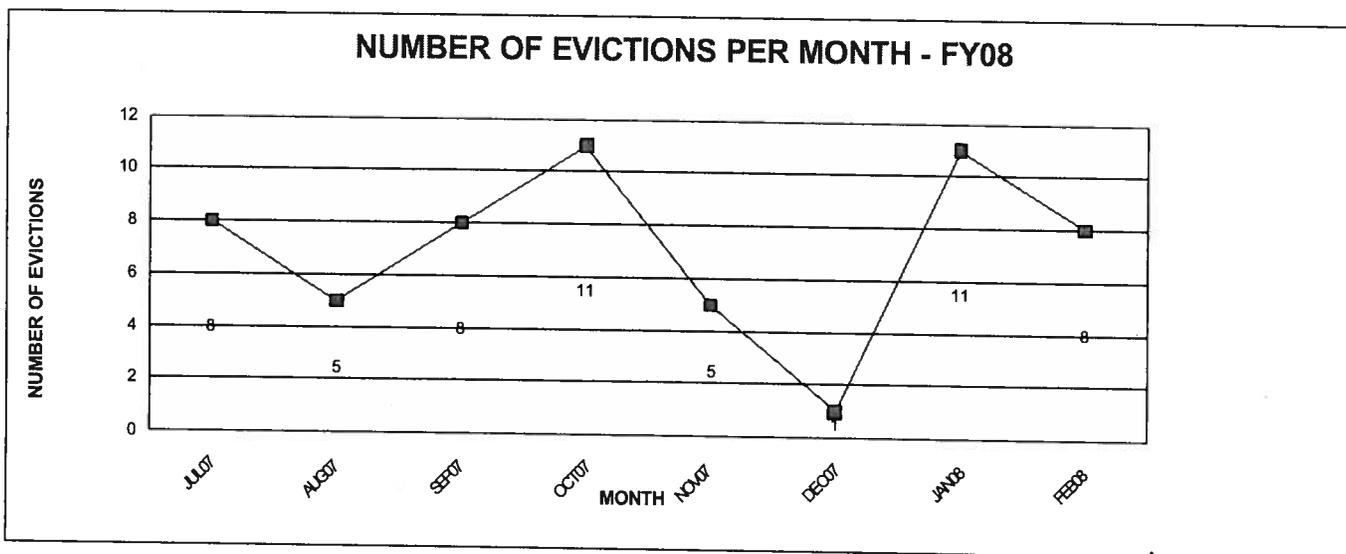
7/10/2008

	FY00	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08	TOTAL
EVICTED	45	48	32	40	17	71	66	75	76	470
IN EVICTION PROCESS	0	0	0	0	0	0	2	0	0	2
TOTAL	45	48	32	40	17	71	68	75	76	472



	JUL07	AUG07	SEP07	OCT07	NOV07	DEC07	JAN08	FEB08	APR08	MAY08	JUN08	TOTAL
EVICTED	8	5	8	11	5	1	11	8	7	5	7	76

* There were no evictions during March 2008



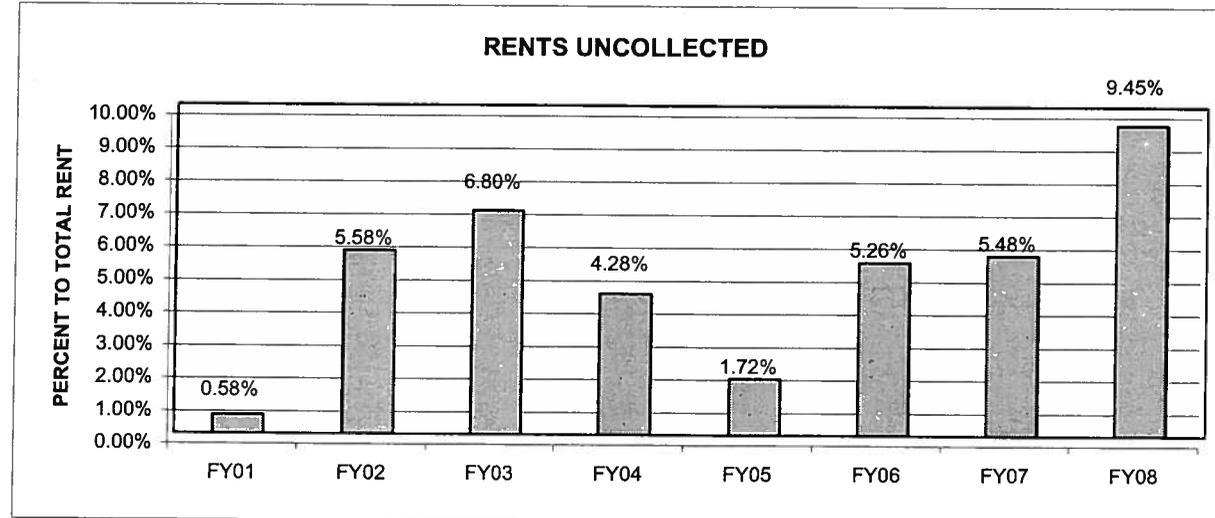
HPHA - RENTS UNCOLLECTED - Over Time

6/31/2008

* Report represents only Monthly Rent - Excluded Prepayments, Retro Payments, Back Charges, Beginning Balances, etc.

Fiscal Year	FY01	FY02	FY03	FY04	FY05	FY06	FY07	FY08
Rent Roll	\$13,039,423.00	\$12,780,631.00	\$12,902,031.00	\$13,628,610.00	\$13,606,274.00	\$14,144,101.00	\$15,906,820.00	\$17,225,524.00
Negative Rents	\$4,790.59	\$611.00	\$2,366.84	\$16,647.00	\$1,886.24	\$139,448.00	\$203,929.00	\$234,659.00
(A) Total Gross Rent	\$13,044,213.59	\$12,781,242.00	\$12,904,397.84	\$13,645,257.00	\$13,608,160.24	\$14,283,549.00	\$16,110,749.00	\$17,460,183.00
Uncollected Rent Current	\$3,881.30	\$724.05	\$6,337.74	\$16,341.00	\$33,907.81	\$96,416.15	\$223,664.00	\$513,230.77
Uncollected Rent Vacated	\$67,280.72	\$151,904.07	\$158,230.57	\$203,967.62	\$199,651.10	\$273,974.77	\$429,563.98	\$290,858.41
Collection Write-Offs	\$4,087.37	\$560,552.63	\$713,283.76	\$363,633.87	\$0.00	\$380,464.84	\$228,908.59	\$845,673.96
(B) Total Uncollected Rent	\$ 75,249.39	\$ 713,180.75	\$ 877,852.07	\$ 583,942.49	\$ 233,558.91	\$ 750,855.76	\$ 882,136.57	\$ 1,649,763.14
PHAS Ratio (B/A)	0.58%	5.58%	6.80%	4.28%	1.72%	5.26%	5.48%	9.45%
PHAS Standard	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%

ATTACHMENT #1



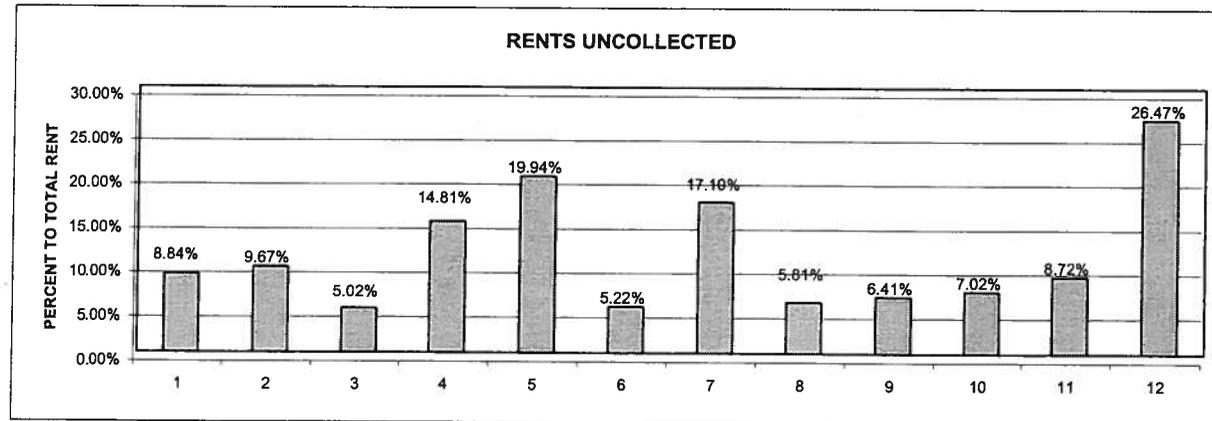
HPHA - RENTS UNCOLLECTED - Fiscal Year 2008

07/10/2008

* Report represents only Monthly Rent - Excluded Prepayments, Retro Payments, Back Charges, Beginning Balances, etc.

Fiscal Year	07/2007	08/2007	09/2007	10/2007	11/2007	12/2007	01/2008	02/2008	03/2008	04/2008	05/2008	06/2008
Rent Roll	1,410,591.00	1,419,717.00	1,428,534.00	1,417,751.00	1,435,304.00	1,435,365.00	1,432,579.00	1,435,104.00	1,438,389.00	1,443,384.00	1,461,626.00	1,467,180.00
Negative Rents	19,176.00	19,709.00	19,257.00	18,840.00	19,920.00	19,161.00	19,484.00	19,044.00	19,440.00	19,512.00	21,268.00	19,848.00
(A) Total Gross Rent	\$ 1,429,767.00	\$ 1,439,426.00	\$ 1,447,791.00	\$ 1,436,591.00	\$ 1,455,224.00	\$ 1,454,526.00	\$ 1,452,063.00	\$ 1,454,148.00	\$ 1,457,829.00	\$ 1,462,896.00	\$ 1,482,894.00	\$ 1,487,028.00
Uncollected Rent Current	31,787.69	33,989.32	36,391.69	37,276.49	43,675.38	46,769.73	57,466.91	64,306.51	74,091.40	88,580.29	116,944.43	185,761.28
Uncollected Rent Vacated	42,083.41	34,828.64	36,238.30	33,089.21	31,917.49	29,097.85	29,373.98	20,088.08	19,413.65	14,151.80	12,392.44	3,459.39
Collection Write-Offs	52,478.76	70,388.18	0.00	142,374.81	214,528.61	7.25	161,416.97	34.00	0.00	0.00	0.00	204,445.38
(B) Total Uncollected Rent	\$ 126,349.86	\$ 139,206.14	\$ 72,629.99	\$ 212,740.51	\$ 290,121.48	\$ 75,874.83	\$ 248,257.86	\$ 84,428.59	\$ 93,505.05	\$ 102,732.09	\$ 129,336.87	\$ 393,666.05
PHAS Ratio (B/A)	8.84%	9.67%	5.02%	14.81%	19.94%	5.22%	17.10%	5.81%	6.41%	7.02%	8.72%	26.47%
PHAS Standard	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%

ATTACHMENT # 1



HPHA MAINTENANCE WORK ORDERS - PHAS - From 07/01/2007 to 05/31/2008

07/10/2008

EMERGENCY WORK ORDERS

	7-07	8-07	9-07	10-07	11-07	12-07	1-08	2-08	3-08	4-08	5-08	Total
COMPLETED WITHIN 24 HOURS	157	306	285	232	223	284	369	389	281	138	104	2,768
COMPLETED OVER 24 HOURS	5	11	11	19	11	12	9	39	39	6	6	168
UNFINISHED	0	1	0	0	0	0	0	0	0	0	0	1
CANCELLED/CORRECTED	2	3	2	2	3	5	6	4	8	2	4	41
Total	164	321	298	253	237	301	384	432	328	146	114	2,978

Percent within 24 hours (PHAS): 93.55%

PHAS Grade A = 99% or Higher.

NON-EMERGENCY WORK ORDERS

	7-07	8-07	9-07	10-07	11-07	12-07	1-08	2-08	3-08	4-08	5-08	Total
COMPLETED WITHIN 30 DAYS	2,399	3,419	2,870	3,345	2,698	2,748	2,719	2,423	2,462	2,182	1,956	29,221
COMPLETED OVER 30 DAYS	62	154	72	69	88	200	202	196	126	103	20	1,292
UNFINISHED	15	47	39	31	57	138	105	100	191	259	250	1,232
CANCELLED/CORRECTED	35	55	47	60	61	101	79	88	95	42	30	693
Total	2,511	3,675	3,028	3,505	2,904	3,187	3,105	2,807	2,874	2,586	2,256	32,438

Average number of days per WO (PHAS): 12.42

PHAS Grade A = Average of 25 Days or Less.

ATTACHMENT # 1

Work Order and Labor Ratio - Federal Only - from 7/1/2004 to 6/30/2008

	FY05			FY06			FY07			FY08		
	Count of WO	Count of Workers	Ratio WO/ Worker	Count of WO	Count of Workers	Ratio WO/ Worker	Count of WO	Count of Workers	Ratio WO/ Worker	Count of WO	Count of Workers	Ratio WO/ Worker
HI001000030	3,681	44	83.66	3,257	44	74.02	3,257	45	72.38	3,880	37	104.86
HI001000031	2,055	48	42.81	2,112	36	58.67	2,112	67	31.52	1,866	47	39.70
HI001000032	2,470	53	46.60	2,788	61	45.70	2,788	47	59.32	2,967	54	54.94
HI001000033	2,613	45	58.07	2,721	47	57.89	2,721	44	61.84	2,797	48	58.27
HI001000034	5,829	43	135.56	5,469	37	147.81	5,469	30	182.30	4,068	29	140.28
HI001000035	3,852	48	80.25	3,722	42	88.62	3,722	46	80.91	3,506	44	79.68
HI001000037	1,634	11	148.55	1,263	17	74.29	1,263	26	48.58	1,098	10	109.80
HI001000038	2,560	15	170.67	2,273	22	103.32	2,273	19	119.63	2,182	12	181.83
HI001000039	1,939	22	88.14	2,359	22	107.23	2,359	13	181.46	2,232	11	202.91
HI001000040	4,677	71	65.87	4,463	49	91.08	4,463	59	75.64	4,432	45	98.49
HI001000043	1,145	12	95.42	689	7	98.43	689	9	76.56	374	7	53.43
HI001000044	690	22	31.36	1,400	32	43.75	1,400	26	53.85	870	22	39.55
HI001000045	1,266	25	50.64	1,159	14	82.79	1,159	22	52.68	1,236	16	77.25
HI001000046	382	7	54.57	399	8	49.88	399	7	57.00	624	5	124.80
HI001000049	136	18	7.56	200	17	11.76	200	16	12.50	1,333	12	111.08
HI001000050	648	14	46.29	671	11	61.00	671	17	39.47	622	36	17.28
	37,374	250	149.50	35,577	229	155.36	34,945	245	142.63	34,087	235	145.05

ATTACHMENT #1

**HAWAII PUBLIC HOUSING AUTHORITY
VACANT UNIT REPAIR STATUS REPORT**

	Construction		Vacant Units		
	Start	End	7/1/07 to 12/31/07	1/1/08 to 6/30/08	FFY 09
2007-2008 Repair and Maintenance Funds					
Hoolulu Termite Repair (Waipahu)	8/1/2007	completed 12/01/07	9		
Phase 1 - Kalihi Valley Homes A&B Units (Contract)	12/15/2007	completed 6/30/2008		49	
Phase 2 - Oahu A&B Units (Contract)	4/15/2008	completed 6/30/08		29	
Phase 2A - Mayor Wright Homes	To be funded with 2009 Vacant Unit Repair & Maintenance Funds				
Phase 3 - Outer Islands A&B Units (Contract) (Hilo)	1/1/2008	completed 6/30/08		46	
Phase 4 - Kahale Kahaluu tenant relocation A&B Units (Contract)	5/12/2008	completed 6/30/08		8	10
Phase 5 - Maui Vacant Units	6/25/2008	10/28/2008			24
Phase 6 - Makamae	7/2/2008	9/29/2008			24
Pomaikai Abatement	10/15/2007	completed 1/1/2008		6	
Makua Alii Vacant Unit Repair	6/30/2008	7/31/2008			2
Noelani Burned Unit Repair	6/30/2008	7/31/2008			1
David Malo Burn Unit	9/22/2007	2/1/2009			1
Lokahi Re-tiling	11/15/2007	completed 12/15/2007	5		
Hanamaulu - Repair Unit 14R	10/1/2007	8/1/2008			1
2007-2008 Capital Improvement Program					
Kalihi Valley Homes Phase 4 w/ Retaining wall	6/1/2008	4/1/2009			22
Kuhio Park Terrace: Sewer Repair	1/1/2009	12/1/2009			22
* Lokahi: Site Work and Bath Renovations (Big Island)	7/1/2008	4/1/2009			9
* Mayor Wright Homes: Kitchen/Bath Repairs	1/1/2009	1/1/2011			16
Capital Fund Contracts FFY2004 & 2005					
Lanakila Phase 3A (Big Island)	9/1/2008	10/1/2009			20
Kahale Kahaluu (Big Island)	1/2007	completed 11/2007	50		
Capital Fund Contracts FFY2006					
Kalihi Valley Homes Phase 3B Construction	7/1/2008	5/1/2009			27
* Paoakalani - Roofing, Conc Spall Repair & Parapet Wall Constr	7/1/2008	11/1/2008			10
Capital Fund Contracts FFY2007					
Kauhale Ohana - 4 type C	11/1/2007	completed 5/19/08		4	
Roof Repair - Kaahumanu, Mayor Wright, Wahiawa Terrace, Kuhio Park Terrace, Kuaioakalani	7/1/2008	5/1/2009			12
Termite Repair - Hui O'Hanamaulu, Kalaheo, Kuhio Park Terrace	7/1/2008	5/1/2009			6
Other State Funds					
Hauiki Abatement		completed	13		
Sub Total			77	142	211
Total Vacant Units					430
* indicates additional funding required to construct					

**HAWAII PUBLIC HOUSING AUTHORITY
REPAIR and MAINTENANCE AND CAPITAL PROJECTS**

	Budget			Construction		Vacant Units Affected	Units Rent Ready	Units Filled
	Design	*	Construction	Start	End			
2007-2008 Repair and Maintenance Funds (\$4.5M)								
\$ 3,000,000								
Hoolulu Termite Repair (Waipahu)			\$ 73,973	8/1/2007	completed 12/1/2007	9	2	1
Phase 1 - Kalihi Valley Homes A&B Units (Contract)			\$ 925,000.00	12/15/2007	completed 6/30/08	49	20	20
Phase 2 - Puahala Homes, Kamehameha Homes, Kaahumanu Homes, Kuhio Park Terrace, Kalanihūia, Spencer House Phase 2A - Mayor Wright Homes			\$ 449,000	4/15/2008	8/28/2008	33		
				To be funded with 2009 Vacant Unit Repair & Maintenance Funds				
Phase 3 - Outer Islands A&B Units (Contract) (Hilo)			\$ 192,060	1/1/2008	completed 6/30/2008	46		
Phase 4 - Kahale Kahaluu tenant relocation A&B Units (Contract)			\$ 223,934	5/12/2008	7/31/2008	18		
Phase 5 - Kahekili Terrace, Makani Kai Hale, David Malo Circle, Piilani Homes			\$ 394,910	6/25/2008	10/28/2008	24		
Phase 6 - Makamae Vacant Units	(4)		\$ 235,000	7/2/2008	9/29/2008	24		
Hauiki Abatement and Vacant Unit Repair			\$ 13,167		completed 3/15/08			
Pomaikai Abatement			\$ 35,761	10/15/2007	completed 1/1/2008	6	6	6
Kahale Mua Gutter Repair			\$ 48,915					
Kahekili Terrace Roof Repair			\$ 48,500					
Kuhio Park Terrace: Repair Burned Unit (included in Phase 2)								
CM Repair at KVH			\$ 12,000.00					
Makua Aalii Vacant Unit Repair			\$ 25,970.00	6/30/2008	7/31/2008	2		
Noelani Burned Unit Repair			\$ 46,585.00	6/30/2008	7/31/2008	1		
Management Unit Repairs (Contract/Materials)								
David Malo Circle - Fire Damage			\$ 860	9/22/2007	2/1/2008	1		
Repair Materials			\$ 255,000	on going				
Lokahi Re-tiling			\$ 13,695	11/15/2007	completed 12/15/2007	5	5	5
Hanamaulu - Interior Sewer repair			\$ 4,735					
Hanamaulu - Repair Unit 14R			\$ 934	10/1/2007	8/1/2008	1		
SUBTOTALS (Design and Construction for \$3M)			\$ 3,000,000		Subtotal	219	33	32
Balance			\$ -					
\$ 1,000,000								
\$ 584,556								
			General R&M					
			Annual Base R&M					
			Design		Construction			
Kalihi Valley Homes Gym Ceiling Renovation			\$ 9,999	10/1/2007	completed 10/19/2007			
Hale Hookipa Tree Removal (Big Island)			\$ 72,916	10/26/2007	completed 12/1/2007			
Lai'ola Booster Pump Replacement (Wahiawa)			\$ 28,500	9/15/2007	completed 12/1/2007			
Puuwai Momi: Roof & Gutter Repair (Halawa)	\$ -		\$ 42,875	2/1/2008	completed 4/1/2008			
Makamae Hot Water Pump			\$ 2,073	11/1/2007	completed 3/1/2008			
Punchbowl Homes Walkway Roof Repair			\$ 3,750	10/1/2007	completed 12/14/2007			
Kalanihūia: Trash Chute Repair	\$ -		\$ 17,650	4/7/2008	completed 4/11/2008			
Hilo: OCCC (Unit and Site Repairs)	\$ -		\$ 19,785	7/1/2007	completed 6/30/2008			
Ho'olulu/Kamalu: Emergency Call System (Waipahu)	\$ 72,040	(1)	\$ -	5/1/2008	completed 5/1/2009			
Bldg E - Design Build Supplement Contract Nos 1 to 4			\$ 5,399					
Bldg M - New Data Ground			\$ 220					
Bldg A - New AC for Server Room			\$ 25,800		completed 6/20/2008			
Elevator Repairs			\$ 136,678	on going				
Small Water Jetter for CM			\$ 4,721					
Large Water Jetter for CM			\$ 40,563					
Recurring Maintenance Contracts								
MU Small Purchases and Materials			\$ 514,216					
Refuse Collection	\$ -		\$ 587,370					
SUBTOTAL	\$ 72,040		\$ 1,512,516		Subtotal	0		
SUBTOTAL (Design and Construction for \$1.5M)			\$ 1,584,556					
Balance		(4)	\$ 0					
TOTAL (Design and Construction for \$3M + \$1.5M)			\$ 4,584,556					
2006-2007 Capital Improvement Program (\$2.0M) Large Capacity Cesspool Conversion								
			Design		Construction			
M&E Pacific - Design for Maui and Kauai	\$ 284,750	(5)		6/3/2008				
Okahara & Associates - Supplemental Contract for Big Island Design	\$ 15,250	(11)						
Lokahi, Halaula Teacher Cottage, Ka'u Teacher Cottage (Big Island)			\$ 752,949	2/1/2008	10/1/2008			
Nani O'Puna & Hale Aloha O'Puna (Big Island)		(7)	\$ 388,087	2/1/2008	10/1/2008			
Noelani I & II and Waimea Teacher Cottage (Big Island)	\$ -		\$ 558,964	7/25/2007	Completed 5/1/2008			
SUBTOTALS	\$ 300,000		\$ 1,700,000					
TOTAL (Design and Construction)			\$ 2,000,000					
Balance			\$ -					
*Legend - See Page 3								

EXHIBIT b

032

**HAWAII PUBLIC HOUSING AUTHORITY
REPAIR and MAINTENANCE AND CAPITAL PROJECTS**

	Budget		Construction		Vacant Units Affected	Units Rent Ready	Units Filled
	Design	* Construction	Start	End			
2006-2007 Capital Improvement Program (\$5M, previously shown as \$4.9M)							
	Design		Construction				
Past CIP work	\$ 50,000		\$ 50,000				
Hawaii Vertical Transportation (Elev. R&M)	\$ -		\$ 360,966	10/1/2006	completed 6/30/2007		
Puahala: Site Work, Sidewalks, Retaining Wall	\$ 155,420	(10)		8/1/2008	10/1/2009		
Hale Poai: Fire Alarm, Landscape Sprinklers, Heat Pumps	\$ 318,414	(10)		8/1/2008	8/1/2009		
Elevator Consulting Services	\$ 716,242	(6)		7/11/2008	1/10/2013		
Lanakila: Disability Fair Housing Renovations (Big Island)	\$ 273,349	(10)		7/1/2008	12/1/2008		
Makani Kai Hale: Siding & Electrical Work (Maui)	\$ 159,037	(10)					
Kahekili Terrace (Bldg A & B: 82 units): Roof & Solar Repairs (Maui)	\$ 365,445	(10)					
Puuwai Momi: Electrical Distribution System (Halawa)	\$ 10,428	(10)					
Hale Hauoli: Roofing and Interior Repairs (Big Island)	\$ 255,932	(10)		6/16/2008	5/11/2010		
Kuhio Park Terrace: Sewer Repair	\$ 284,696	(10)					
Lokahi: Site Work and Bath Renovations (Big Island)	\$ 374,507	(10)		7/1/2008	4/1/2009		
Lai'ola: Fire Alarm System (Wahiawa)	\$ 36,307	(10)					
Kupuna Home Waialua: Sewage Trtmt Plant (Waialua)	\$ 262,107	(10)					
LCCC - Nani O'Puna & Hale Aloha O'Puna (Big Island)		(7)	\$ 488,513	2/1/2008	1/1/2009		
LCCC - Lailani & Kealahou Supplemental Contract #1		(11)	\$ 700				
Okahara & Associates - Supplemental Contract for Big Island Design	\$ 12,858	(12)					
LCCC - Hale Hauoli, Honokaa Teacher Cottage, Nani Olu, & Hale Hookipa (Big Island)	\$ -	(9)	\$ 825,079	6/1/2008	4/1/2009		
SUBTOTALS	\$ 3,274,742		\$ 1,725,258				
TOTAL (Design and Construction)			\$ 5,000,000				
Balance			\$ -				
2006-2007 Capital Improvement Program (\$500K)							
Paiole Rockfall Mitigation	\$ 138,200.84		\$ 388,690.95	7/15/2008	11/23/2008		
SUBTOTALS							
TOTAL (Design and Construction)							
2006-2007 Capital Improvement Program Associated with Modernization							
Lanakila IIA/IIB: Overage on TDC	\$ 700,000.00	(13)	\$ 1,500,000.00	9/1/2008	9/1/2009		
Lanakila IIIA: Overage on TDC	\$ 350,000.00	(13)	\$ 2,100,000.00	9/1/2008	9/1/2009		
Kalihi Valley Homes Phase 3B: Overage on HDC	\$ -	(14)	\$ 300,000.00	7/1/2008	5/1/2009		
SUBTOTALS	\$ 1,050,000.00		\$ 3,900,000.00				
TOTAL (Design and Construction)	\$ 4,950,000.00						
2007-2008 Capital Improvement Program Elevators (\$5M)							
	Design		Construction				
Minor Elevator Modernization at Ho'olulu, Kamalu, Halia Hale			\$ 600,000	10/1/2009	5/1/2010		
Kalakaua Elevator Modernization			\$ 630,000	2/1/2010	9/1/2010		
Kuhio Park Terrace Elevator Modernization	(6)		\$ 3,763,596	7/15/2008	11/1/2009		
Kalanihulia - Elevator Modernization	(2)		\$ 520,000	8/1/2009	3/1/2010		
Paoakalani - Elevator Modernization	(2)		\$ 450,000	2/1/2010	9/1/2010		
Makua Aili - Elevator Modernization			\$ 450,000	2/1/2010	9/1/2010		
Pumehana Elevator Modernization	(2)		\$ 450,000	8/1/2009	3/1/2010		
Punchbowl Elevator Modernization	(2)		\$ 400,000	11/1/2010	6/1/2011		
Makamae Elevator Modernization	(2)		\$ 400,000	11/1/2010	6/1/2011		
Salt Lake Apt Elevator Modernization	(2)		\$ 200,000	2/1/2010	5/1/2010		
Hale Poai Elevator Modernization			\$ 300,000	10/1/2008	5/1/2009		
Laiola Elevator Modernization			\$ 200,000	12/1/2008	5/1/2009		
Elevator Repairs			\$ 110,245				
Elevator Consultant - Elevator Modernization of 17 Projects	\$ 314,968		\$ -				
SUBTOTALS	\$ 314,968		\$ 8,473,841				
TOTAL (Design and Construction)			\$ 8,788,809				
Balance		(2)	\$ (3,788,809)				
2007-2008 Capital Improvement Program (\$20M)							
	Design		Construction				
Lanakila: Disability Fair Housing Renovations (Big Island)	(10)		\$ 3,000,000	12/1/2008	6/1/2010		
Landscape Architect for Tree Trimming	\$ 75,000						
Mayor Wright Homes: Solar Water Heater	\$ 380,759	(3)					
Makani Kai Hale: Siding & Electrical Work (Maui)	(10)		\$ 750,000	4/1/2008	2/1/2009		
Kahekili Terrace (Bldg A & B: 82 units): Roof & Solar Repairs (Maui)	(10)		\$ 400,000	4/1/2008	10/1/2008		
Puuwai Momi: Electrical Distribution System (Halawa)	\$ 144,922	(10)	\$ 1,000,000	8/1/2008	7/1/2009		
Kalihi Valley Homes Phase 4 w/ Retaining wall	\$ 651,971		\$ 3,000,000	6/1/2008	4/1/2009	22	
Hale Hauoli: Roofing and Interior Repairs (Big Island)	(10)		\$ 2,000,000	5/1/2008	3/1/2009		
Kuhio Park Terrace: Sewer Repair	(10)		\$ 2,000,000	1/1/2009	12/1/2009	22	
Ho'olulu/Kamalu: Emergency Call System (Waipahu)	\$ -	(1)	\$ 500,000	5/1/2008	5/1/2009		
Lokahi: Site Work and Bath Renovations (Big Island)	(10)		\$ 3,000,000	7/1/2008	4/1/2009	9	
Lai'ola: Fire Alarm System (Wahiawa)	(10)		\$ 300,000	6/1/2008	7/1/2008		
Mayor Wright Homes: Kitchen/Bath Repairs	\$ 100,000	(2)		1/1/2009	1/1/2011	16	
Kupuna Home Waialua: Sewage Trtmt Plant (Waialua)	(10)		\$ 120,800	4/1/2008	10/1/2008		
Cesspool Conversions to Sewer Hook Up (\$2M)	\$ -	(5)					
Hana Teacher's Cottages			TBD	10/1/2008	4/1/2009		
Kekaha Ha'aheo, Kalaheo & Hale Hoolulu			TBD	10/1/2008	10/1/2009		
School Street bldg A & C AC and Ltg			\$ 500,000	3/1/2008	7/1/2008		
Puahala: Site Work, Sidewalks, Retaining Wall	(10)		\$ 1,500,000	8/1/2008	10/1/2009		
Hale Poai: Fire Alarm, Landscape Sprinklers, Heat Pumps	\$ -	(10)	\$ 1,500,000	8/1/2008	8/1/2009		
ADA Accessibility for 17 Projects	\$ 700,000	(10)					
SUBTOTALS	\$ 1,352,652		\$ 19,570,800		Subtotal	69	
TOTAL (Design and Construction)			\$ 20,923,452				
Balance		(2)	\$ (923,452)				
*Legend - See Page 3							

EXHIBIT b

033

Elevator Repair Report: Hawaii Public Housing Authority Elevators reported as of 06/30/08

Name	Type	Elevator No.	Repair	No. and duration of Repairs to Elevator for month of June			No. and duration of Repairs to Elevator between 7/1/07 to 6/30/08			Start Date	Date or Estimated Completion of Major Repair	Total Repair Cost as of Report Date
				Less than one day	2 to 7 days	More than 7 days	Less than one day	2 to 7 days	More than 7 days			
Kuhio Park Terrace A	Family	1		2			13		2			\$ 101,222.00
		2		1			7	1	2			\$ 64,727.85
		3					2					\$ 550.00
Kuhio Park Terrace B	Family	4	Parts used to repair #5	Cannot be repaired.					1	06/29/07	Cannot be repaired.	
		5							2			\$ 129,581.38
		6		1			40					
Paoakalani	Elderly	1					2					
		2					1		1			\$ 17,038.90
Kalakaua Home	Elderly	1		2			12	1	1			
		2					4	1				\$ 14,538.60
Ho'olulu Elderly	Elderly	1							1			\$ 12,140.20
		2					1					
Kalanihua	Elderly	1					12	1	1			\$ 27,488.74
		2					13					
Kamalu Elderly	Elderly	1					4	2	1			\$ 9,330.00
		2					3					
Makamae	Elderly	1					2		1			\$ 2,722.51
		2										
Makua Alii	Elderly	1			1		6	2	1			
		2					2					
Punchbowl Homes	Elderly	1					8	2				\$ 23,350.78
		2					6	1	1			
Banyan St Manor	Family	1					2					\$ 2,722.51
Hale Poi	Elderly	1					2	1				
		2		1			2					
Halia Hale	Elderly	1					1					\$ 3,323.02
Kulaokahua	Homeless	1					3					
Laiola	Elderly	1					0					
		2					4					
Pumehana	Elderly	1					6	2				\$ 17,038.74
		2					3					
Salt Lake Apts	Family	1					2					\$ 23,350.78
Wilikina Apts	Family	1					5					\$ 3,323.02
		2					4					\$ 17,038.90
Total		34		7	1	0	172	14	15			
Total Cost for Repairs to date											\$ 469,487.93	

EXHIBIT C

Elevator Modernization Report: Hawaii Public Housing Authority Elevators reported as of 06/30/08

Note: All dates and costs are subject to change

MODERNIZATION (REBUILDING) OF HPHA ELEVATORS													
Name	Housing Type	Elevator No.	Year Elevator Installed	Age of Elevators in Years	Number of Units	Number of Floors	Modernizations Planned		Design & Construction Cost	Funding Source	Design Start	Construction Start	Estimated Construction Completion
							Major	Minor					
Kuhio Park Terrace A	Family	1	1964	43	271	16	3		\$627,266	To be funded w/ 2007 Elevator CIP	Sep-07	Nov-08	Mar-09
		2	1964	43					\$627,266		Sep-07	Mar-09	Jul-09
		3	1981	26					\$627,266		Sep-07	Jul-09	Nov-09
Kuhio Park Terrace B	Family	4	1964	43	298	16	3		\$627,266	To be funded w/ 2007 Elevator CIP	Sep-07	Nov-08	Mar-09
		5	1964	43					\$627,266		Sep-07	Mar-09	Jul-09
		6	1981	26					\$627,266		Sep-07	Jul-09	Nov-09
Kalanihuia	Elderly	1	1968	39	151	15	2		\$560,000	To be funded w/ 2007 Elevator CIP	Aug-08	Aug-09	Nov-09
		2	1968	39							Aug-08	Dec-09	Mar-10
Kalakaua Home	Elderly	1	1983	24	221	10	2		\$700,000	To be funded w/ 2007 Elevator CIP	Aug-08	Feb-10	May-10
		2	1983	24							Aug-08	Jun-10	Sep-10
Wilikina Apts	Family	1	1977	30	119	9	2		\$500,000	Project Funding	Aug-08	Nov-08	Jun-09
		2	1977	30							Aug-08	Nov-08	Jun-09
Paoakalani	Elderly	1	1970	37	151	17	2		\$490,000	To be funded w/ 2007 Elevator CIP	Aug-08	Feb-10	May-10
		2	1970	37							Aug-08	Jun-10	Sep-10
Pumehana	Elderly	1	1972	35	139	21	2		\$485,000	To be funded w/ 2007 Elevator CIP	Aug-08	Aug-09	Nov-09
		2	1972	35							Aug-08	Dec-09	Mar-10
Punchbowl Homes	Elderly	1	1961	46	144	7	2		\$435,000	To be funded w/ 2007 Elevator CIP	Aug-08	Nov-10	Feb-11
		2	1961	46							Aug-08	Mar-11	Jun-11

EXHIBIT d

Elevator Modernization Report: Hawaii Public Housing Authority Elevators reported as of 06/30/08

Note: All dates and costs are subject to change

MODERNIZATION (REBUILDING) OF HPHA ELEVATORS													
Name	Housing Type	Elevator No.	Year Elevator Installed	Age of Elevators in Years	Number of Units	Number of Floors	Modernizations Planned		Design & Construction Cost	Funding Source	Design Start	Construction Start	Estimated Construction Completion
							Major	Minor					
Makua Alii	Elderly	1	1967	40	211	20	2		\$485,000	To be funded w/ 2007 Elevator CIP	Aug-08	Feb-10	May-10
		2	1967	40							Aug-08	Jun-10	Sep-10
Banyan St Manor	Family	1			55	3	1		\$250,000	Project Funding	Aug-08	Oct-08	Aug-09
Salt Lake Apts	Family	1	1970	37	28	8	1		\$220,000	To be funded w/ 2007 Elevator CIP	Aug-08	Feb-10	May-10
Makamae	Elderly	1	1971	36	124	4	2		\$435,000	To be funded w/ 2007 Elevator CIP	Aug-08	Nov-10	Feb-11
		2	1971	36							Aug-08	Mar-11	Jun-11
Hale Poai	Elderly	1	1989	18	206	7	2		\$320,000	To be funded w/ 2007 Elevator CIP	May-08	Oct-08	Mar-09
		2	1989	18							May-08	Dec-08	May-09
Halia Hale	Elderly	1	1995	12	41	5		1	\$255,000	To be funded w/ 2007 Elevator CIP	May-08	Oct-09	Mar-10
Laiola	Elderly	1	1991	16	108	6	2		\$220,000	To be funded w/ 2007 Elevator CIP	May-08	Dec-08	Feb-09
		2	1991	16							May-08	Mar-09	May-09
Kulaokahua	Homeless	1	1992	15	30	3		1	\$60,000	Project Funding (Renovate for ADA compliance)	May-08	Oct-08	Mar-09
Ho'olulu Elderly	Elderly	1	1994	13	112	7		2	\$245,000	To be funded w/ 2007 Elevator CIP	May-08	Oct-09	Mar-10
		2	1994	13							May-08	Dec-09	May-10
Kamalu Elderly	Elderly	1	1993	14	109	7		2	\$240,000	To be funded w/ 2007 Elevator CIP	May-08	Oct-09	Mar-10
		2	1993	14							May-08	Dec-09	May-10
	TOTAL	34			2,518	181	28	6	\$9,663,596				

Average age of elevators 27

EXHIBIT 2

037

FEDERAL LIPH
 HPHA AMP Overview Report
 (As of June 30, 2008)

Name	AMP No.	Total Available Units	Total Occupied Units	HUD "Available for Rent"			Monthly Activity			HUD "NOT Available for Rent"			Application Wait List		Delinquencies for Non-vacated Tenants				Evictions		
				Type A & B Vacant Units	Type C Vacant Units	Rent Ready	Units that Became Rent Ready This Month	Units that Became Vacant This Month	Units Filled During This Month	Units Approved for Modernization	Units Approved for Demolition	Units Approved for Deprogram Use	Family	Elderly	30 to 90 Days		Greater than 90 days		Referred for Evictions During This Month		Decision to Evict This Month
															# of Accounts	Amount (\$)	# of Accounts	Amount (\$)	Rent	Non-Rent	
Aiea	30	361	356	5	0	0	0	4	8			2	see AMP 2 & 49 family		37	21,405.36	10	10,979.90			
Kalihi Valley	31	345	292	3	48	2	2	0	5	27		1	3952		65	62,900.05	40	317,443.84			
Mayor Wright	32	363	352	1	9	1	1	1	1			1	see AMP 2		30	12,567.35	12	38,287.29			
Kamehameha-Kaahumanu	33	371	357	10	1	3	3	6	1			2	see AMP 2		23	14,426.61	15	40,676.85			
Kalakaua	34	570	559	3	5	3	3	2	2	10		3	see AMP 2	1459	1	40.00	0	0			
Kalanihua	35	556	510	20	5	21	0	5	1	28		3	see AMP 2	see AMP 4 elderly	25	13,124.18	16	30,822.86			
Hilo	37	302	261	18	14	9	0	2	5		94	0	570	208	19	10,373.04	12	3,824.54			
Kauai	38	319	302	10	3	4	4	3	8			2	189	87	15	10,981.05	14	66,804.59			
Maui	39	196	139	50	1	6	0	4	1			0	143	62	36	26,338.62	26	115,543.20			
Kuhio Homes - PkTerrace	40	740	709	3	20	8	0	0	11		4	4	see AMP 2		117	51,811.40	20	40,628.38			
Kona	43	200	157	33	3	7	0	0	2			2	881	116	16	7,079.00	7	16,545.17			
Leeward Oahu	44	258	223	29	3	3	3	1	0			2	1758		70	43,134.17	52	169,833.81			
Windward Oahu	45	226	204	5	14	3	0	0	0			0	1287		27	15,438.00	17	38,171.59			
Kamuela	46	101	82	11	5	3	0	0	0			2	see AMP 43		17	9,881.00	11	42,260.45			
Central Oahu	49	149	139	4	2	4	0	0	1			1	922	149	15	10,064.00	11	21,716.29			
Pa'alo	50	114	111	0	0	3	1	0	0			4	see AMP 2		3	2,427.46	0	0.00			
		5171	4753	205	133	80	17	28	46	65	98	29	9,702	2,081	516	\$ 311,991.29	263	\$ 953,538.76	0	0	0

Total Public Housing Units available to rent =	5171
Total Public Housing Units available to rent	5,171
(plus) Units approved by HUD for Modernization	+ 65
(plus) Units approved by HUD for Demolition	+ 98
(plus) Units approved by HUD for Deprogram Use	+ 29
(equals) Total units in Public Housing invento	= 5,363
Total Units Occupied	4753
(plus) Vacant Units - Type A & B	+ 205
(plus) Vacant Units - Type C	+ 133
(plus) Vacant Units - Rent Ready	+ 80
(equals) Total units available for occupancy	= 5,171

Note: Delinquency information - as of May 31, 2008

EXHIBIT 2

HPHA STATE HOUSING Overview Report
(As of June 30, 2008)

MU	Name	Area	Total Units	Total Available Units	Total Occupied Units	STATE HOUSING "Available for Rent"			Monthly Activity			"NOT Available for Rent"		Application Wait List		Delinquencies for Non-vacated Tenants				Evictions		Decision to Evict This Month
						Type A & B Vacant Units	Type C Vacant Units	Total Rent Ready	Units that Became Rent Ready This Month	Units that Became Vacant This Month	Units Filled During This Month	Units Approved for Modernization	Units Approved for Deprogram Use	# of Applicants on Wait List		30 to 90 Days		Greater than 90 days		Referred for Evictions During This Month		
													Family	Elderly	# of Accounts	Amount (\$)	# of Accounts	Amount (\$)	Rent	Non-Rent		
MU 2	Hauiki Homes	Kalihi	46	46	42	4	0	0	0	0	2			7253		14	13,234.00	10	97,886.80			
MU 2	Puahala I, II, III, and IV	Kalihi	128	128	97	7	24	0	0	3	0			see Hauiki		23	11,701.07	12	123,908.46			
MU 7	Lokahi	Hilo	30	30	18	12	0	0	0	0	0			618		4	1,799.23	0	0.00			
MU 8	Kawaiehua - State	Kauai	26	26	25	1	0	0	0	1	2			70		2	775.00	1	1,557.00			
MU 42	Hale Po'ai	Kalihi	206	205	205	0	0	0	0	0	3		1		334	0	0.00	0	0.00			
MU 42	Halia Hale	Kalihi	41	40	40	0	0	0	0	0	0		1		see Hale Po'ai	2	1,045.00	0	0.00			
MU 46	Ke Kumu Elua	Waikalooa	26	26	15	11	0	0	0	0	0			715		6	1,327.00	2	4,998.60			
MU 47	Kahale Maa - State	Molokai	32	32	26	6	0	0	0	0	2			14		8	1,887.00	2	7,861.00			
MU 48	Kamalu	Waipahu	109	108	107	1	0	0	0	0	1		1		85	2	381.00	1	182.00			
MU 48	Ho'olulu	Waipahu	112	112	103	9	0	0	0	1	0			see Kamalu	see Kamalu	see Kamalu						
MU 49	Lai'olia	Wahiawa	108	107	98	9	0	0	0	0	3		1		16	2	203.00	0	0.00			
misc program	Banyan Street Manor	Kalihi	55	54	37	6	11	0	0	0	0		1	403		1	64.00	3	9,936.05			
misc program	Ke Kumu Ekahi	Waikoloa	48	47	45	2	0	0	0	0	3		1	4		1	54.08	0	0.00			
misc program	Wiliikina Apts	Wahiawa	119	118	80	5	33	0	0	1	0		1	287		5	4,645.50	13	21,555.16			
TOTALS			1086	1079	938	73	68	0	0	6	16	0	7	9,364	435	70	\$ 37,115.88	44	\$ 267,885.07	0	0	0

Total Combined State Housing Units available to rent = 1079

Total State Housing Units available to rent 1,079

(plus) Units approved by HPHA for Modernization + 0

(plus) Units approved by HPHA for Demolition + 0

(plus) Units approved by HPHA for Deprogram Use + 7

(equals) Total units in HPHA Housing inventory = 1,086

Total Units Occupied 938

(plus) Vacant Units - Type A & B + 73

(plus) Vacant Units - Type C + 68

(plus) Vacant Units - Rent Ready + 0

(equals) Total units available for occupancy = 1,079

EXHIBIT #

**PROPERTY MANAGEMENT AND MAINTENANCE SERVICES BRANCH STATUS REPORT
Reporting for Month of June 2008**

Federal LIPH

Property Management

Meeting with Palolo Valley and Kalakaua Residents on June 18, 2008 -
Requested by Desiree Kihano – Resident Association Board

1. Issues raised
 - * 3 Vacant Units
 - * Need strong manager
 - * Police don't want to enforce no drinking
 - * Wanted to keep resident manager (previous company employee)
 - * Let Manager know to hire residents for Grounds and Work Orders
2. Office closed for 3 days
 - * Didn't give number to call or no answer
 - * Didn't say going to Kalakaua Office
3. Maintenance employee going into unit - suspected drug activity
4. How management treats certain tenants
5. Stove and heater at 2107-14C
 - * Gas smell coming from back of stove (HPHA found leak and repaired)
6. Building security lights out and timers off
 - * Buildings 1, 2, 7, 8, 9, 13, 15
7. How do residents file claims for damages to personal belongings?
8. Bed bugs infestation
9. Why didn't management go under oath at grievance hearing?

Suggestions made by Stephanie Fo:

1. Employ tenant monitors
2. Tenant patrol
3. Kalakaua – rotate shifts for security guards
4. Have security stand in front to monitor traffic to and from units with suspected drug activity
5. Check on CAP fund money for Kalakaua Roof Repair
6. HPHA employees will be trained by HUD for bed bugs in a few months
7. Manager will check on building security lights and timers

A follow up meeting is scheduled for July 16, 2008 at 5:45 p.m.

Oahu

- Applications completely processed - 309
- Remaining to be inputted at beginning of May - 1125
- Number of vacancies filled - 30
- Number of applications received - 284

Big Island

- Number of vacancies filled - 7

Maui

- Number of vacancies filled - 1

Kauai

- Number of vacancies filled - 8

Vacant Unit Summary

**PROPERTY MANAGEMENT AND MAINTENANCE SERVICES BRANCH STATUS REPORT
Reporting for Month of June 2008**

Federal LIPH

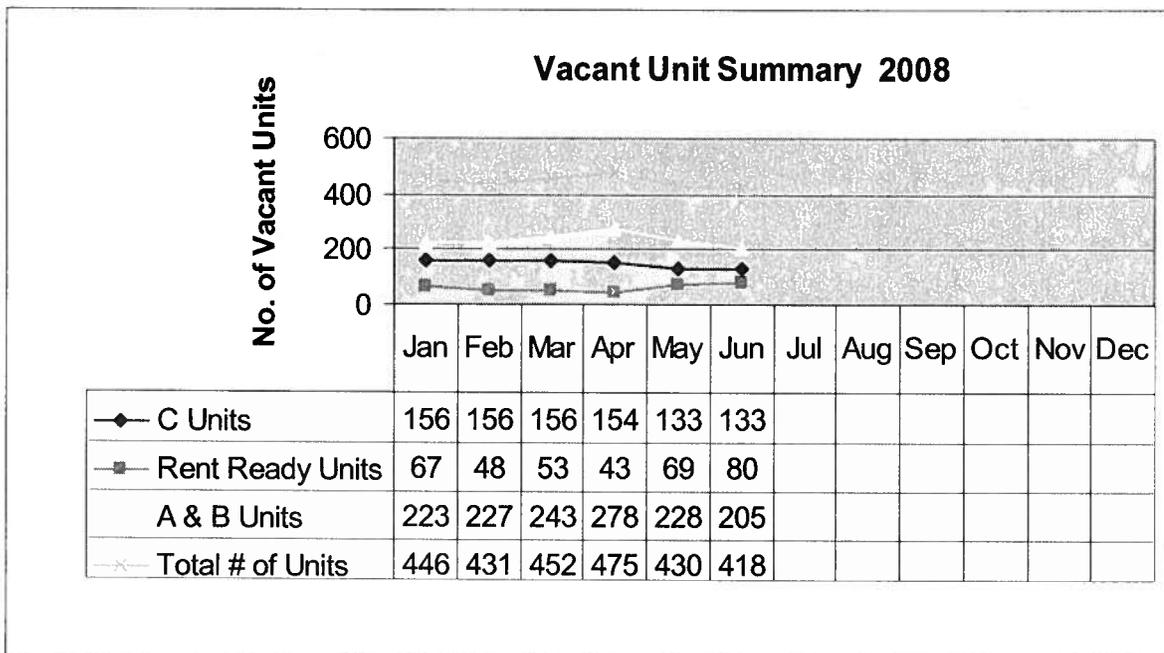
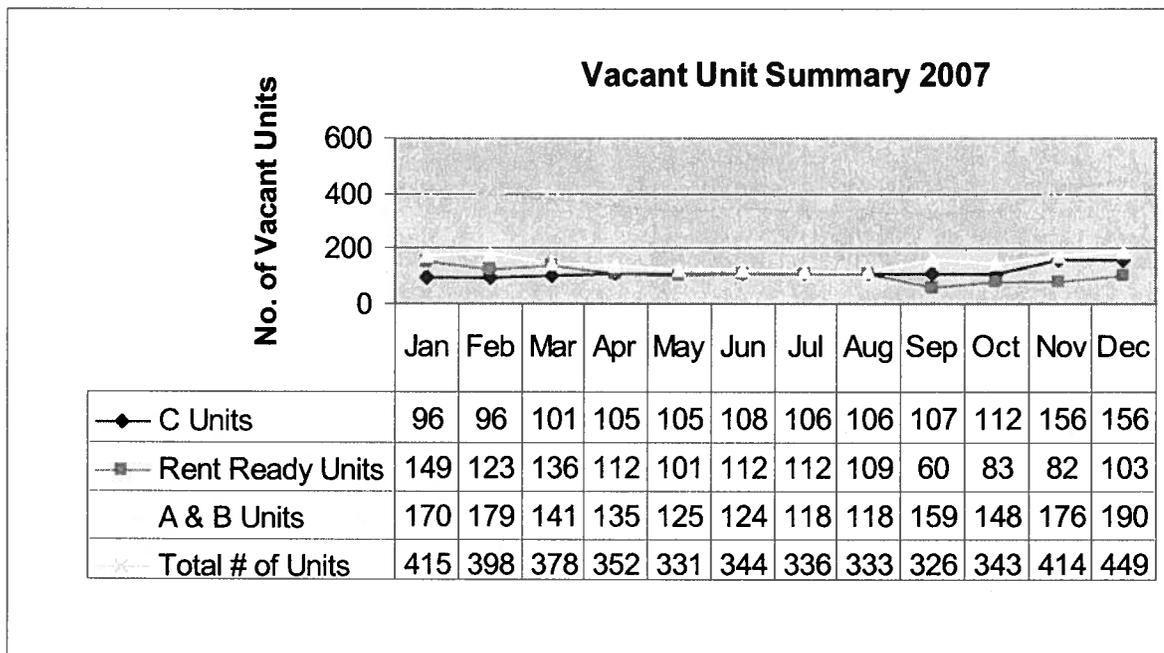


Table Legend:

- C Units: Requires Construction Management Section (CMS) assistance to contract for major repairs and renovations.
- Rent Ready Units: Definition tightened up for September 2007 forward to reflect units actually ready for immediate occupancy. Previous months unit counts included units that needed appliances, cleaning, or were not quite rent ready.
- A & B Units: Generally, Asset Management Projects (AMPs), formerly known as Management Units (MUs), maintenance staff to prepare units for occupancy.

FEDERAL LIPH
Unit Turnaround Report
July 1, 2007 to June 30, 2008

		3	4	5	6	7	8	9												
		Project Name	Project Number	Total Project Units	Total Employee Units	Total Non-Dwelling Units	Total Units Available for Occupancy	Total Vacant Units	Notation	Occupancy rate	Vacancy rate	Turn around Days	Exempted For Capital Fund	Other	Units Turned Over (occupied)	Average Days in Downtime	Average Days in Make Ready Time	Average Days in Lease Up Time	Total Days Vacant	Total Avg Days Unit is Vacant
1	30	Puuwai Momi	HI001000030	363	0	2	361	5		0.99	0.01	2540	0	0	43	8	25	26	2540	59
2	31	Kalihi Valley Homes	HI001000031	373	0	1	345	53	*	0.76	0.25	24947	6253	15253	54	0	49	15	24947	64
3	32	Mayor Wright Homes	HI001000032	364	0	1	363	11		0.97	0.03	6051	2144	0	25	79	30	47	6051	156
3	33	Kaahumanu Homes	HI001000033	373	0	2	371	14		0.96	0.04	2944	0	0	18	114	21	29	2944	164
4	34	Kalakaua	HI001000034	583	1	2	570	11		0.98	0.02	2318	0	121	28	8	30	40	2318	78
5	35	Kalanihua	HI001000035	587	0	3	556	46		0.92	0.08	7632	0	951	40	68	32	67	7632	167
7	37	Hilo	HI001000037	396	0	0	302	41		0.86	0.14	20509	968	0	61	161	87	73	20509	321
8 / 41	38	Kauai	HI001000038	321	0	2	319	17		0.95	0.05	4192	475	0	49	1	61	13	4192	75
9	39	Maui	HI001000039	196	0	0	196	57		0.71	0.29	5641	0	0	22	29	139	88	5641	256
40	40	Kuhio Homes - KPT	HI001000040	748	0	4	740	31		0.96	0.04	6308	0	0	92	25	21	22	6308	68
43	43	Kona	HI001000043	202	0	2	200	43		0.79	0.22	15952	724	0	68	10	145	69	15952	224
44	44	Leeward Oahu	HI001000044	260	0	2	258	35		0.86	0.14	5507	1272	421	22	43	121	10	5507	174
45	45	Windward Oahu	HI001000045	226	0	0	226	22		0.90	0.10	2309	0	0	16	6	102	36	2309	144
46	46	Kamuela	HI001000046	103	0	2	101	19		0.81	0.19	650	0	0	2	1	0	325	650	326
49	49	Central Oahu	HI001000049	150	1	0	149	10		0.93	0.07	8859	147	0	23	0	280	99	8859	379
80	50	Palolo Valley Homes	HI001000050	118	1	3	114	3		0.97	0.03	1037	0	0	7	0	78	70	1037	148

5363	3	26	5171	418	0.90	0.11	117396	11983	16746	570	553	1221	1029	117396	2803
Sub-total	Demo	Total	Vacant	Total Occupied			New Occupancy	Total Days Vacant	Avg Days Vacant						
5363	98	5265	418	4741			570	117396	156						

Notation:
 * Kalihi Valley Homes AMP 30 80 vacant units = 2 units available for rent; 22 vacant C units; 27 mod approved units; 29 former demo apprd (original 47 demo apprd)
 ** Paoakalani AMP 34 12 vacant units = 2 units available for rent; 10 vacant On-sched C mod
 *** Makamae AMP 35 41 vacant units = 13 units available for rent; 28 On-sched C mod; 1 vacant C
 **** Kuhio Park Terrace AMP 40 31 vacant units = 11 units available for rent; 20 vacant On-sched C mod

EXHIBIT h

042

FEDERAL LIPH
Occupancy / Vacancy Report
(As of June 30, 2008)

Occupancy Report
(As of June 30, 2008)

Total Units	5363
Less: Units to be demolished	98
Equals Units available for occupancy (less demolition)	5265

Net Units Available for Occupancy	
Units available for occupancy (less demolition)	5265
Less: Units not available for occ (less vcnt Mod appd, Dgm appd)	94
Equals Net Units Available for Occupancy	5171
Add: Units occupied that are demo approved	0
Total units available for occupancy	5171

Occupancy Report	
Total available units	5171
Less: Total occupied units	4753
Equals Total Vacant Units	418

= Mod C vacant 65 + Approved Deprogrammed 29

Total Occupancy: 92%
Total Vacancy: 8%

EXHIBIT 1

043

FEDERAL LIPH
Occupancy / Vacancy Report
(As of June 30, 2008)

MU

	3	5	6	7	8	9				10	11		Demo -	Mod -	C -	C - not	Demo -	Mod -	
	Project Name	Total Project Units	Total Employee Units	Total Non-Dwelling Units	Total Units Available for Occupancy	Total Vacant Units	Notation	Occupancy rate	Vacancy rate	Total Units Occupied by Flat Rent Paying Low Income Tenants	Total Units Occupied by Low Income Tenants	Total Units Occupied by Elderly/Disable Low Income Tenants	Original total of units available for occupancy	apprvd	apprd	apprd	apprd	occ	occ
1	Puuwai Momi	260	0	0	260	1		1.00	0.00	2	257	60	260						
1	Hale Laulima	36	0	0	36	1		0.97	0.03	0	35	10	36						
1	Waipahu I	19	0	1	18	1		0.94	0.06	0	17	2	19						
1	Waipahu II	20	0	1	19	2		0.89	0.11	0	17	3	20						
1	Salt Lake	28	0	0	28	0		1.00	0.00	0	28	28	28						
2	Kalihi Valley Homes	373	0	1	372	53	*	0.77	0.23	3	289	198	373		27	71			
3	Mayor Wright Homes	364	0	1	363	11		0.97	0.03	0	352	126	364			9			
3	Kaahumanu Homes	152	0	1	151	6		0.96	0.04	0	145	58	152			1			
3	Kamehameha Homes	221	0	1	220	8		0.96	0.04	0	212	86	221						
4	Makua Alii	211	0	1	210	7		0.97	0.03	0	203	203	211			5			
4	Paoakalani	151	1	0	150	2	**	0.99	0.01	0	138	138	151		10				
4	Kalakaua Homes	221	0	1	220	2		0.99	0.01	0	218	0	221						
5	Punchbowl Homes	156	0	0	156	12		0.92	0.08	0	144	136	156						
5	Kalanihuaia	151	0	2	149	4		0.97	0.03	0	145	145	151			1			
5	Makamae	124	0	1	123	13	***	0.86	0.14	0	82	80	124		28	1			
5	Pumehana	139	0	0	139	14		0.90	0.10	0	125	125	139						
5	Spencer House	17	0	0	17	3		0.82	0.18	0	14	5	17			3			
7	Lanakila Homes I	36	0	0	36	1		0.97	0.03	1	34	5	100	64					
7	Lanakila Homes II	44	0	0	44	3		0.93	0.07	0	41	9	44			1			
7	Lanakila Homes III	0	0	0	0	0		0.00	0.00	0	0	0	30	30					
7	Punahale	30	0	0	30	2		0.93	0.07	0	28	7	30						
7	Pomaikai	20	0	0	20	6		0.70	0.30	0	14	14	20			4			
7	Pahala	24	0	0	24	7		0.71	0.29	0	17	17	24						
7	Hale Aloha O Puna	30	0	0	30	14		0.53	0.47	0	16	16	30			9			
7	Hale Olaloa	50	0	0	50	0		1.00	0.00	0	50	50	50						
7	Kauhale O'Hanakahi	20	0	0	20	4		0.80	0.20	0	16	1	20						
7	Lanakila Homes IV	48	0	0	48	4		0.92	0.08	2	42	7	48						
8	Kapaa	36	0	1	35	3		0.91	0.09	1	31	14	36						
8	Hale Hoolulu	12	0	0	12	0		1.00	0.00	0	12	12	12						
8	Hui O Hanamaulu	46	0	1	45	3		0.93	0.07	1	41	16	46						
8	Kalaheo	8	0	0	8	3		0.63	0.38	0	5	2	8			3			
8	Hale Nani Kai O Kea	38	0	0	38	1		0.97	0.03	0	37	35	38						

EXHIBIT 1

044

FEDERAL LIPH
Occupancy / Vacancy Report
(As of June 30, 2008)

MU

EXHIBIT 1

3	5	6	7	8	9				10	11		Demo -	Mod -	C -	C - not	Demo -	Mod -	
Project Name	Total Project Units	Total Employee Units	Total Non-Dwelling Units	Total Units Available for Occupancy	Total Vacant Units	Notation	Occupancy rate	Vacancy rate	Total Units Occupied by Flat Rent Paying Low Income Tenants	Total Units Occupied by Low Income Tenants	Total Units Occupied by Elderly/Disable Low Income Tenants	Original total of units available for occupancy	apprvd	apprd	apprd	apprd	occ	occ
9 David Malo Circle	18	0	0	18	4		0.78	0.22	0	14	4	18			1			
9 Kahekili Terrace	82	0	0	82	26		0.68	0.32	2	54	8	82						
9 Piilani	42	0	0	42	8		0.81	0.19	0	34	25	42						
9 Makani Kai Hale I	25	0	0	25	9		0.64	0.36	0	16	3	25						
9 Makani Kai Hale II	4	0	0	4	3		0.25	0.75	0	1	0	4						
40 Kuhio Homes	134	0	1	133	2		0.98	0.02	0	131	32	134						
40 Kuhio Park Terrace	610	0	3	607	29	****	0.95	0.05	0	578	30	614	4		20			
41 Eleele	24	0	0	24	3		0.88	0.13	1	20	4	24						
41 Home Nani	14	0	0	14	0		1.00	0.00	0	14	13	14						
41 Hale Hoonanea	40	0	0	40	2		0.95	0.05	0	38	37	40						
41 Kekaha Ha'aheo	78	0	0	78	0		1.00	0.00	0	78	10	78						
41 Kawailehua	25	0	0	25	2		0.92	0.08	0	23	0	25						
43 Kaimalino	40	0	1	39	4		0.90	0.10	2	33	7	40						
43 Hale Hookipa	32	0	0	32	11		0.66	0.34	0	21	21	32			3			
43 Ka Hale Kahaluu	50	0	0	50	2		0.73	0.27	0	48	3	50						
43 Nani Olu	32	0	0	32	9		0.72	0.28	0	23	23	32						
43 Kealakehe	48	0	1	47	17		0.64	0.36	1	29	3	48						
44 Maili I	20	0	0	20	0		1.00	0.00	0	20	1	20						
44 Nanakuli	36	0	1	35	4		0.89	0.11	0	31	4	36						
44 Maili II																		
44 Waimaha/Sunflower	130	0	1	129	17		0.87	0.13	0	112	7	130						
44 Kau'ioikalani	50	0	0	50	12		0.76	0.24	0	38	2	50			3			
44 Maili II	24	0	0	24	2		0.92	0.08	0	22	3	24						

FEDERAL LIPH
Occupancy / Vacancy Report
(As of June 30, 2008)

MU

3	5	6	7	8	9				10	11		Demo - apprvd	Mod - apprd	C - apprd	C- not apprd	Demo - occ	Mod - occ		
Project Name	Total Project Units	Total Employee Units	Total Non- Dwelling Units	Total Units Available for Occupancy	Total Vacant Units	Notation	Occupancy rate	Vacancy rate	Total Units Occupied by Flat Rent Paying Low Income Tenants	Total Units Occupied by Low Income Tenants	Total Units Occupied by Elderly/Disable Low Income Tenants	Original total of units available for occupancy							
45	Waimanalo Homes I	19	0	0	19	0		1.00	0.00	0	19	1	19						
45	Koolau Village	80	0	0	80	2		0.98	0.03	0	78	3	80						
45	Kaneohe Apartments	24	0	0	24	0		1.00	0.00	0	24	2	24						
45	Hookipa Kahaluu	56	0	0	56	13		0.77	0.23	0	43	0	56			10			
45	Kauhale Ohana	25	0	0	25	7		0.72	0.28	0	18	0	25			4			
45	Waimanalo Homes II	22	0	0	22	0		1.00	0.00	0	22	1	22						
46	Hale Hauoli	40	0	0	40	5		0.88	0.13	0	35	35	40						
46	Noelani I	19	0	1	18	5		0.72	0.28	0	13	6	19						
46	Noelani II	24	0	1	23	5		0.78	0.22	0	18	3	24						
46	Ke Kumu 'Ekolu	20	0	0	20	4		0.80	0.20	0	16	3	20						
47	Kahale Mua	25	0	0	25	7		0.72	0.28	0	18	0	25						
49	Wahiawa Terrace	60	0	0	60	3		0.95	0.05	0	57	3	60						
49	Kupuna Home O'Waialua	40	1	0	39	5		0.87	0.13	0	34	7	40						
49	Kauhale Nani	50	0	0	50	2		0.96	0.04	0	48	2	50						
80	Palolo Valley Homes	118	1	3	114	3		0.97	0.03	0	111	32	118						
		5265	3	26	5236	418		0.92	0.08	16	4737	1946	5363	98	65	156	0	0	0

Sub-total Demo Total Total Vacant Total Occupied
5265 98 5363 418 4753

Notation:

- * Kalihi Valley Homes 80 vacant units = 2 units available for rent; 22 vacant C units; 27 mod approved units; 29 former demo appr (original 47 demo appr)
- ** Paoakalani 12 vacant units = 2 units available for rent; 10 vacant On-sched C mod
- *** Makamae 41 vacant units = 13 units available for rent; 28 On-sched C mod; 1 vacant C
- **** Kuhio Park Terrace 29 vacant units = 9 units available for rent; 20 vacant On-sched C mod

EXHIBIT 1

046

STATE HOUSING
 (Combined Housing Report)
 Occupancy / Vacancy Report
 (As of June 30, 2008)

Occupancy Report
 (As of June 30, 2008)

Total Units	1086
Less: Units to be demolished	0
Equals: Units available for occupancy (less demolition)	1086

Net Units Available for Occupancy	
Units available for occupancy (less demolition)	1086
Less: Units not available for occ (less vcnt Mod appd, Dgm appd)	8
Equals Net Units Available for Occupancy	1078
Add: Units occupied that are demo approved	0
Total units available for occupancy	1078

Occupancy Report	
Total available units	1078
Less: Occupied Units where tenants paying FLAT RENT	69
Less: Occupied Units (includes demo and mod occupied)	868
Less: Total occupied units	937
Equals: Total Vacant Units	141

= Mod C vacant 0 + Approved Deprogrammed 8

Total Occupancy: 87%

Total Vacancy: 13%

EXHIBIT j

STATE FAMILY HOUSING
Occupancy / Vacancy Report
(As of June 30, 2008)

Occupancy Report
(As of June 30, 2008)

Total Units	288
Less: Units to be demolished	0
Equals: Units available for occupancy (less demolition)	288

Net Units Available for Occupancy			
Units available for occupancy (less demolition)	288		
Less: Units not available for occ (less vcnt Mod appd, Dgm appd)	0	=	Mod C vacant 0 + Approved Deprogrammed 0
Equals Net Units Available for Occupancy	288		
Add: Units occupied that are demo approved	0		
Total units available for occupancy	288		

Occupancy Report			
Total available units	288		
Less: Occupied Units where tenants paying FLAT RENT	7		
Less: Occupied Units (includes demo and mod occupied)	216		
Less: Total occupied units	223		
Equals: Total Vacant Units	65		
		Total Occupancy:	77%
		Total Vacancy:	23%

3	4	5	6	7	8	9				10	11	
Project Name	Project Number	Total Project Units	Total Employee Units	Total Non-Dwelling Units	Total Units Available for Occupancy	Total Vacant Units	Notation	Occupancy rate	Vacancy rate	Total units Occupied by Minimum Rent Paying Tenants	Total Units Occupied by Low Income Tenants	Total Units Occupied by Elderly Low Income Tenants
Hauiki Homes	2201	46	0	0	46	4		0.91	0.09	0	42	11
Puahala I	2202	28	0	0	28	6		0.79	0.21	0	22	4
Puahala II	2202	20	0	0	20	5		0.75	0.25	0	15	6
Puahala III	2202	40	0	0	40	14		0.65	0.35	0	26	8
Puahala IV	2202	40	0	0	40	6		0.85	0.15	0	34	15
Lokahi	2206	30	0	0	30	12		0.60	0.40	1	17	18
Kawaiahua - State	2204	26	0	0	26	1		0.96	0.04	4	21	2
Ke Kumu Elua	2207	26	0	0	26	11		0.58	0.42	2	13	2
Kahale Mua - State	2205	32	0	0	32	6		0.81	0.19	0	26	2

288	0	0	288	65	0.77	0.23	7	216	68
Sub-total	Demo	Total	Total Vacant	Total Occupied					
288	0	288	65	223					

Original	Demo - apprvd	Mod - apprd	C - apprd	C - not apprd	Demo - occupie d	Mod - occupie d	C - occupie d
46							
28							
20							
40							
40							
30							
26							
26							
32							
288	0	0	0	0	0	0	0

MU
EXHIBIT J
049

STATE ELDERLY HOUSING
Occupancy / Vacancy Report
(As of June 30, 2008)

Occupancy Report
(As of June 30, 2008)

Total Units	576
Less: Units to be demolished	0
Equals: Units available for occupancy (less demolition)	576

Net Units Available for Occupancy			
Units available for occupancy (less demolition)	576		
Less: Units not available for occ (less vcnt Mod appd, Dgm appd)	4	=	Mod C vacant 0 + Approved Deprogrammed 4
Equals: Net Units Available for Occupancy	572		
Add: Units occupied that are demo approved	0		
Total units available for occupancy	572		

Occupancy Report			
Total available units	572	Total Occupancy:	97%
Less: Occupied Units where tenants paying FLAT RENT	30		
Less: Occupied Units (includes demo and mod occupied)	523		
Less: Total occupied units	553		
Equals: Total Vacant Units	19	Total Vacancy:	3%

3	4	5	6	7	8	9				10	11		
Project Name	Project Number	Total Project Units	Total Employee Units	Total Non-Dwelling Units	Total Units Available for Occupancy	Total Vacant Units	Notation	Occupancy rate	Vacancy rate	Total units Occupied by Minimum Rent Paying Tenants	Total Units Occupied by Low Income Tenants	Total Units Occupied by Elderly Low Income Tenants	
42	Hale Po'ai	2401	206	1	0	205	0		1.00	0.00	0	205	205
42	Halia Hale	2404	41	1	0	40	0		1.00	0.00	0	40	40
48	Kamalu	2403(a)	109	1	0	108	1		0.99	0.01	11	96	96
48	Ho'olulu	2403(b)	112	0	0	112	9		0.92	0.08	6	97	97
49	Lai'ola	2402	108	1	0	107	9		0.92	0.08	13	85	85
			576	4	0	572	19		0.97	0.03	30	523	523
			Sub-total	Demo	Total	Total Vacant					Total Occupied		
			576	0	576	19					553		

Original	Demo - apprvd	Mod - apprd	C - apprd	C - not apprd	Demo - occupie d	Mod - occupie d	C - occupie d
206							
41							
109							
112			9				
108							
576	0	0	9	0	0	0	0

MU
EXHIBIT J
050

STATE HOUSING
MISC PROGRAMS
Occupancy / Vacancy Report
(As of June 30, 2008)

Occupancy Report
(As of June 30, 2008)

Total Units	222
Less: Units to be demolished	0
Equals: Units available for occupancy (less demolition)	222

Net Units Available for Occupancy			
Units available for occupancy (less demolition)	222	Mod C vacant	Approved Deprogrammed
Less: Units not available for occ (less vcnt Mod appd, Dgm appd)	4	0	4
Equals Net Units Available for Occupancy	218		
Add: Units occupied that are demo approved	0		
Total units available for occupancy	218		

Occupancy Report			
Total available units	218	Total Occupancy:	74%
Less: Occupied Units where tenants paying FLAT RENT	32		
Less: Occupied Units (includes demo and mod occupied)	129		
Less: Total occupied units	161		
Equals: Total Vacant Units	57	Total Vacancy:	26%

3	4	5	6	7	8	9				10	11	
Project Name	Project Number	Total Project Units	Total Employee Units	Total Non-Dwelling Units	Total Units Available for Occupancy	Total Vacant Units	Notation	Occupancy rate	Vacancy rate	Total units Occupied by Minimum Rent Paying Tenants	Total Units Occupied by Low Income Tenants	Total Units Occupied by Elderly Low Income Tenants
Banyan Street Manor	651	55	1	0	54	17	*	0.69	0.31	0	37	16
Ke Kumu Ekahi	na	48	1	0	47	2		0.96	0.04	28	17	0
Wilikina Apt	652	119	1	1	117	38	**	0.68	0.32	4	75	24
		222	3	1	218	57		0.77	0.23	32	129	40

Original	Demo - apprvd	Mod - apprd	C - apprd	C - not apprd	Demo - occupie d	Mod - occupie d
55			11			
48						
119			33			
222	0	0	44	0	0	0

Sub-total	Demo	Total	Total Vacant	Total Occupied
222	0	222	57	161

MU
misc
misc
misc

Notation:
* Banyan Street Manor
** Wilikina Apartments

11 vacant units = 11 vacant units on renovation
33 vacant units = 33 vacant units need renovation

EXHIBIT 051

RESULTS OF EVICTION REFERRALS

July 2007 – June 2008

MONTH	REFERRALS			RESULT OF EVICTION REFERRAL					
	TOTAL	REASON FOR REFERRAL		Evict	Evict with Cond	10-day Cure	Dismiss	Continued	Completed
		Rent	Other						
July 07	21	11	10	9	3	2	0	7	14
Aug 07	12	7	5	2	5	2	1	2	10
Sept 07	13	7	6	6	1	0	0	6	7
Oct 07	13	5	8	6	3	2	0	2	11
Nov 07	21	15	6	12	3	1	1	4	17
Dec 07	3	2	1	1	0	1	1	0	3
Jan 08	10	10	0	5	3	0	0	2	8
Feb 08	10	9	1	3	2	1	0	4	6
Mar 08	7	6	1	2	1	1	0	3	4
Apr 08	30	27	3	9	13	0	1	7	23
May 08	14	11	3	4	6	0	0	4	10
June 08	12	9	3	6	2	0	1	3	9
TOTALS	166	119	47	65	42	10	5	44	122

PHAS INDICATORS
For the period 7/1/07 - 6/30/08

AMP Name	AMP NO.	No. of Units	WORK ORDERS					ANNUAL INSPECTIONS				
			No. of Emerg. WO's	Abated within 24 hrs.	% Abated within 24 hrs. A = 99%	# of Non-Emerg. WO's	Avg. Days to Repair A = 25 days	No. of Units Inspect.	% Inspected A = 100%	No. of Bldgs. Inspect	No. of Bldgs Inspect	% Inspected A = 100%
AIEA	30	363	195	178	91%	3611	6	363	100%	41	41	100%
KALIHI VALLEY	31	373	384	352	92%	1836	56	324	87%	44	44	100%
MAYOR WRIGHT	32	364	244	244	100%	2443	3	364	100%	36	36	100%
KAM/KAHUMANU	33	373	212	184	87%	1871	3	373	100%	48	48	100%
KALAKAUA	34	583	110	105	95%	2625	10	583	100%	12	12	100%
KALANIHUIA	35	587	331	321	97%	2618	12	587	100%	6	6	100%
HILO	37	396	280	221	79%	937	56	301	76%	149	129	87%
KAUAI	38	321	164	164	100%	1405	7	295	92%	143	141	99%
MAUI	39	196	160	128	80%	1056	17	129	66%	51	51	100%
KPT	40	748	365	340	93%	3621	2	726	97%	38	23	61%
KONA	43	202	37	37	100%	345	46	195	97%	35	30	86%
LEEWARD OAHU	44	260	141	113	80%	1178	21	226	87%	97	83	86%
WINDWARD OAHU	45	226	190	171	90%	1057	5	226	100%	75	75	100%
KAMUELA	46	103	94	68	72%	636	40	103	100%	18	15	83%
CENTRAL OAHU	49	150	121	114	94%	1185	5	150	100%	40	40	100%
PALOLO	50	118	64	61	95%	726	40	118	100%	20	20	100%
Total		5363	3092	2801	91%	27150	27	5063	94%	853	794	93%

EXHIBIT 1

053

**Contract & Procurement Office
Monthly Status Report for June 2008**

Solicitations Issued, Contracts and Change Orders Executed in June 2008

Solicitation No.	Project	Deadline
IFB-PMB-2008-04	Provision of Refrigerators, Gas & Electric Ranges for all State and Federally Funded Projects of the Hawaii Public Housing Authority	July 8, 2008

Contract No.	Contractor & Project	Amount
CMS 08-19	Paul Louie & Associates, Inc. Replace Solar Hot Water System at Mayor Wright Homes June 6, 2008 to November 28, 2009	\$380,758.00
CMS 08-20	Elevator Consulting Services, Inc. Consultant Services to Modernize 17 Elevators June 2, 2008 to January 3, 2015	\$365,967.55
CMS 08-21	CDS International Abatement and Interior Renovations at Lokahi June 2, 2008 to February 26, 2011	\$372,896.00
CMS 08-22	The Limtiaco Consulting Group Sewage Treatment Plant Improvements at Kupuna Home O Waialua June 3, 2008 to April 1, 2011	\$262,107.00
CMS 08-23	Ink Arch, LLC Fair Housing Renovations at Lanakila Homes July 1, 2008 to January 30, 2011	\$273,349.00
CMS 08-24	Okahara & Associates Design of Repairs of Sewer System at Kuhio Park Terrace June 6, 2008 to December 31, 2010	\$284,696.00
CMS 08-25	Stan's Contracting Physical Improvements to Lanakila Homes-Phase IIIa June 16, 2008 to September 30, 2008	\$5,711,000.00
CMS 08-26	Constructors Hawaii Physical Improvements to Lanakila Homes- Demolition of Phase III & Phase IV June 16, 2008 to October 12, 2008	\$894,000.00
CMS 08-27	GYA Architects, Inc. Physical Improvements at Makani Kai Hale I & II June 17, 2008 to January 31, 2010	\$159,037.42
CMS 08-28	Allana, Buick & Bers, Inc. Physical Improvements at Kahekili Terrace June 18, 2008 to June 28, 2009	\$365,444.88
CMS 08-29	Geolabs, Inc. Rockfall Mitigation at Palolo Homes May 16, 2008 to January 11, 2010	\$138,200.84
CMS 08-30	Index Builders, Inc. Site & Dwelling Improvements, Kalihi Valley Homes Phase IIIB June 18, 2008 to February 25, 2009	\$5,514,888.00
CMS 08-31	James Hauang dba All Maintenance & Repair Repair of Vacant Unit at Makamae June 30, 2008 to September 30, 2008	\$235,000.00
CMS 08-32	Artistic Builders Corp. Repair 24 Vacant Unit at David Malo Circle, Makani Kai Hale, Makani Kai Hale II June 25, 2008 to October 31, 2008	\$394,910.47
CMS 08-33	HI-TECH Rockfall Construction, Inc. Construct Rockfall Mitigation at Palolo Homes June 26, 2008 to November 30, 2008	\$388,690.95
HPS 07-01 SA01	Hawaii Coalition for Christian Churches Home ownership and training program at Kahikolu Ohana Hale O Waianae July 1, 2008 to May 18, 2011	\$250,000.00

HPS 07-17 SA01	Roman Catholic Church in the State of Hawaii Emergency Shelter at Kihei Pua July 1, 2008 to July 31, 2008	\$69,000.00
HPS 07-24 SA01	The Salvation Army State Homeless Outreach Program July 1, 2008 to July 31, 2008	\$26,000.00
HPS 08-02	Family Promise of Hawaii Emergency Shelter Services-Grant-in-Aid July 1, 2008 to June 30, 2009	\$40,000.00
HPS 08-03	Roman Catholic Church in the State of Hawaii Community Reintegration for Exiting Offenders July 1, 2008 to June 31, 2009	\$436,800.00
HPS 08-04	H5 Hawaii Helping the Hungry Have Hope Emergency Shelter Services at Kakaako Next Step July 1, 2008 to July 31, 2009	\$941,200.00
HPS 08-05	Hawaii Habitat for Humanity Association, Inc. dba Hawaii Habitat Grant-in-Aid July 1, 2008 to June 30, 2008	\$525,000.00
HPS 08-06	Roman Catholic Church in the State of Hawaii Housing Placement Program July 1, 2008 to June 30, 2009	\$528,000.00
HPS 08-07	Roman Catholic Church in the State of Hawaii Emergency Shelter Grant July 1, 2008 to June 30, 2009	\$229,988.00
HPS 08-08	Institute for Human Services Housing Placement Program July 1, 2008 to June 30, 2009	\$440,000.00
HPS 08-09	Family Life Center, dba Family Life Center, Inc. Housing Placement Program July 1, 2008 to June 30, 2009	\$303,600.00
HPS 08-10	Catholic Charities Hawaii Housing Placement Program July 1, 2008 to June 30, 2009	\$984,724.00
PMB 08-10	Honolulu Disposal Service, Inc. Refuse Collection Services at AMP 31, AMP 40, AMP 32, AMP 33, AMP 34, AMP 44 July 1, 2008 to June 30, 2009	\$775,114.00
PMB 08-11	The KNG Group, LLC Refuse Collection Services at AMP 30, AMP 45, AMP 49 July 1, 2008 to June 30, 2009	\$197,949.26
PMB 08-12	Maui Waste Services, Inc. Refuse Collection Services at AMP 39 July 1, 2008 to June 30, 2009	\$30,862.08
PMB 08-13	Pacific Waste, Inc. Refuse Collection Services at AMP 43 July 1, 2008 to June 30, 2009	\$91,212.00
PMB 08-14	Orchid Island Rubbish & Recycle Refuse Collection Services at AMP 37 July 1, 2008 to June 30, 2009	\$230,750.00
PMB 08-15	Rolloffs Hawaii, Inc. Refuse Collection Services at AMP 35, AMP 42 July 1, 2008 to June 30, 2009	\$66,812.88

Section 8 Subsidy Programs Branch
Program Report

As of June 30, 2008

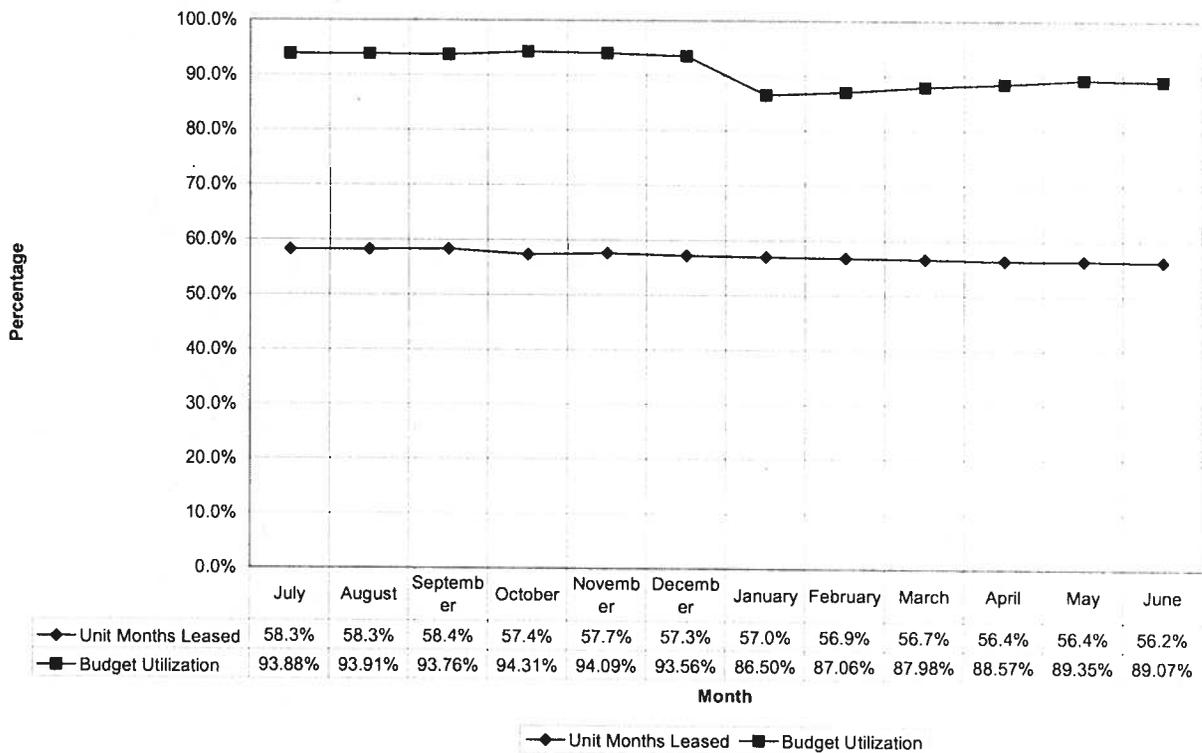
Federal Housing Choice Voucher (Section 8) Program

Fiscal Year Report (Cumulative Trend)

- For FY 2007 – 2008, unadjusted average monthly voucher lease up is 1,751 or 57.33% of the total 3,058 baseline vouchers.
- The Housing Assistance Payments (HAP) unadjusted average annual budget utilization is 91.0% of the total annual allocated budget of \$18,201,534 or \$1,582,899 per month.
- The monthly average per unit cost subsidy is \$852.00 per month. The amount reflects the difference between what the family pays towards rent and the approved payment standard. Payment standards vary among bedroom sizes.
- June 2008 subsidy payments show a monthly decrease in subsidy expenditures to 89.07% from the previous month.
- The values for past months may not be the same as reported in the past reports due to retroactive adjustments in lease up and subsidy payments.

Monthly Report (Monthly Snapshots)

FY 2008 Section 8 Budget Utilization and Unit Months Leased



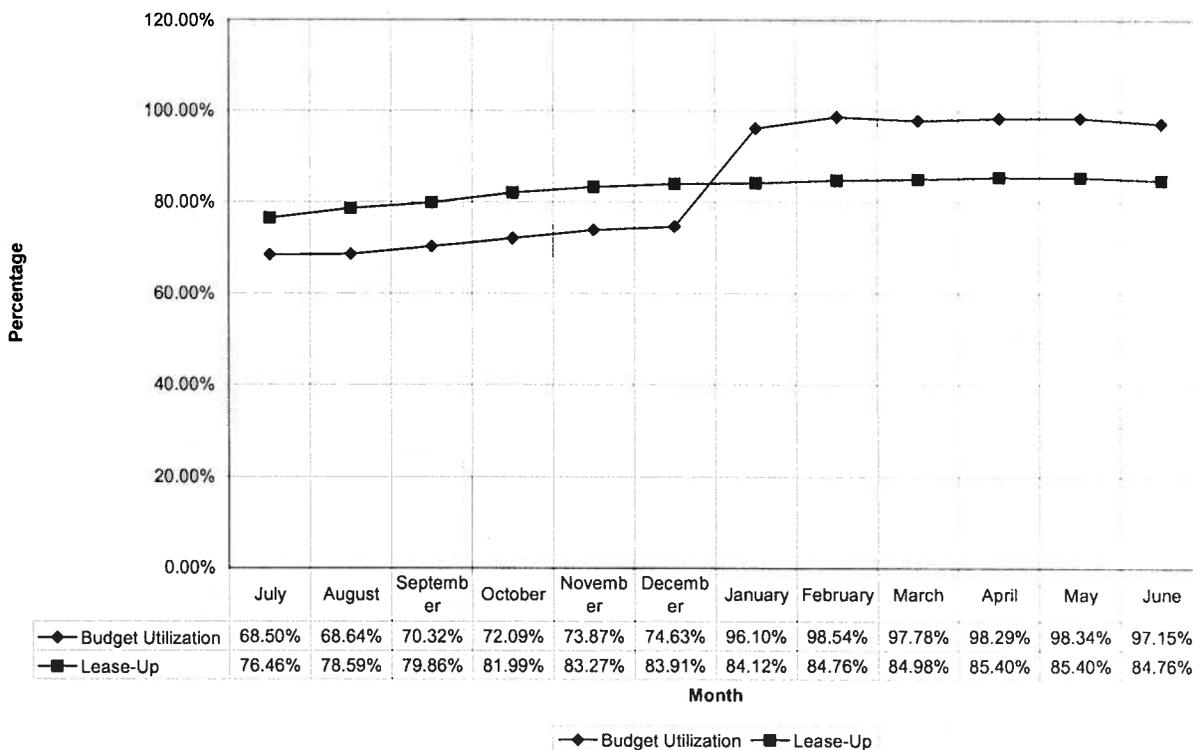
State Rent Supplement Program

Fiscal Year Report (Cumulative Trend)

- For FY 2007 – 2008, unadjusted average monthly lease up is 389 families or 81.67% of the total 470 possible families when based on the average subsidy payments.
- The Rent Supplement unadjusted average annual budget utilization is 84.52% of the total annual allocated budget of \$945,876 or \$78,823 per month.
- The monthly average per unit cost subsidy is \$171.00 per month. The amount reflects the difference between what the family pays towards rent and the maximum subsidy amount of \$230.00 per month.
- May 2008 Rent Supplement Subsidy payments show a monthly decrease in subsidy expenditures to 97.15%.
- The values for past months may not be the same as reported in the past reports due to retroactive adjustments in lease up and subsidy payments.

Monthly Report (Monthly Snapshots)

FY 2007-2008 Rent Supplement Program Budget Utilization and Lease Up



**DEPARTMENT OF HUMAN SERVICES
HAWAII PUBLIC HOUSING AUTHORITY (HPHA)
STAFFING REPORT
As of July 8, 2008**

Branch	Section	Total Full Time Positions			%			Active Recruitment	
		Civil Svc	Exempt	Total	Occupied	Vacant	Vacant	Yes	No
Office of the Executive Director		5	3	8	7	1	12.50%	1	0
		5	3	8	7	1	12.50%	1	0
Planning and Evaluation Office		1	2	3	1	2	66.67%	0	2
		1	2	3	1	2	66.67%	0	2
Compliance Office		1	3	4	3	1	25.00%	0	1
		1	3	4	3	1	25.00%	0	1
Housing Information Office		0	2	2	1	1	50.00%	0	1
		0	2	2	1	1	50.00%	0	1
Hearings Office		1	2	3	3	0	0.00%	0	0
		1	2	3	3	0	0.00%	0	0
Fiscal Management Office	FM Office	4	0	4	2	2	50.00%	2	0
	Acctg Sec	10	0	10	7	3	30.00%	3	0
	Pay & Disb	4	0	4	4	0	0.00%	0	0
	Budget	1	1	2	1	1	50.00%	1	0
	Asset Mgt	1	0	1	0	1	100.00%	0	1
		20	1	21	14	7	33.33%	4	3
Information Technology		1	5	6	3	3	50.00%	1	2
		1	5	6	3	3	50.00%	1	2
Personnel Office		4	1	5	3	2	40.00%	1	1
		4	1	5	3	2	40.00%	1	1
Procurement Office		5	4	9	5	4	44.44%	1	3
		5	4	9	5	4	44.44%	1	3
Construction Mgt. Branch		2	0	2	1	1	50.00%	0	1
	CMS	3	0	3	2	1	33.33%	0	1
	CMS I	2	7	9	5	4	44.44%	3	1
	CMS 2	4	3	7	6	1	14.29%	1	0
	DSS	1	2	3	2	1	33.33%	0	1
		12	12	24	16	8	33.33%	4	4
Homeless Branch	Homeless	1	10	11	10	1	9.09%	1	0
		1	10	11	10	1	9.09%	1	0
Section 8 Branch	Sec 8 Office	2	0	2	2	0	0.00%	0	0
	Insp Unit	1	7	8	6	2	25.00%	1	1
	Rent Sub Sec 1	14	0	14	10	4	28.57%	2	2
	Rent Sub Sec 2	13	0	13	6	7	53.85%	1	6
		30	7	37	24	13	35.14%	4	9
Property Management & Maint. Services Branch	PMMSB	3	2	5	2	3	60.00%	0	3
	MGT SEC	2	0	2	1	1	50.00%	0	1
	APP	7	0	7	5	2	28.57%	0	2
	RSS	3	8	11	7	4	36.36%	0	4
	PMCS	2	5	7	5	2	28.57%	0	2
	CMSS	24	0	24	19	5	20.83%	0	5
	OAHU 1	25	0	25	22	3	12.00%	3	0
	OAHU 2	28	0	28	22	6	21.43%	1	5
	OAHU 3	35	0	35	30	5	14.29%	1	4
	OAHU 4	26	0	26	22	4	15.38%	3	1
	OAHU 5	30	0	30	23	7	23.33%	1	6
	HAWAII 7	16	0	16	14	2	12.50%	2	0
	KAUAI 8	10	0	10	10	0	0.00%	0	0
MAUI 9	13	0	13	10	3	23.08%	0	3	
	224	15	239	192	47	19.67%	11	36	
TOTAL		305	67	372	282	90	24.19%	28	62

HAWAII PUBLIC HOUSING AUTHORITY (HPHA) VACANCIES
As of July 8, 2008

Pos. No.	CS EX TA	Funding Source	Type of Pos. P/T	Authorized Position Title	SR	Status
OFFICE OF THE EXECUTIVE DIRECTOR						
118550	EX	N	T	Chief Financial Management Advisor	SRNA	Applicant declined; advertised through HPHA website, PHADA and Oahu newspapers.
COMPLIANCE OFFICE						
41041	CS	W	P	Secretary I	SR12	No action; cost savings.
FISCAL MANAGEMENT OFFICE						
41041	CS	N	P	Fiscal Management Officer	SR26	Pending Internal Vacancy Announcement.
41253	CS	N	P	Secretary II	SR14	No action; cost savings.
ACCOUNTING SECTION						
41252	CS	N	P	Accountant IV	SR22	No action; cost savings.
42097	CS	N	P	Account Clerk III	SR11	No action; cost savings.
22265	CS	W	P	Account Clerk III	SR11	Unable to fill; state funded.
111496	CS	N	P	Accountant III	SR20	No action; cost savings.
ASSET MANAGEMENT STAFF						
96908K	T	N	P	Clerk III	SR10	No action; cost savings.
HEARINGS OFFICE						
103012	T	N	EX	Hsg Hearings Officer	SRNA	No action; cost savings.
HOUSING INFORMATION OFFICE						
102041	EX	W	T	Housing Information Officer	SRNA	No action; cost savings.
BUDGET STAFF						
41267	CS	N	P	Program Budget Analyst IV	SR22	No action; cost savings.
PROCUREMENT OFFICE						
117691	EX	N	T	Contract Specialist	SRNA	No action; cost savings.
100882	EX	W	T	Contracts & Procurement Officer	SRNA	HPHA staff temporarily assigned.
31664	CS	W	P	Procurement & Supply Specialist II	SR20	No action; cost savings.
96903K	CS	N	P	Clerk III	SR10	No action; cost savings.
CONSTRUCTION MGMT BRANCH						
2800	CS	W	P	Secretary II	SR14	No action; cost savings.
102205	SH	N	T	Student Helper II	NA	No action; cost savings.

EXHIBIT P

059

HAWAII PUBLIC HOUSING AUTHORITY (HPHA) VACANCIES
As of July 8, 2008

Pos. No.	CS EX TA	Funding Source	Type of Pos. P/T	Authorized Position Title	SR	Status
CONSTRUCTION MGMT SECTION						
5857	CS	N	P	Secretary II	SR14	Waiting for position description approval from DHS.
CONSTRUCTION MGMT UNIT 1						
103024	EX	N	T	Contract Administrator	SRNA	No action; cost savings.
100439	EX	W	T	Housing Warranty & Inspection Asst.	SRNA	State funded unable to fill.
100202	EX	W	T	Project Engineer	SRNA	State funded unable to fill.
102383	EX	N	T	Project Engineer	SR26	No action; cost savings.
CONSTRUCTION MGMT UNIT 2						
10887	EX	N	P	Bldg Engineer V	SR 26	Pending start date.
102676	EX	W	T	Engineer (Building) IV	SRNA	State funded unable to fill.
DEVELOPMENT SUPPORT SECTION						
100886	EX	W	T	Housing Development Specialist I	SRNA	No action; cost savings.
HOMELESS PROGRAM BRANCH (HPB)						
118943	EX	A	T	Homeless Program Coordinator	SRNA	Recruitment from 6/1/08 - 6/16/08.
INFORMATION TECHNOLOGY OFFICE						
51820	CS	N	T	Clerk Typist II	SR08	Recruitment cancelled.
100388	EX	N	T	HPHA Systems Analyst	99	No action cost savings.
106429	EX	N	T	HPHA Systems Analyst	99	Pending eligible listing from DHRD.
PERSONNEL OFFICE						
30111	CS	N	P	Personnel Management Specialist IV	SR22	Pending recommendation.
51784	CS	N	T	Clerk Typist II	SR08	No action; cost savings.
PLANNING AND EVALUATION OFFICE						
102034	EX	N	P	Housing Planner (Supervisor)	SRNA	No action; cost savings.
98902K	EX	N	P	Clerk Typist III	SR 10	No action; cost savings.
PROPERTY MANAGEMENT AND MAINTENANCE SERVICES BRANCH						
101072	CS	N	T	Public Hsg Mgr VII	SRNA	Advertised through HPHA website and Oahu Newspapers on 7/6/08.
96904K		N	T	Hsg Maintenance Manager	SR26	No action; cost savings.
96905K	CS	N	T	Secretary II	SR14	No action; cost savings.
32210	CS	W	P	Clerk Typist II	SR08	No action; cost savings.
CENTRAL MAINTENANCE SERVICES						
6787	CS	N	P	Heavy Truck Driver	BC07	No action; cost savings.

HAWAII PUBLIC HOUSING AUTHORITY (HPHA) VACANCIES
As of July 8, 2008

Pos. No.	CS EX TA	Funding Source	Type of Pos. P/T	Authorized Position Title	SR	Status
5968	CS	N	P	Welder I	BC10	No action; cost savings.
5647	CS	A	P	Clerk IV	SR10	State funded unable to fill.
28374	CS	N	P	Clerk Typist II	SR08	No action; cost savings.
8756	CS	N	P	Bldg Maint Wkr I	BC09	No action; cost savings.
PMMSB-MS-APPLICATION SERVICES UNIT						
9648	CS	N	P	Public Hsg Spclt II	SR18	No action; cost savings.
41255	CS	N	P	Public Hsg Spclt II	SR18	Pending request to fill.
9648	CS	N	P	Public Hsg Spclt II	SR18	No action; cost savings.
PMMSB - MANAGEMENT SECTION						
Asset Management Project 30 (MU 1)						
5636	CS	N	P	Public Housing Spclt II	SR18	Recruitment cancelled 7/7/08; cost savings.
6171	CS	N	P	Account Clerk II	SR08	Recruitment cancelled 6/30/08; cost savings.
6791	CS	N	P	General Laborer II	BC03	No action; cost savings.
105749	TA	N	T	Social Service Aide I	SRNA	No action; cost savings.
Asset Management Project 31 (MU 2)						
5855	CS	W	P	Secretary I	SR12	Stated funded unable to recruit.
11626	CS	N	P	Building Maintenance Worker II	WS09	No action; cost savings.
10879	CS	N	P	Building Maint. Worker I	BC09	No action; cost savings.
4939	CS	N	P	General Laborer II	BC03	No action; cost savings.
32407	CS	N	P	General Laborer I	BC02	No action; cost savings.
6642	CS	N	P	Truck Driver	BC06	No action; cost savings.
105752	TA	N	T	Janitor II	BC02	No action; cost savings.
105748	TA	N	T	Social Services Aide I	SRNA	No action; cost savings.
Asset Management Project 33 (MU 3)						
8548	CS	N	P	Public Housing Supervisor V	SR24	Pending recommendation.
6286	CS	N	P	Public Housing Specialist II	SR18	Pending eligible listing from DHRD.
46195	CS	N	P	Social Service Asst IV	SR11	Pending eligible listing from DHRD.
8834	CS	N	P	Bldg Maint Wkr I	BC09	No Action; cost savings.
10541	CS	N	P	Bldg Maint Wkr I	BC09	No action; cost savings.
101126	TA	N	T	Social Service Aide I	SRNA	No action; cost savings.
Asset Management Project 34 (MU4)						

EXHIBIT P 061

HAWAII PUBLIC HOUSING AUTHORITY (HPHA) VACANCIES
As of July 8, 2008

Pos. No.	CS EX TA	Funding Source	Type of Pos. P/T	Authorized Position Title	SR	Status
6693	CS	W	P	Public Hsg Spvr IV	SR22	State funded unable to fill.
6728	CS	N	P	Building Maint Wkr I	BC09	Pending request to fill.
6792	CS	W	P	Building Maint. Helper	BC05	State funded unable to fill.
8842	CS	N	P	Painter I	BC09	Pendign eligible listing.
12703	CS	N	P	General Laborer II	BC03	Recruitment cancelled 6/30/08; cost savings.
101127	TA	N	T	Social Service Aide I	SRNA	No action; cost savings.
Asset Management Project 35 (MU 5)						
9204	CS	N	P	Public Hsg. Supr IV	SR22	Waiting for position description approval from DHS.
5640	CS	N	P	Bldg. Maint Wkr I	BC09	No action; cost savings.
10886	CS	N	P	Bldg. Maint Wkr I	BC09	No action; cost savings.
43948	CS	N	P	General Laborer II	BC03	No action; cost savings.
15486	CS	N	P	General Laborer I	BC02	No action; cost savings.
23698	CS	W	P	Public Hsg Spclt I	SR16	State funded unable to fill.
8846	CS	N	P	Buidiing Maint. Worker I	BC09	No action; cost savings.
101115	TA	N	T	General Laborer I	SRNA	No action; cost savings.
Asset Management Project 37 (MU 7)						
6931	CS	N	P	Bldg. Maint. Supervisor	F109	Recruitment cancelled 6/30/08; pending resdescription to BMW II.'
8719	CS	N	P	Secretary I	SR12	89-day appt.
101112	TA	N	T	General Laborer I	SRNA	Cost savings.
101136	TA	N	T	Clerk I	SRNA	Cost savings.
101123	TA	N	T	Social Services Aide I	SRNA	Cost savings.
Asset Management Project 38 (MU 8)						
18794	CS	N	P	Social Svc Asst IV	SR11	Pending request to fill by manager.
102241	TA	N	T	General Laborer I	SRNA	No action; cost savings.
102242	TA	N	T	General Laborer I	SRNA	No action; cost savings.
Asset Management Project 39 (MU 9)						
23050	CS	N	P	Public Hsg Spvr III	SR20	No action; cost savings.
6352	CS	N	P	Secretary I	SR12	Recruitment cancelled 6/30/08; cost savings.
4938	CS	N	P	Bldg. Maint. Wkr I	BC09	Pending request to fill by manager.
46343	CS	N	P	Public Hsg Spclt II	SR18	Pending request to fill by manager.
45873	CS	N	P	Social Services Asst. IV	SR 11	Recommendation made; pending start date.
101121	TA	N	T	General Laborer I	SRNA	No action; cost savings.
101122	TA	N	T	General Laborer I	SRNA	No action; cost savings.
101134	TA	N	T	Clerk I	SR04	No action; cost savings.
105750	TA	N	T	General Laborer I	SRNA	No action; cost savings.

EXHIBIT P
062

HAWAII PUBLIC HOUSING AUTHORITY (HPHA) VACANCIES
As of July 8, 2008

Pos. No.	CS EX TA	Funding Source	Type of Pos. P/T	Authorized Position Title	SR	Status
PRIVATE MANAGEMENT CONTRACTS SECTION (PMCS)						
102048	EX	W	P	Property Management Specialist	SR22	No action; cost savings.
42096	CS	W	P	Secretary I	SR12	State funded unable to fill.
102048	EX	W	P	Property Management Specialist	SRNA	No action; cost savings.
RESIDENT SERVICES SECTION						
41254	CS	N	T	Secretary I	SR12	No action; cost savings.
103036	EX	N	T	Resident Services Pgm Specialist	99	No action; cost savings.
111874	EX	N	T	Resident Services Pgm Specialist	99	No action; cost savings.
103043	TA	N	T	Social Service Aide I	SR05	No action; cost savings.
SECTION 8 - INSPECTION UNIT						
101214	EX	N	T	Lead Housing Inspector	99	No action; cost savings.
100572	EX	N	T	Housing Inspector	SRNA	No action; cost savings.
101130	TA	N	T	Clerk I	SR04	No action; cost savings.
RENT SUBSIDY SECTION 1						
29009	CS	N	P	Clerk Typist II	SR08	No action; cost savings.
23029	CS	N	P	Public Hsg Spclt II	SR18	No action; cost savings.
28657	CS	A	P	Public Hsg Spclt II	SR18	No action; cost savings.
46983	CS	A	P	Public Hsg Spclt II	SR18	No action; cost savings.
14977	CS	N	P	Clerk Typist II	SR08	Recruitment cancelled 6/30/08; cost savings.
RENT SUBSIDY SECTION 2						
28654	CS	N	T	Clerk Typist II	SR08	No action; cost savings.
35416	CS	N	T	Public Hsg Spclt II	SR18	No action; cost savings.
23103	CS	A	P	Public Hsg Spclt II	SR18	No action; cost savings.
111465	CS	N	T	Public Hsg Spclt II	SR18	No action; cost savings.
111467	CS	N	T	Public Hsg Spclt II	SR18	No action; cost savings.
111468	CS	N	T	Public Hsg Spclt II	SR18	No action; cost savings.
111469	CS	N	T	Public Hsg Spclt II	SR18	No action; cost savings.
101132	TA	N	T	Clerk I	SRNA	No action; cost savings.

EXHIBIT P

063

Homeless in Parks

HPHA has developed a statewide Continuum of Care system to address homelessness as illustrated below. All 35 homeless provider agencies contracted by the Homeless Programs provide more than 48 service centers within this network of care.

SERVICES FOR THE HOMELESS:

Unsheltered Outreach Basic social services Food Medical Referral to shelter/service	Emergency Shelter Basic food Assessment Case Mgmt	Transitional Shelter Shelter Assessment Case mgmt Life skills/job training Transition to permanent housing	Permanent Housing Financial and rent assistance Case management follow-up	At-risk	Self-sufficient

HOMELESS PROGRAMS:

Outreach Program	Shelter Stipend Program Emergency Shelter Grants Supportive Housing Program Community Reintegration	Grant Program Shelter Plus Care HOPWA Supportive Housing Program Housing Placement
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**Neighbor Island Resident
Call
TOLL FREE NUMBERS**

HAWAII – Dial 974-4000; listen for the dial tone, enter the last five (5) digits of the State number and press the # key.

MAUI – Dial 984-2400; listen for the dial tone, enter the last five (5) digits of the State number and press the # key

KAUAI - Dial 274-3141; listen for the dial tone, enter the last five (5) digits of the State number and press the # key

MOLOKAI/LANAI – Dial 974-4000; listen for the dial tone, enter the last five (5) digits of the State number and press the # key

Veteran Services

**Health Care for Homeless Veterans
(808) 433-0335**
459 Patterson Road. (TAMC)
Honolulu, HI 96819-1522

U.S. Veterans Outreach (808) 682-9015
Building 37 York Town Avenue
Kalaeloa, HI 96707

— For Employment Connections —

**Network Enterprises, Inc.
680 Iwilei Road, Ste 695
Honolulu, HI 96817**

Emergency Grant Program

OAHU

Salvation Army Family Services (808) 591-5605
320 Ward Avenue, Suite 109
Honolulu, HI 96819

HAWAII

Office for Social Ministry (808) 935-3050
140-B Holomua Street
Hilo, HI 96720

Housing Placement Program

OAHU

Catholic Charities Hawaii (808) 521-4357
250 Vineyard Street
Honolulu, HI 96813

Institute for Human Services (808) 845-7052
546 Ka'aahi Street
Honolulu, HI 96817

MAUI

Family Life Center (808) 877-0880
95 S. Kane Street
Kahului, Hawaii 96732

Maui Economic Opportunity (808) 242-7600
670 Waiale Road
Wailuku, Hawaii 96793

HAWAII

Office for Social Ministry (808) 935-3050
140-B Holomua Street
Hilo, HI 96720

Homeless Programs Branch

064

Hawaii Public Housing Authority (HPHA)

1002 North School Street
Honolulu, Hawaii 96817

Monday to Friday
7:45 am - 4:30 pm

Phone: (808) 832-5930
Fax: (808) 832-5932

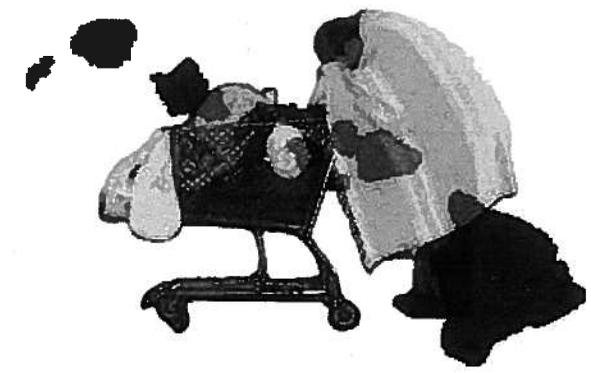


EXHIBIT 9



State Homeless Programs

The State Homeless Programs Branch administers state and federal funds for programs which target the homeless and at-risk-homeless persons. The overall goal of this Branch is to offer homeless or at-risk-homeless persons opportunities to stabilize health, housing and social concerns for transition to permanent housing while maintaining long term economic independence and self-sufficiency.

If you are homeless or at risk of becoming homeless, help is available from one of the agencies listed below. Information provided to service agencies will remain confidential.

Island Wide Information & Referral

Aloha United Way - 211

Dial 211 from any island

24-hour Statewide community information & referral service

ACCESS 832-3100

Rural Counties 1800 753-6879

DOH Adult Mental Health Division

24 Hours / 7 Days

Directory of Provider Agencies

OAHU

Shelter Agencies

AHHA (808)845-4565

623 N. King Street

Honolulu, Hawaii 96817

Next Step, Emergency & Transitional (Singles & Family)

Catholic Charities Hawaii (808) 521-4357

250 Vineyard Street

Honolulu, HI 96813

Maililand Transitional Shelter (Family) (808) 696-4885

Family Promise of Hawaii 261-7478

69 N. Kainalu Drive

Kailua, HI 96734

Gregory House Programs (808) 592-9022

Rent Subsidy (Single & Family) (808) 592-9022

Transitional Shelter (Singles) (808) 522-9035

Hale Kipa, Inc. (808) 589-1829

2146 Damon Street

Honolulu, HI 96826

Transitional Living Program (TLP) (Young Men)

TLP at Ke'eumoku and Maka'aloa

Holo Loa'a, Inc

Weinberg Village Waimanalo (Family) (808) 259-6658

41- 490 Saddle City Road

Waimanalo, HI 96795

Onemalu Emergency & Transitional (Single & Family)(808) 682-3869

Belleau Woods, Bldg. 48

Kalaeloa, Hawaii 96707

Housing Solutions, Inc. (808) 973-0050

2734 South King Street, #100

Honolulu, HI 96826

Kulaokahua Shelter (Elderly) (808) 599-5759

Loliana Shelter (Family) (808) 522-0540

Nakolea (Working Singles) (808) 946-8063

Vancouver House (families) (808) 947-7181

Institute for Human Services, Inc. (808) 845-7052

546 Ka'aahi Street

Honolulu, HI 96817

Sumner Street (Men's Shelter) (808) 537-2724

Ka'aahi Street (Women & Children) (808) 845-7052

Mental Health Kokua (808) 737-2523

1221 Kapiolani Boulevard, Suite 345

Honolulu, HI 96814

Safe Haven Emergency and Transitional (Singles) (808) 524-7233

Ohana Ola O Kahumana (808) 696-4039

86-660 Luualualei Homestead Road

Waianae, HI 96792

Transitional Shelter (Family)

River of Life Mission, Inc. (808) 524-7656

101 North Pauahi Street

Honolulu, Hawaii 96817

Lighthouse Outreach Center Waipahu Shelter (808) 680-0823

AOG, Emergency (Singles & Family)

Steadfast Housing Development Corporation

(808) 599-6230

677 Ala Moana Boulevard, Suite 713

Honolulu, HI 96813

Hale Ulu Pono (Singles - Mentally Ill) (808) 682-4466

U.S. Veterans Initiative (808) 696-6670

Paiolu Kaiaulu Transitional (Singles and Family)

85-638 Farrington Highway

Waianae, HI 96792

Waianae Community Outreach (808) 696-5667

P.O. Box 1912

Waianae, HI 96792

Onelauena, Emergency & Transitional (Singles & Family)

Women In Need (Transitional) 258-5706

P.O. Box 414

Waimanalo, HI 96797

County of Honolulu

Department of Community Services (808) 768-7762

715 South King Street, 3rd Floor

Honolulu, HI 96813

Outreach Agencies

Kalihi-Palama Health Center (808) 531-6322

904 Kohu Street, #307

Honolulu, HI 96817

Waianae Coast Comprehensive Health Center (808) 696-7081

86-260 Farrington Highway

Waianae, HI 96792

Waianae Community Outreach (808) 696-5667

Belleau Woods, Bldg. 48

Kalaeloa, Hawaii 96707

Waikiki Health Center (808) 922-4790

1640 South King Street

Honolulu, HI 96815

MAUI

Shelter Agencies

Maui AIDS Foundation (808) 242-4900

1935 Main Street, Suite 101

P.O. Box 858

Wailuku, HI 96793-0858

Maui Economic Concerns of the Community, Inc.

(808) 242-7600

670 Waiale Road

Wailuku, HI 96793

Ka Hale A Ke Ola, Emergency and Transitional

(Singles and Family) (808) 242-7600

Na Hale O Wainee, Emergency and Transitional

(Singles and Family) (808) 662-0076

Women Helping Women (808) 242-6600

1935 Main Street, Suite 202

Wailuku, HI 96793

24- hour Domestic Violence Hotline (808) 579-9581

County of Maui

Department of Housing & Human Concerns (808) 270-7751

200 South High Street, 4th Floor

Wailuku, HI 96793

Outreach Agencies

Salvation Army, Maui (808) 871-6270

45 Kamehameha Avenue

Kahului, HI 96732

Family Life Center (Maui) (808) 877-0880

95 S. Kane Street

Kahului, HI 96732

KAUAI

Shelter Agencies

Kauai Economic Opportunity (808) 245-4077

2804 Wehe Road

Lihue, HI 96766

Komohana Group Home (Singles)

Lihue Court (Family)

COUNTY OF KAUAI

Kauai Housing Agency (808) 241-4429

4444 Rice Street, Suite 330

Lihue, HI 96766

Outreach Agencies

Kauai Economic Opportunity (808) 245-4077

P.O. Box 1027

Lihue, HI 96766

HAWAII

Shelter Agencies

Catholic Charities Hawaii

Kawaihae Transitional Shelter (Families) (808) 882-7609

Faith Against Drugs (808) 934-7852

55 Kilauea Avenue

Hilo, Hawaii 96720

Transitional Shelter (Singles)

Office For Social Ministry (808) 935-3050

140-B Holomua St.

Hilo, HI 96720

Beyond & Better, Transitional (Singles & Family)

Community Reintegration, Transitional (Singles)

Kihei Pua (Emergency & Transitional Shelter for families)

Turning Point For Families (808) 935-8229

1266 Kamehameha Ave., #A-5

Hilo, Hawaii 96720

(Shelter & Services)

24-hour Domestic Violence Hotline (808) 322-7233

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Office of Housing and Community Development (808) 961-8379

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Hilo, HI 96720

Outreach Agencies

Office For Social Ministry (808) 935-3050

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Hilo, HI 96720





HUD's

Hawaii Public Housing Authority
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HOMELESS ASSISTANCE PROGRAMS



Demonstrating the Uses of Homeless Data at the Local Level: Case Studies From Nine Communities

September 2007

Office of Community Planning and Development
U.S. Department of Housing and Urban Development

EXHIBIT

066

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The authors are indebted to the Continuum of Care (CoC) coordinators, homeless service providers, and persons served in the numerous homeless programs that contribute daily to promote better understanding of the extent and nature of homelessness in their communities.



Demonstrating the Uses of Homeless Data at the Local Level – Case Studies from Nine Communities

HUD's Office of Special Needs Assistance Programs (SNAPs) recognizes that many communities across the country have Homeless Management Information Systems (HMIS), which have been operational for years and have amassed reliable, high-quality program and system-level data. These communities have been at the forefront of developing innovative ways to use these data to make local CoC and homeless programming decisions. Localized data offers communities a powerful tool to make informed management decisions on resource allocation. With a continued emphasis on HMIS implementation, coupled with increased attention on data quality, many communities are transitioning to broader system-level data uses. The best practices provided here will help communities determine how best to analyze the data they are collecting.

In April 2007, HUD convened the Advanced Homeless Data Users Meeting (Data Users Meeting) to gather forward-thinking and innovative HMIS and CoC professionals from across the country. The meeting prompted a dialogue among these communities with proven, local examples of ways to use homeless-related data generated from analyses of HMIS and/or a combination of HMIS and other data sources and technologies. Participants included local CoC HMIS administrators, researchers, solutions providers, national technical assistance providers, and HUD headquarters staff.

Presenters for the Data Users Meeting were selected via a competitive process. HUD released a Request for Proposals asking communities currently using HMIS data in advanced ways to submit a brief description for consideration. Individuals from nine communities were selected to present at the meeting. The case studies presented in this document demonstrate some of the best practices from around the country for using HMIS data for larger, system-wide decision making. The studies are grouped together by topical area as follows:

Demonstrating the Potential of Aggregate Homeless Reporting

The States of Michigan and Hawaii utilize HMIS data to produce statewide reports documenting characteristics of homeless clients in each state. The *Baseline Data Report from the State of Michigan* is the state's first major publication based on approximately six months of data collected from more than 350 shelters, outreach programs, supportive housing programs, and other homeless service providers. The Hawaii report presents data gathered from clients served by the shelter stipend and outreach programs via the Hawaii State



Homeless Management Information System. The *Homeless Service Utilization Report* is the first of its kind and was developed through a partnership with the University of Hawaii at Manoa. The included case studies highlight these two communities' inaugural efforts to better understand the extent and nature of homelessness in their state. Detailed information on the production of these reports including data analysis methods and the reports' impact in each state is discussed.

Linkages of Homeless with Mainstream Systems

Connecting clients served by homeless programs with the necessary services and resources available from mainstream systems including health and mental health care is the cornerstone of facilitating a client's movement toward a more stable living situation. Merging data collected from homeless and other mainstream systems helps to better link these systems. Two case studies from Richmond, VA, and Kalamazoo, MI, highlight the links between homeless and healthcare information systems to better understand service needs, use patterns, and cost when clients access multiple service sectors. These case studies demonstrate how successful collaboration between the homeless, healthcare, substance abuse, and mental health sectors can inform program development and policy making through data matching.

Assessing Effectiveness of Homeless Prevention

Preventing an individual or family from ever entering the homeless system is a key component of many communities' local plans to end homelessness. Ramsey County, MN, established a pilot project to determine if clients receiving homeless prevention services are able to maintain their housing and not enter the shelter system. Data on each client served by the prevention program is entered into the county's HMIS and this data was used to evaluate the effectiveness of the prevention program. Specifically, the data was used to assess if any of the clients receiving prevention services later were captured in the HMIS in other shelter or housing programs. This case study presents Ramsey County's evaluation methodology, analysis strategies, and findings, and discusses the evaluation's impact on the prevention program.

Maximizing Benefits for Clients and Programs

The ultimate goal of any social service program is to assist clients in meeting their needs by maximizing access to beneficial services. Streamlined access to services for homeless clients is realized by both Cincinnati, OH, and St. Louis, MO, by automating benefit eligibility assessments. Both communities are able to help their clients access services more quickly — Cincinnati through automating the homeless certification process, and St. Louis through electronic benefits eligibility. Case studies on each of these communities highlight the local planning efforts, processes, and results of their local automation processes.



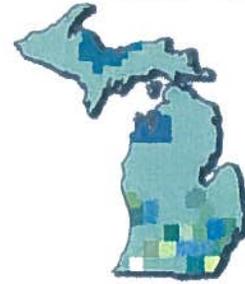
Modeling Performance of Programs

A benefit of collecting longitudinal data on those served throughout the homeless service system is the ability to evaluate program and system-level effectiveness, which in turn can inform local policy decisions and resource allocation. In Washington, DC, the community implemented a Continuum-wide performance measurement system in their local HMIS to monitor program outcomes, expand system reporting capabilities, and improve the validity of data analysis results. Philadelphia, like DC facilitates service coordination and results accountability through broad-based electronic coordinated case planning. This collaborative process, adapted from a proven outcome measurement indicators initiative, enables each community to evaluate the effectiveness of each program and system-level performance. The DC and Philadelphia case studies discuss the local methodology used to move from reporting outputs to a performance-driven reporting system.

Each of the case studies demonstrates how communities use HMIS to more fully understand the extent and nature of homelessness in their own community. As HUD and many other agencies move towards funding data-driven resource planning and effective program models, locally administered HMIS are becoming an increasingly important community resource.

Electronic versions of the case studies are available at www.HMIS.info. HUD encourages each CoC to maximize the usefulness of HMIS beyond simply meeting HUD reporting requirements, and will continue to develop best practice case studies as models for other communities. Readers are further encouraged to model local practices on some of the methodologies discussed herein and reach out to those persons listed in each case study should they have additional inquiries.

The State of Homelessness in Michigan



Homelessness in Michigan

- Population¹:
10,095,643
81% urban
19% rural
- Annual Estimate:
79,000

Many communities across the country continue to struggle with a lack of accurate data on homelessness in their region. Without the necessary data to paint the picture of who is homeless, what services they use, and most importantly what services they need, it is difficult to plan, strategize, and prioritize the allocation of staff, funding, and community resources. The state of Michigan recently took a big step toward addressing this issue by publishing the first ever baseline data report on homelessness.² The goal of the baseline report was twofold: to educate the homeless services community and general public, and to serve as a tool for legislators. The report is the first major publication based on approximately six months of statewide Homeless Management Information System (HMIS) data collection. It underpinned the statewide launch of Michigan's 10 Year Plan to End Homelessness.

Baseline Data Report

Currently there are more than 350 agencies participating in the Michigan HMIS (MSHMIS). Of those, 250 are required to participate through Emergency Shelter Grant (ESG) contract requirements and must sign off on the accuracy of data entered quarterly. Client data entered into MSHMIS is driven by a consent process, which prohibits record sharing between agencies unless the data has been specifically requested by a caseworker and client consent has been obtained.

Figures for the report were based solely on records entered into MSHMIS that contained known information. Any records that included "null" values or were listed as "unknown" were not included. The report provides population and demographic information on persons experiencing homelessness on a regional and statewide level shows distinct differences between individuals and families experiencing homelessness, including:

- Single mothers with children are the fastest growing subpopulation.
- Fifty-six percent of homeless persons in families are children, most of which are under the age of 10.
- One-third of families are "working poor," while 41 percent of homeless individuals had no income at the time they were entered into the HMIS system.

¹ 2006 Population Estimates, U.S. Census Bureau; www.factfinder.census.gov

² For a full copy of the report visit: <http://www.mihomeless.org/Homeless%20Summit%20Report.pdf>

Comparative data was generated to allow advocates, policy makers, and the public to compare the characteristics of the various subpopulations of the homeless. A sample table from the report is included below:

CROSS POPULATION COMPARISON TABLE

Adult Characteristics	Families	Singles	Chronic	Overall Homeless	At-Risk
Single Female Head of HH	59%	NA	NA	NA	37%
Two Parent HH	16%	NA	NA	NA	35%
Employed at Intake	32%	18%	15%	24%	38%
Documented Eviction	33%	15%	10%	23%	36%
Average Income (at intake)	\$867.06	\$452.90	\$395.50	\$592.99	\$819.33
Monthly Income Less than \$500	36%	69%	75%	59%	37%
Presence of Disability of Long Duration	19%	62%	100%	46%	22%
First Time Homeless	56%	39%	0%	46%	NA
1 or 2 Times Homeless in Past	34%	36%	0%	35%	NA
Homeless Multiple Times and/or Long Duration	10%	27%	100%	21%	NA
GED or High School Diploma (No College)	39%	43%	41%	41%	17%
At Least Some College or Technical School	25%	23%	22%	24%	25%
Reported They Were Veterans	4%	12%	14%	9%	5%

What the Report is NOT

Michigan HMIS staff decided to produce and publish the report knowing they had neither multiple years' worth of data, nor 100 percent of their service providers entering data into the HMIS. The report is NOT a full picture of homelessness in the state of Michigan. While the report does provide an estimate of number of individuals experiencing homelessness in the state, it does NOT attempt to determine homeless prevalence rates. These things will all come in time as the data improve and the number of providers using the system increases.

While the report's authors acknowledge these issues, they also explain that they published the report in an attempt to "inform the public and set the stage for change." Perhaps this will set the stage not only in Michigan, but in other communities across the country. After all, some data is better than no data at all. Communities waiting for higher-quality data or better HMIS coverage before they analyze the data, risk the possibility that their data will never be used for anything more than required reporting.

Impact

Although recently released, the report has been the basis for a number of improvements and changes to the service delivery system in the state of Michigan. Since publication of the report:

- Data entry in the rural Continuum of Care (CoC) systems more than doubled.
- Multiple CoCs are publishing their own version of the report.
- Thirteen new agencies have joined the statewide implementation.
- Linkages have been strengthened with other State agencies. The Department of Human Services (DHS) and the Department of Community Health (DCH) have signed pledges to end homelessness.
- The commitment to use the data to support advocacy and planning has been kept. Leadership has promised that the HMIS would not be a “black hole” where data disappeared never to return. Further, the graphs and tables used in the statewide report may be populated for any agency or CoC at the touch of a button allowing localities to compare themselves to state trends.

In addition to the benefits already recognized, MSHMIS staff believes more anticipated benefits will be recognized in the future including:

- Overall improved data quality. Providers realize that the information entered into the System will be useful to agencies, continuums, and the State in addressing the needs of homeless persons.
- Increased utilization by more communities/providers will result in accurate and stable estimates.
- With close to full participation, changes seen in the data will accurately reflect changes in the homeless population.
- A defined picture of rural homelessness.
- Ethnicity data that is accurate and reflects the whole state.
- Accurate data on children experiencing homelessness.
- Mature data with actual numbers for calculation of care system uses and burdens across health, emergency services, jail, etc.

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“We are finding there are homeless individuals and families in every part of the state. Our response must be delivered in the same manner.”

—S. Harrison, Director,
 Office of Supportive
 Housing and Homeless
 Initiatives, Michigan State
 Housing Development
 Authority (MSHDA)

Homeless in Hawaii- From the Streets to Camps to the Shelter System



Like many other HMIS professionals, staff from the Hawaii Public Housing Authority (HPHA) knew they had valid, reliable data available in the HMIS, but were unsure how best to use it. Through a strategic partnership with the University of Hawaii at Manoa, they created the first-ever statewide report on homelessness and found that every day, more than 6,000 men, women, and children in the state of Hawaii are homeless.

Hawaii's Homeless Service Utilization Report

The *Homeless Service Utilization Report*² (Utilization Report) was published during Hawaii's Homeless Awareness Week in November 2006. The primary intent of the report was to enable state- and county-level policy makers, program managers, and advocates to better understand the individuals and families who use federal- and state-funded homeless services. Data from this report has helped improve plans to end homelessness and educated the local community about: How many people use services annually? What are the needs of those served? Have new initiatives resulted in measurable changes? A sample chart from the report is shown on the next page.

The report produced following a Memorandum of Understanding (MOU) between the HPHA and the Center on the Family at the University of Hawaii at Manoa, provides a snapshot of the homeless population in Hawaii. The report dispels some of the myths that often surround the public perception of homelessness in Hawaii, including homeless persons are unemployed, most come from the mainland, most are mentally ill, and are lazy and do not want to work. In contrast, the analysis found that of those served:

- 58% of those that received shelter services were male.
- 33% were children aged 17 or younger, and children under 5 comprised 13%.
- 56 % were either long-term Hawaii residents or lifetime residents, while 20% had lived in Hawaii for one year or less.
- 78% were high school graduates or the equivalent (GED), including 7% who had earned a college degree.
- 77% of households were single individuals or couples with no children. 89% of single-parent households were headed by a female adult.
- Prior to shelter entry, 44% of households were living unsheltered and 29% were living in institutional settings (e.g. prisons or hospitals).
- 27% reported being homeless for less than a month, almost half reported being homeless for one to 11 months, and 26% reported being homeless for a year or longer.

Homelessness in Hawaii

- Population¹:
1,285,498
71% urban
29% rural
- Homeless Point
in Time Count
as of 1/07: 6,061
- Annual Estimate:
18,624

***"We had all this
data and we
weren't using
it to make
CoC plans and
decisions."***

—Brian Johnson- Hawaii
State HMIS Manager

¹ 2006 Population Estimates, U.S. Census Bureau; www.factfinder.census.gov

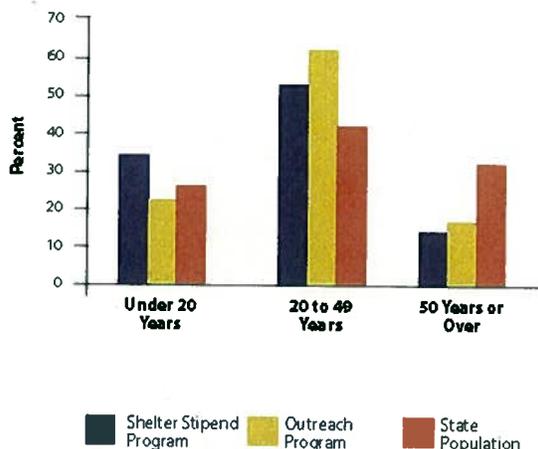
² For a full copy of the report visit:
<http://uhfamily.hawaii.edu/publications/brochures/HomelessServiceUtilization2006.pdf>

The tables presented below illustrate how staff were able to analyze and present HMIS data in a useful format.

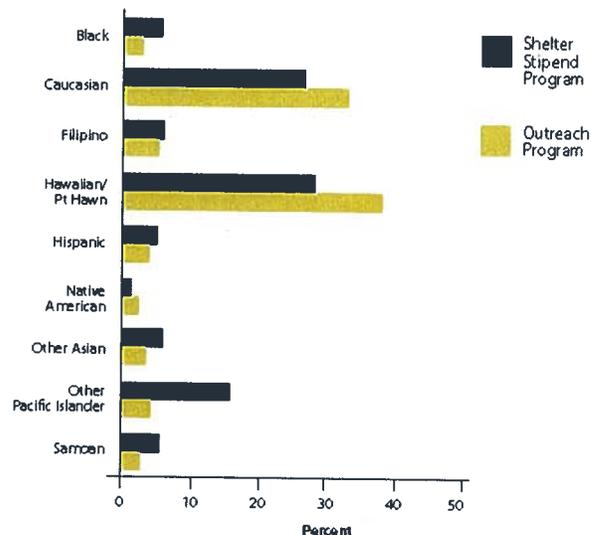
CROSS POPULATION COMPARISON TABLE

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		State	
	#	%	#	%	#	%	#	%	#	%
Foster Care History										
Yes	25	9%	0	0%	103	14%	215	8%	343	9%
No	262	91%	32	100%	652	86%	2451	92%	3397	91%
Total	287	100%	32	100%	755	100%	2666	100%	3740	100%
Veteran Status										
Yes	15	5%	1	3%	63	8%	388	14%	467	12%
No	276	95%	31	97%	693	92%	2328	86%	3328	88%
Total	291	100%	32	100%	756	100%	2716	100%	3795	100%
Hawai'i Residence										
1 year or less	48	17%	5	16%	145	19%	553	21%	751	20%
More than 1 year, less than 10 years	69	25%	5	16%	161	21%	636	24%	871	24%
10 years or more	159	58%	21	68%	444	59%	1459	55%	2083	56%
Total	276	100%	31	100%	750	100%	2648	100%	3705	100%
Labor Force Participation										
Not in labor force/ unemployed	215	75%	12	38%	450	60%	2009	75%	2686	72%
Part-time employment	23	8%	8	25%	98	13%	287	11%	416	11%
Full-time employment	49	17%	12	38%	204	27%	372	14%	637	17%
Total	287	100%	32	100%	752	100%	2668	100%	3739	100%
Educational Attainment										
Less than high school	64	24%	8	29%	159	22%	575	22%	806	22%
High school diploma or GED	139	52%	10	36%	353	48%	1294	49%	1796	49%
Some college	51	19%	10	36%	147	20%	585	22%	793	22%
College degree or more	13	5%	0	0%	69	9%	165	6%	247	7%
Total	267	100%	28	100%	728	100%	2619	100%	3642	100%

Ages of Individuals Served by Shelter Stipend Programs and Outreach Programs Compared to State Population



Ethnicity of Individuals Served by Shelter Stipend Programs and Outreach Programs



Impact

Although the Utilization Report was the first of its kind, the housing authority HPHA has already realized enormous benefits they attribute to the published report, including:

- Increased funding – Funding for the HPHA's homeless services budget was doubled following release of the statewide utilization report.
- The planning and resource allocation process has been revised to reflect a better understanding of the homeless population as promoted by the report.
- Data collection methods on special populations — such as children and special-needs adults — are being altered to promote access to more comprehensive, useful data.

This is just the beginning of the benefits HPHA staff anticipate to come out of the better understanding the Utilization Report provides policy makers, service providers, and the general public. They plan to produce this report annually in partnership with the University of Hawaii's Center on the Family.

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Linking Homeless and Mainstream Data Systems for Cost Avoidance Analysis



What is the utilization and cost of providing inpatient psychiatric and healthcare services to homeless adults in the Richmond/Henrico/Chesterfield/Hanover Counties CoC?

The Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services (VDMHMRSAS) partnered with the local HMIS administering organization, Homeward, to assess cost of inpatient psychiatric services for persons who are homeless with mental health disabilities. Homeward implements HelpNet, a central intake web-based case management system that documents bed availability and usage for clients served for over 40 local homeless programs. Minimal data from Helpnet (de-identified client and enrollment date) was merged with local psychiatric hospital and other data to determine the cost of inpatient care for a homeless adult with psychiatric disabilities and the costs that could be offset by utilizing a housing first approach to intervene with clients prior to hospital admission.

Using a sophisticated analytic strategy, data on 7,649 adults who sought homeless services from 2003 through June 2006 from Helpnet Homeless Community Information Systems (HCIS) were merged with inpatient hospital utilization data from 2001 through March 2006 from the Virginia Health Information Database (VHI) and the VDMHMRSAS Community Consumer Submission (CCS) database. Prior to merging client records, memoranda of understanding guiding the uses and disclosures of client information were put in place. Local policy analysts matched client records using social security numbers, which were “hashed” through an algorithm to produce a unique, but anonymous, client identifier.

Homelessness in Richmond/Henrico/Chesterfield/Hanover Counties CoC

- Population¹:
882,155:
84% urban
16% rural
- Homeless Point in Time Count as of Jan 25, 2007:
1,158 shelter and
149 unsheltered
- Annual estimate
4,600-6,900

DATA SOURCES		
HCIS	7,649 Richmond-area individuals enrolled in homeless services ²	- Demographics - Dates of enrollment
VHI	231,275 Richmond-area individuals in inpatient hospital care (21,225 in inpatient psychiatric care)	- Demographics - Dates of enrollment - Diagnosis
CCS	33,507 people enrolled Richmond-Area Behavioral Healthcare (MH and SA services)	- Demographics - Dates of enrollment - Diagnosis

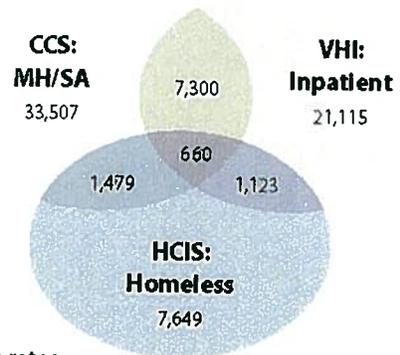
Data from several studies using the data sources listed above is presented in this document

¹ 2006 Population Estimates, U.S. Census Bureau; www.factfinder.census.gov

² HCIC: 9,218 records less 1,439 missing or invalid SSNs less 130 duplicate entries (from 1/1/03 to 6/30/06)

The “Revolving Door” Phenomena

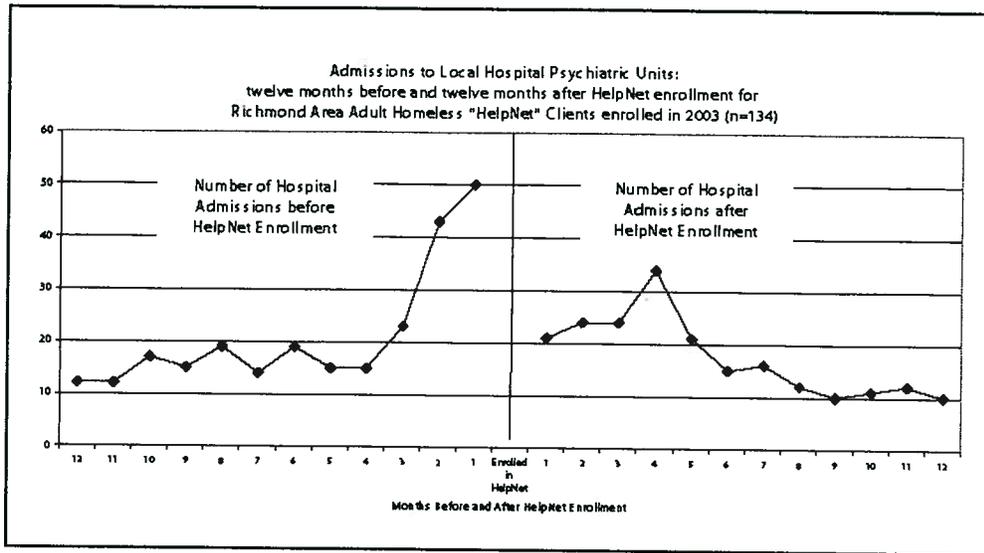
Of the homeless with inpatient stays, they were most likely to be hospitalized for mental health issues followed by substance abuse, respiratory illness, trauma and infections. Most (54%) had an average of less than 2 admissions each during this three-year period. A small proportion (17%), however, averaged more than 10 admissions each and accounted for 44% of the total number of admissions among all the HelpNet patients (see below).



Further review of homeless clients’ hospital usage found higher hospitalization rates immediately precede and follow enrollment in homeless services. A very similar pattern is found for the subset of clients (n=49) for whom the post-enrollment admissions were actually readmissions to the hospitals’ psychiatric wards. In fact, their utilization made up the bulk of total admissions (72% pre-enrollment and 67% post-enrollment). The statistics for homeless individuals in the greater-Richmond area are even worse. The utilization rate of inpatient psychiatric care by the entire cohort of HelpNet adults is twenty times that of the general population, resulting in huge costs for inpatient care for homeless clients.

This “revolving door” phenomenon of repeated hospital admissions reveals psychiatric healthcare needs that are not being met in the community. For these individuals, homelessness may be both a contributing cause and the resulting consequence of these recurring hospitalizations.

HELPNET CLIENT HOSPITAL ADMISSION RATES					
HelpNet Patients admitted 2002-2004	N	% of Clients	Average # of Admissions	Total Admissions	% of Admissions
HelpNet patients admitted in 1 of 3 years	289	54%	1.69	491	22%
HelpNet patients admitted in 2 of 3 years	159	29%	4.63	737	34%
HelpNet patients admitted in 3 of 3 years	93	17%	10.34	962	44%
Total HelpNet Patients	541	100%	4.05	2,190	100%



Limitations

The greater-Richmond community has made significant efforts to better coordinate services for its homeless residents, and the HelpNet database has, for the first time, allowed the review of overlapping caseloads in the larger services system. While this study utilized enrollment into HelpNet as documentation of a homeless episode, it is unknown whether the enrollment date signifies a first episode or simply an administrative intake of persons already homeless. Caution should therefore be used in interpreting the relationship between inpatient events and initial entry into homelessness.

As both HelpNet and VHI are administrative databases, data entry mistakes may limit the accuracy of the findings. Limitations may also include the absence of additional homeless persons not enrolled into HelpNet, or incorrect data that prohibited matching with VHI hospital records. While efforts were made to insure correct record matching (such as age, race, and gender in addition to the unique identifier), matching administrative data sets may also produce some false positives.

Reallocation of Resources

Regardless of the limitations discussed above, the data demonstrate that a significant number of homeless adults in the greater-Richmond area are not receiving the community mental health care they need to avoid rehospitalizations. The likely result is extended or repeated episodes of homelessness punctuated by costly episodes of inpatient hospital stays. Homeward, the Virginia InterAgency Council on Homelessness (VIACH), Virginia Supportive Housing, and a number of partners from the public and private sectors have proposed an alternative approach based on successful *housing-first* models of supported housing demonstrated in San Francisco, New York, and Washington, DC.

Planning has been initiated and funds are being sought for a *housing-first* program in the Richmond area for 40-60 homeless adults who frequently utilize hospitals and other community resources. In collaboration with Homeward, MACH, and a broad representation of private and public sector partners, VSH is coordinating a housing-first program in Richmond that combines the housing models of Direct Access to Housing (DAH) and Pathways and provides the intensive services of the Program for Assertive Community Treatment. This supportive housing program is estimated to cost less than what is currently being spent for this population's inpatient psychiatric care alone.

This project demonstrates how a successful collaboration between the homeless, healthcare, substance abuse and mental health sectors can inform program development and policy making through data matching. Minimal data from the HMIS (consumer and enrollment data) was compared with local psychiatric hospital and other data to determine the amount of money spent each year for a homeless adult with psychiatric disabilities, the number of days spent in local hospitals and the costs that could be offset by utilizing a housing first approach to intervene before clients were admitted to the hospital.

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Using Homeless Data Systems in HealthCare and Human Service Agencies



Homeless services staff in Portage/Kalamazoo City and County CoC in Michigan recently integrated their local homeless data into the statewide Homeless Management Information System (HMIS). Client data is entered into the HMIS to generate an accurate picture of the homeless population in Kalamazoo for Continuum of Care (CoC) planners and policy makers as part of Michigan's 10 Year Plan to End Homelessness. The local healthcare provider, who provides emergency and prescription assistance to homeless clients is now contributing data to the Michigan HMIS. The Family Health Center, a federally qualified health center (FQHC)², is a "safety net" provider whose purpose is to enhance primary medical care for underserved populations. This case study presents information about implementing HMIS in a FQHC.

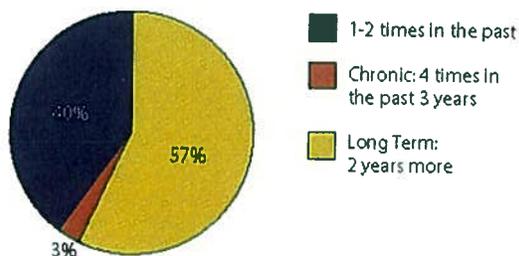
Homelessness in Portage/ Kalamazoo City and County CoC

- Population¹:
358,117
80% Urban
20% Rural
- Homeless Point in Time Count as of 1/07:
614 Individuals

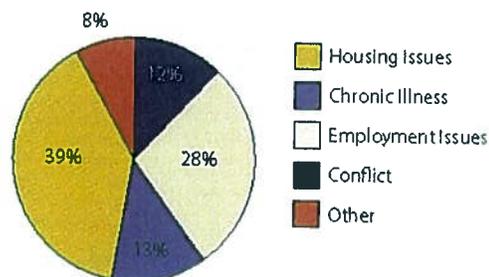
Using HMIS in the Family Health Center

The primary reason for implementing Michigan's HMIS in the Family Health Center is to enable staff administering the Emergency Prescription Assistance Program (EPAP) to quickly determine other community services that might be accessed simultaneously by the client. The EPAP, which is funded locally by the United Way, provides medical assistance to clients who do not have a primary care doctor and are in need of an emergency prescription. Many clients of the EPAP program might not currently be experiencing homelessness at the time they utilize this program, but might be at risk of becoming homeless or might be in an unstable housing situation. For those that are homeless, staff administering the EPAP can inquire about the extent and reason for homelessness (as displayed below), and use the HMIS to understand the array of other agencies and services the client might need.

EXTENT OF HOMELESSNESS



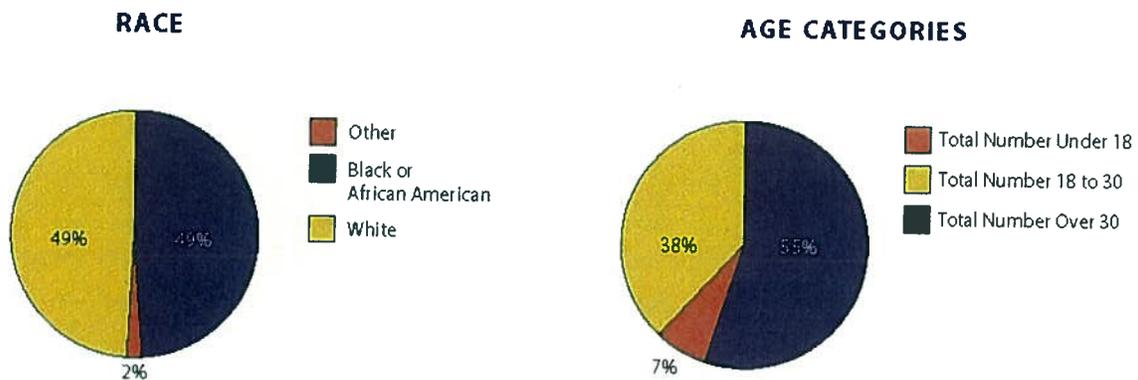
REASON FOR HOMELESSNESS



¹ 2006 Population Estimates, U.S. Census Bureau; www.factfinder.census.gov

² For more information on Federally Qualified Health Centers please go to: <http://www.cms.hhs.gov/MLNProducts/downloads/fqhcfactsheet.pdf>

Data on EPAP clients enhances the complete picture of homelessness in Kalamazoo through identification of persons who may not otherwise have entered the system through other access points (i.e., homeless shelters). According to agency staff, an average of 20-30 new clients a month have entered into the system through the EPAP program since the Family Health Center began using HMIS. By combining HMIS with the EPAP, the demographics of persons served can be documented as shown below.



Defining Business Processes and Integrating HMIS

Implementation of the HMIS in the Family Health Center and the Healthcare for the Homeless (HCH) program is relatively new, and staff are still working to integrate the system into their daily activities. When the project began, most viewed this as a simple task; caseworkers and agency staff would meet with clients to gather the information needed for HMIS. However, they found that this was not always possible. At HCH, for example, caseworkers originally planned to collect information as a client sat in the waiting room. But in many cases, there was not enough time while the client was waiting to collect the information. To address this challenge, the necessary information was added to the intake questions asked by the doctor when the client is first seen. By integrating HMIS data collection into their daily processes, the agency has taken a big step in ensuring the data will be collected accurately and in a timely manner.

Impact

Implementing HMIS in the Family Health Center has led to several immediate benefits including:

- Increased use of HMIS by other organizations including Health Care for the Homeless (HCH).
- The CoC was able to demonstrate that the amount of money allocated to prescription assistance exceeded the demand. This resulted in the United Way redirecting funds to utility assistance, another much-needed service for the Family Health Center's clients.
- The City of Kalamazoo used the data generated from HMIS to make funding and resource allocation decisions on affordable housing.

Because of the success in implementing the HMIS in the Family Health Center and HCH the CoC is looking to include other service agencies in the HMIS, including the CoC's drop-in centers and faith-based organizations not currently participating in the HMIS..

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Evaluating the Effectiveness of Homeless Prevention

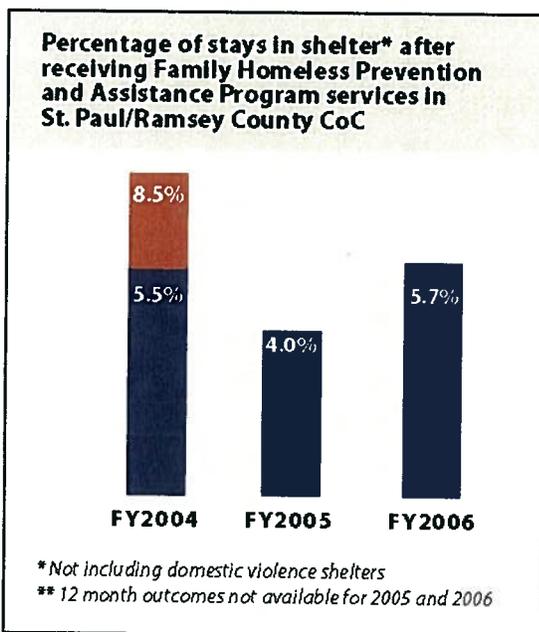


The 1993 Minnesota Legislature established the Family Homelessness Prevention and Assistance Program (FHPAP) to assist families with children, youth/unaccompanied youth, and single adults who are homeless or are at imminent risk of homelessness. Funds are appropriated to county projects for a broad range of activities aimed at preventing homelessness, as well as minimizing and eliminating repeat episodes of homelessness. Each project designs its own service delivery system to achieve these goals, using

Homeless in St. Paul/Ramsey County CoC

- Population¹: 798,186
99% Urban
1% Rural
- Homeless Point in Time Count as of 1/07: 1,294

approaches that are realistic at the local community level.



Ramsey County, an FHPAP regional grantee, teamed with Wilder Research Center to examine its prevention program effect on housing stability for the county's low income and formerly homeless clients. Since it is often difficult to follow-up directly with clients once their needs have been served, the group developed a proxy methodology to analyze the program. They pulled data from the Homeless Management Information System (HMIS) and from two local adult shelters, and focused specifically on a key outcome of non-returns² to shelter.

Impact

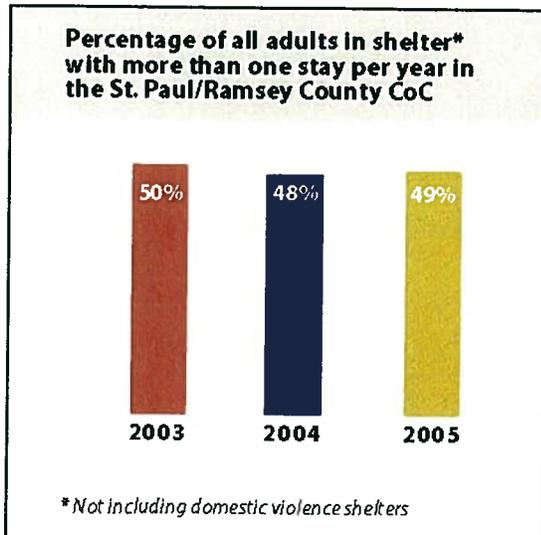
The program supports ongoing innovation and development of a comprehensive system to address homelessness, with an emphasis on prevention. All grantees of the two-year competitive grant program are required to use Minnesota's HMIS to collect household data and submit complete reports to the Minnesota Housing Finance Authority.

Using a de-duplication and matching key, the St. Paul/Ramsey County CoC's and Wilder Research Center compared the records from the network of homeless prevention and

¹ 2006 Population Estimates, U.S. Census Bureau; www.factfinder.census.gov

² Analysis was based on matches between FHPAP and HMIS emergency shelter clients regardless of type of prevention or assistance provided. Some clients received intervention during shelter stay and/or had a history of prior shelter stay and returned to shelter after intervention, while others had no prior recorded history of shelter stay and received prevention intervention but experienced a subsequent shelter stay.

assistance providers (nearly 900 households) with the records from emergency shelter providers within the region (approximately 4,000 households). Because the HMIS shows shelter providers³ to have high bed coverage, the research team was confident that the data they were assessing was complete and accurate. However, they purposefully excluded domestic violence and street homeless programs, which enabled them to specifically define the conditions under which they could declare their findings.



Findings and Implications for Future Research

Looking at outcomes over a three-year period⁴, the St. Paul/Ramsey County CoC-Wilder team identified that less than 6 percent accounted for households who experienced a shelter stay within six months of receiving FHPAP intervention. For 2004, less than 10 percent of clients experienced a subsequent shelter stay within 12 months.

This promising analysis is one of just a few examples of service jurisdictions attempting to examine the effect one

program has on another. In this case, results of the program's impact are clear. When the post-service shelter stays of FHPAP clients are compared with recidivism rates within the general homeless population in Ramsey County, it is clear emergency shelter services having a positive impact on clients. With recidivism of adults in the general population at 48 percent in 2004 and less than 10 percent of prevention-assisted clients presenting, or re-presenting, to emergency shelter, the analysis indicates a solid, effective prevention program. As a result of this, the Minnesota legislature recently doubled the funding for of FHPAP.

A further study is planned in fiscal year 2008 utilizing statewide FHPAP data. The Minnesota Housing Finance Agency currently is planning to implement "post-program shelter stays" to help monitor the statewide outcomes of FHPAP. Additionally, State agencies are considering using this method to help evaluate the success of the state's plan to end long-term homelessness.

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³ Shelter data included all adult and family shelters located in Ramsey County (400 beds). Domestic Violence shelters and street homeless programs were not included in the analysis.

⁴ FYs 2004, 2005, 2006

Increasing Access to Mainstream Resources for Homeless



In their 10-year plan to end chronic homelessness, the City and County of St. Louis acknowledged an essential need for “improved coordination among service providers to ensure every chronically homeless person has seamless access to services.” Officials recognize linking individuals with welfare, healthcare, mental healthcare, substance abuse treatment, and veterans’ assistance programs is an essential step in helping clients exit homelessness. Utilizing the Homeless Management Information System (HMIS) to conduct presumptive eligibility screening for mainstream benefits is a strong example of a Continuum of Care (CoC) expanding the usefulness of existing data sources to facilitate a client’s move toward self-sufficiency.

Homelessness in St. Louis City CoC

- Population¹:
347,181
100% Urban
- Homeless Point in Time Count as of 1/07: 1,386

The CoC of St. Louis City elected to create a special assessment tool within their locally administered HMIS to assist case managers in identifying those most likely to qualify for mainstream benefits. From data entered into the HMIS, the system analyzes a client’s cash and non-cash benefits, the existence of any disabling conditions, age, veteran status, and 10 newly defined data elements before displaying a summary of mainstream benefits for which household members may qualify. HMIS users are prompted to indicate if the client is being referred to the identified service(s) and a printed report is produced summarizing the data considered for determining eligibility, listing the location of the office where application for services can be made, and specifying what documents will be required.

Screening for Presumptive Eligibility

To develop the assessment tool providers were surveyed to identify the array of benefits for which most clients qualify. An in-depth assessment of the eligibility requirements (i.e. income guidelines, disability status, family size, etc) for state and federal mainstream benefits informed the development of the eligibility tool. It is important to note the tool screens for *presumptive eligibility*, that is, benefits a client may be eligible to receive and provides detailed information on documentation requirements, benefit office locations, and hours of operation. Clients are required to visit the specific agency to apply for the benefit. An example referral page is shown on page two:

REFERRAL CONTACT(S): SOCIAL SECURITY DISABILITY INCOME (SSDI)
Social Security Administration

St. Louis City

717 North 16th Street, Suite 100	4365 Chippewa Street
St. Louis, Missouri 63103	St. Louis, Missouri 63103
800-772-1213	800-772-1213

St. Louis County

Telephone 800-772-1213
 TTY 800-325-0778

3rd Floor Clayshire Building	3890 South Lindbergh Blvd., Suite 220
8151 Clayton Road	St. Louis, Missouri 63127
St. Louis, Missouri 63117	

Documents to Take

Social Security Number

Birth Certificate

Information about Doctors, Hospitals, Clinics & Institutions, and Dates of Treatment

List of Medications

The eligibility assessment tool was designed to be user friendly. Once an intake is completed, the case manager is able to complete a presumptive eligibility assessment to determine for which benefits the client may be eligible. Local policy requires assessments be completed within seven days of shelter arrival.

Impact

The presumptive eligibility assessment tool is a recent addition to the HMIS and the St. Louis City CoC expects to recognize several benefits as a result of screening for eligibility. These anticipated benefits include:

- Quantifying the number of clients linked to mainstream services/support;
- Identifying support services most effective in helping to stabilize clients;
- Decreases in the number of individuals cycling through emergency shelter; and
- Identifying and addressing barriers to accessing mainstream services.

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Electronic Homeless Certification



Documentation of homelessness is critical for eligibility to access U.S. Department of Housing and Urban Development (HUD)-funded housing and service programs. HUD has defined criteria that clients must meet to be eligible for homeless services. Historically, Continuum of Care (CoC) programs have documented client eligibility status on paper, which have been stored in a file cabinet. With guidance from their HUD Field Office, a CoC can use their HMIS to simplify the documentation process for front line staff.

Homeless Certification and HMIS

HUD requires all persons served in CoC-funded programs to have documentation of homelessness contained within their files. Gathering documentation that meets HUD program and monitoring requirements is time consuming and challenging (see page 3). Documentation is often found to be incomplete or inaccurate during HUD monitoring. HUD's new Monitoring Guide requires the field office to issue a finding when homelessness documentation is not contained in all files reviewed.

The information necessary to establish a client's eligibility can be collected in most HMIS applications. The Cincinnati/Hamilton County CoC uses a homegrown web-based HMIS application called VESTA, developed in conjunction with the CoC by The Partnership Center, Ltd. (PCL). During development providers requested their HMIS include the ability to certify homelessness electronically. As a result, PCL staff automated the paper eligibility assessment to an electronic process in the HMIS. The system officially began as an implementation of the Family Shelter Partnership Program in 1999 and was rolled out to the entire community by 2002. By 2006 the HMIS system had 100 percent participation by eligible CoC providers.

The HMIS includes a homeless certification process that allows a VESTA user to certify a client's homeless status electronically. Once certified, an electronic "certificate" is then attached to the client's electronic HMIS record. The certificate moves through the HMIS system with the client; as the client exits from emergency shelter and moves to transitional housing, the certificate remains attached to their record. This allows clients to access services and housing they made need, and allows providers to meet HUD monitoring requirements.

The electronic homeless certification provides a minimal amount of information to identify the client; it does not identify the certifying program or worker, which could reveal sensitive information about the client. Instead, it simply identifies the status that makes the client eligible for services (e.g. on the street, in emergency shelter, etc.). This certification system does not

Homelessness in Cincinnati/Hamilton County, OH

- Population¹:
331,285
100% Urban
- Homeless Point
in Time Count as
of 1/07:1,046
- 2006 Actual CoC
Unduplicated
Count of Persons
Served: 9,448

¹ 2006 Population Estimates, U.S. Census Bureau; www.factfinder.census.gov

circumvent the rules surrounding eligibility. Rather it implements them consistently across the CoC, while simplifying compliance.

Impact

Cincinnati's project is unique. It is the first HMIS to electronically provide certified documentation of homelessness. Agencies are motivated to participate in HMIS so their clients can access the CoC's homeless certification process. Widespread consumer recognition of the importance of certification encourages providers to "opt-in" to the database system. Subsequently, Cincinnati achieved a 100 percent participation rate in the HMIS among street outreach programs, emergency shelters, transitional housing programs, permanent housing, services only programs, Health Care for the Homeless (HCH) health care for the homeless, and faith-based providers.

PCL staff also believe that using a more rigorous certification process has led to programs serving only qualified clients. In the past, many clients accessed both transitional housing and permanent housing programs even though they did not meet the HUD definition of homelessness; some, for example, came from tenuously housed situations, prisons, or detox facilities. Though those clients may need housing, they do not meet HUD's definition of homeless.

Importantly, as the doors closed to "technically non-homeless" persons being served in transitional and permanent housing through the homeless certification process, access to these programs has improved for individuals from the streets and the sheltered communities. Thus PCL and CoC agencies believe the use of homeless certification has led, in part, to the decline in the homeless numbers in the Cincinnati community.

Replication

Though the Cincinnati system was designed from the ground up to certify homelessness and generate appropriate corresponding documentation and reports, it is possible for other HMIS systems to generate similar certification reports using advanced reporting protocols. Theoretically, HMIS systems could generate documentation of homelessness for most clients. After entering the data required at intake, there is enough information in most cases to make a definite determination of homelessness, or to determine what documentation of homelessness would be required.

Determining whether a client/family is homeless according to HUD standards is based primarily on current and past intake data. Specifically two fields specified as Universal Data Elements in the HMIS Data and Technical Standards: Program Type Code and Residence Prior to Program Entry. For any given date and any given client (or household), based on existing information, an HMIS should be able to either certify homelessness or identify why the client does not meet the criteria. HMIS-generated certification in a client file can meet HUD's requirement for documentation of homelessness, if coordinated with the HUD Field Office in advance.

DOCUMENTATION OF HOMELESSNESS REQUIREMENT		
Situation	Documentation – required by HUD ²	How VESTA is used to certify homelessness
Persons living on the street or in short-term emergency shelter	Information should be obtained to indicate that the participant is living on the street or in short-term emergency shelter. This may include names of organizations or outreach workers who have assisted them in the past, whether the client receives any general assistance checks and where the checks are delivered, or any other information regarding the participant's activities in the recent past that might provide documentation. If unable to verify that the person is living on the street or in short-term emergency shelter, the participant or a staff person may prepare a short written statement about the participant's previous living place. The participant should sign the statement and date it.	<p>Street Outreach – Outreach workers enter individuals on the streets as soon as they encounter them with as much information as they have to generate a certificate. Information is updated as they engage with the client. Certification lasts 3 months from initial contact and may be renewed by the Outreach worker.</p> <p>Emergency Shelter – an intake into an emergency shelter automatically generates a homeless certificate. Certification is valid from intake to exit.</p> <p>Emergency High Volume (Drop Inn) Shelter – A bed night at a drop-in shelter automatically generates a homeless certificate. Drop Inn clients use a scan card to document each bed night. Certification is valid for 30 days from the client's last bed night at the shelter.</p>
Persons coming from transitional housing for homeless persons	Written verification should be obtained from the transitional housing staff that the participant has been residing at the transitional housing facility. The verification should be signed and dated by the referring agency personnel. Written verification also should be obtained that the participant was living on the streets or in an emergency shelter prior to living in the transitional housing facility (see above for required documentation for emergency shelter), or was discharged from an institution or evicted from a private dwelling prior to living in the transitional housing and would have been homeless if not for the transitional housing (see below for required documentation for eviction from a private dwelling).	<p>Transitional Housing – an intake into a transitional housing program automatically generates a homeless certificate if the client had an existing certification from an outreach or emergency shelter program at the time they entered the program. Certification is valid from the date of intake into the Transitional Housing program and expires on the date of exit.</p> <p>For clients who do not have existing certificates (e.g. those being evicted or coming from a short term stay at an institution) VESTA permits the worker to document how the client meets the eligibility criteria and generates a homeless certification based on this data (see below).</p>
*Persons being evicted from a private dwelling	<p>Evidence of formal eviction notice should be obtained indicating that the participant was being evicted within a week before receiving homeless assistance. Information should be obtained on the participant's income and efforts made to obtain housing, and why, without the homeless assistance, the participant would be living on the street or in an emergency shelter.</p> <p>If the participant's family is evicting, a statement describing the reason for eviction must be signed by the family member and dated. In other cases where there is no formal eviction process, persons are considered evicted when they are forced out of the dwelling unit by circumstances beyond their control. In those instances, a signed and dated statement should be obtained from the participant describing the situation. The grantee/</p>	For clients who do not have an existing certification from an outreach or emergency shelter program, VESTA allows workers to document that they have a copy of the eviction notice, letter from a family member, or signed statement from the client in the client's paper file. This both reminds the worker of exactly what the HUD requirement for documentation is and generates a homeless certificate based on this documentation.

² <http://www.hud.gov/offices/cpd/homeless/library/shp/shpdeskguide/dgb.cfm#anchor197076>

Situation	Documentation – required by HUD ²	How VESTA is used to certify homelessness
	recipient must make efforts to confirm that these circumstances are true and have written verification describing the efforts and attesting to their validity. The verification should be signed and dated.	
*Persons from a short-term stay (up to 30 consecutive days) in an institution who previously resided on the street or in an emergency shelter	Written verification should be obtained from the institution's staff that the participant has been residing in the institution for less than 31 days and information on the previous living situation. See above for guidance.	VESTA allows workers to document that they have the required verification from the institution's staff in the client's paper file and generates a homeless certificate based on this documentation.
*Persons being discharged from a longer stay in an institution	Evidence should be obtained from the institution's staff that the participant was being discharged within the week before receiving homeless assistance. Information should be obtained on the income of the participant, what efforts were made to obtain housing, and why, without the homeless assistance, the participant would be living on the street or in an emergency shelter.	VESTA allows workers to certify that documentation is available in the client's paper file and generates a homeless certificate based on this documentation.
*Persons fleeing domestic violence	Written verification should be obtained from the participant that he/she is fleeing a domestic violence situation. If a participant is unable to prepare verification, the grantee/recipient may prepare a written statement about the participant's previous living situation for the participant to sign and date.	VESTA allows workers to certify documentation is in the client's paper file and generates a homeless certificate based on this documentation.

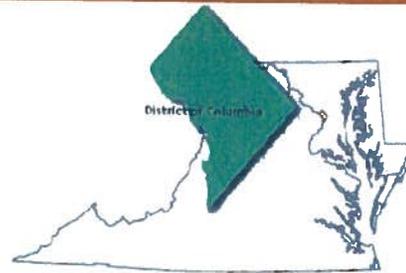
*These circumstances apply to transitional and permanent supportive housing programs only; circumstances are not applicable to outreach or emergency shelter as certificates are generated based on other factors; services-only programs are not able to generate homeless certificates.

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Using Agency Data for Program Monitoring and Performance Measurement

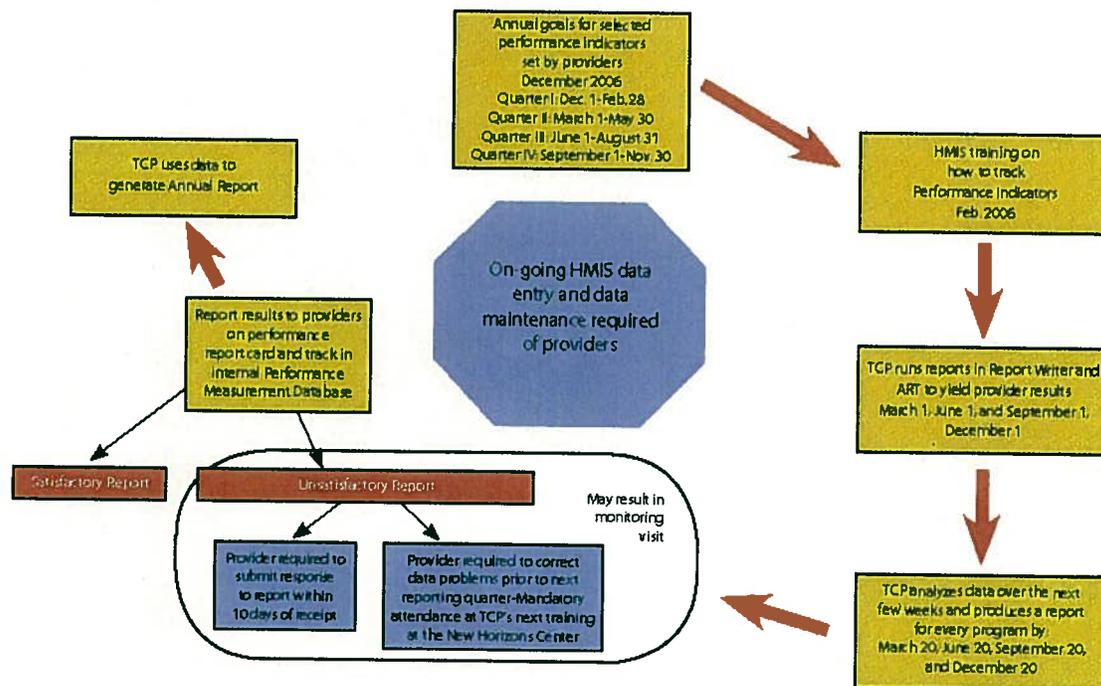


Across the country community leaders and human service providers are beginning to recognize the importance of documenting program outcomes. More and more resources are being allocated based on performance — programs are asked to define who they will serve, how they will serve them, and what they expect the outcomes of those services to be. In many cases, funding levels are dictated in large part by how successful they are at meeting their goals. Several Continuums of Care (CoC) across the country, including the District of Columbia (DC) CoC are using data collected via the Homeless Management Information System (HMIS) to monitor program performance on a daily, monthly, and yearly basis. The Community Partnership in DC has spearheaded an effort to design a performance measurement system to monitor program outcomes, expand their reporting capabilities and improve data analysis for the CoC. In 2005, the Partnership began to use the CoC's HMIS to evaluate program performance and to rate and rank programs for the CoC NOFA process.

Homelessness in Washington DC

- Population¹: 581,530
100% Urban
- Homeless Point in Time Count as of 1/07: 5,757

ANNUAL PERFORMANCE PLAN Reporting Flow Chart (Fiscal Year 2007)



Please note: satisfactory reports will be sent to Program Directors and Agency Administrators only
Unsatisfactory Reports will be sent to the Executive Director, Program Director and Agency Administrator

¹ 2006 Population Estimates, U.S. Census Bureau; www.factfinder.census.gov

Staff from the Community Partnership worked to develop core performance indicators for each program adapted from the Department of Health and Human Services Assistant Secretary of Planning and Evaluation². There are mandatory indicators for all programs with additional self-sufficiency indicators for a subset of programs on substance abuse, mental illness, education, and employment.

Every locally funded program is required to submit an Annual Performance Plan at the beginning of each contract year. Every quarter the Community Partnership analyzes each program's progress in meeting their annual goals set forth in their performance plan. Each program then receives a *Performance Report Card* that analyzes their progress in meeting their annual goals.

Impact

The ability to use HMIS data for more than required reporting is a tremendous asset to the CoC. The DC Performance Measurement System has enabled CoC staff to collect data on each program's performance and monitor progress toward individual program and broader community goals. As shown above, the Annual Performance Plan is a well-defined, structured way in which to hold providers accountable and ensure everyone clearly understands what is expected. The Community Partnership expects use of this system to determine the following:

- *Shelter Usage* - Assist with determining shelter usage patterns on a quarterly and biannual basis.
- *Utilization Rates* - Determine shelter utilization and identify shelters that may be overburdened or under-utilized.
- *Planning and Resource Allocation* – Access longitudinal data (trend data) that will provide them with the necessary data for CoC planning, resource allocation, and will assist with CoC-wide needs assessments.

An additional benefit of the system already found is the creation of the *Dashboard* report. This report, conducted during the winter months, serves as a great planning tool to determine patterns of use of winter beds and overflow seasonal beds. It helps determine where to best concentrate efforts to increase shelter coverage during the winter months.

Rating and Ranking for Funding Purposes

The performance measurement system was developed for the purpose of rating and ranking programs for funding purposes. In order to ensure that renewal programs perform at high standards, the CoC developed a quantitative and qualitative ranking process that judges programs according to fair standards.

² Detailed information about the HHS Core Performance Indicators for Homeless Programs can be found online at: <http://aspe.hhs.gov/hsp/homelessness/perf-ind03/index.htm>

The Ranking Process

Quantitative HMIS Ranking

Through the Qualitative Ranking process each renewal program is analyzed based on a set of core performance indicators identified in HUD's Annual Progress Report (APR) as measures of success. Program information is generated from the HMIS. Each program is scored on three measures:

1. *Occupancy* -the rate at which the program was utilized by homeless consumers;
2. *Income* - the amount of income (including employment and/or mainstream benefits) obtained while in the program; and
3. *Length of stay* - for *Transitional Housing Programs* — the number of positive client destinations at exit; and for *Permanent Housing Programs*—the ability to retain clients for more than six months as a measure of stability.

Qualitative Advisory Ranking

Each renewal program and new applicant participates in the CoC application process, through which they have the opportunity to vote on the ranking of renewal programs and the inclusion of new programs. Each program has the opportunity to advocate for their program's place in the CoC. Additionally, each new program requesting inclusion in the application is given the opportunity to introduce their proposal to the community. Each agency is offered the opportunity to vote on ranking order. The aggregate results of this vote are the Community Advisory Ranking.

Project Priority Review Committee (PPRC)

Both the Quantitative HMIS and Qualitative Advisory Rankings are sent to the Project Priority Review Committee (PPRC) for consideration. The PPRC is the final decision-making body that determines which programs will be included in the application. The PPRC is composed of community stakeholders that do not have applications in the CoCNOFA process. The PPRC considers federal funding priorities and local CoC needs when determining which programs are included in the application.

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Using Technology to Facilitate Homeless Service Coordination and Results Accountability



The City of Philadelphia, Department of Social Services (DSS), Office of Supportive Housing, along with 10 other providers are relying on the local Homeless Management Information System (HMIS) to improve service delivery and facilitate results accountability among the provider community. The collaborative identified areas of service that needed improvement including: clients accessing services across multiple systems with several case managers working independently; missing client data that could have supported the client's self-sufficiency planning; and the potential loss of critical information. The collaborative agreed that ignoring these issues would lead to inefficient and ineffective service delivery, and ultimately would effect the number of homeless individuals in the community.

Using Technology to Facilitate Service Coordination and Results Accountability

The City of Philadelphia believes technology should be used to integrate practice, and thus has invested significant resources into the DSS CARES (Cross Agency Response for Enhanced Service) data system. DSS CARES has emerged as an integral part of Philadelphia's effort to integrate data, practice, and policy to streamline the use of funding and staffing resources. The data entered into CARES meets the specifications of HMIS and Health Insurance Portability and Accountability Act (HIPAA) privacy regulations, and is client consent driven with written revocation protocols. The integrated system provides a comprehensive picture for child welfare and other human services professionals working with the same client, to "view" data from any city department.

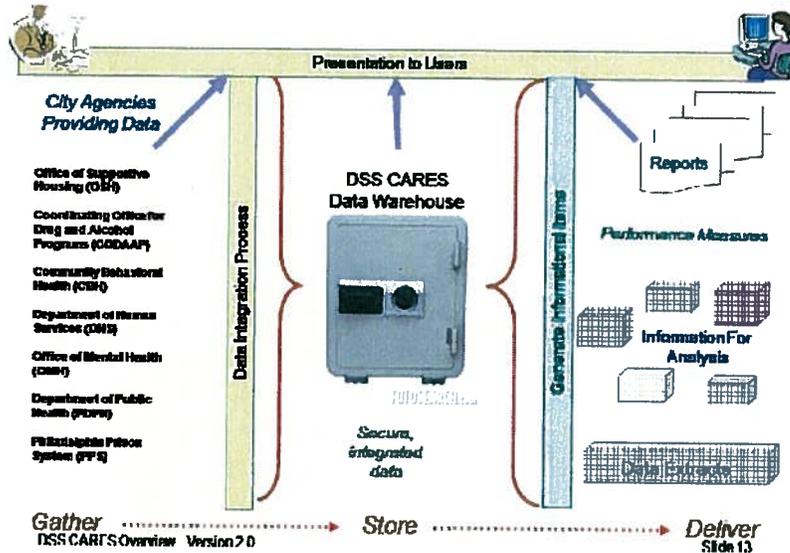
The Philadelphia provider collaborative team adopted a practice foundation that builds on the existing principles of six different social service organizations and federal standards.

Homeless in Philadelphia, Pennsylvania

- Population¹:
1,517,550
100% Urban
- Homeless Point in Time Count as of 1/07: Emergency Shelter: 3,266
Transitional Housing: 3,927
Unsheltered: 447
Total: 7,640
- Annual Estimate: 14,500

¹ 2006 Population Estimates, U.S. Census Bureau; www.factfinder.census.gov

CARES INFORMATION INFRASTRUCTURE



The principles provide a holistic foundation for case coordination among the various service organizations. Now, clients and case managers can create an integrated plan that is meaningful and achievable with the appropriate supports in place.

PRACTICE PRINCIPLES

- Client focused
- Family Centered
- Strengths-based
- Trauma Informed
- Culturally based
- Culturally appropriate
- Continuous across all domains of a person's life

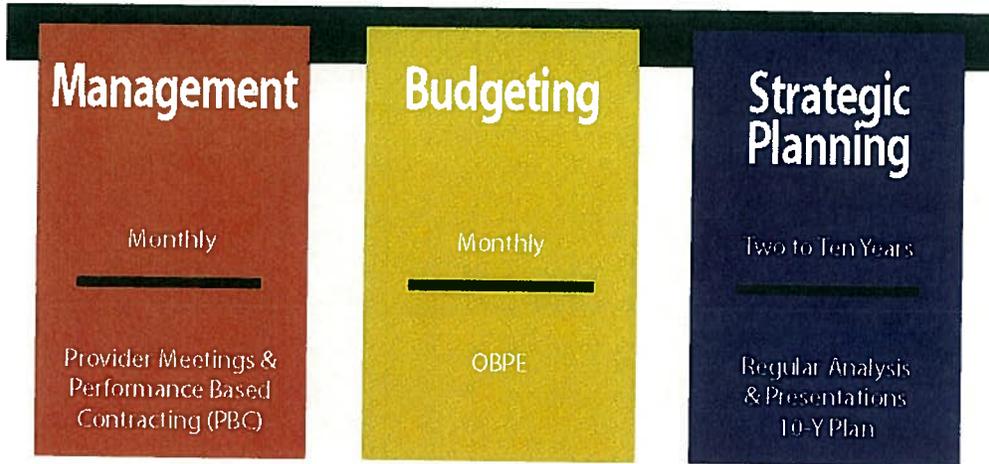
FEDERAL STANDARDS

- Adoption and Safe Families Act
- Community Support Program (CSP)
- Children & Adolescent Service System Principles (CASSP)
- National Institute of Drug & Alcohol (NIDA)
- Person-Centered Planning
- McKinney-Vento Homeless Assistance Act

The technical backbone of DSS CARES integrates data from many sources for viewing but does not include a data entry front end. The read-only client-level data from various administrative systems is accessed in real-time and provides a critical "lens" through which to see basic service data pulled from each of the city department's databases. It should be noted that clinical information is not accessible.

How DSS CARES Data is Used

DSS CARES also identifies other case workers or staff from city departments and subcontracted agencies who are working with the client. The system allows online coordination meetings to be set up with, and on behalf of, the clients. It also allows for cross-agency data sharing and comprehensive assessment in a manner that guards the client's confidentiality and ensures the security of the data.



DSS CARES provides for cross agency service analysis that can identify target populations and target population trends over time, and follow cohorts of clients across time periods to study their prior service and recidivism rates. The analytic capacity can also stratify target populations by a variety of cross-sectional parameters; "mine" the information in real-time to develop unique insights into populations and programs; develop effective prevention and intervention strategies; analyze trends in service delivery across agencies and service categories; and perform drill-through analysis of services and clients across agencies, service categories, program, time periods, etc.

Philadelphia's Office of Budget and Program Evaluation (OBPE) also uses data from DSS CARES to support their program evaluation efforts. Coupled with the Friedman Model for Developing Consumer-Focused Results, the City can monitor program goals and measures as they are integrated into day-to-day management processes. The Friedman Model uses seven questions (as shown to the right) for program performance designed to help managers understand their program's purpose and measurements of success.

SEVEN QUESTIONS FOR PROGRAM PERFORMANCE

1. Who are the clients/customers?
2. How can we measure if our clients/customers are better off?
3. How can we measure if we are delivering services well?
"Four Quadrant" Exercise
4. How are we doing on the most important of these measures?
5. Who are the partners with a role to play in doing better?
6. What works, what could work, to do better?
7. What do we propose to do?
"Turn the Curve" Exercise

Impact

In determining appropriate program performance measures, the city concluded that all of their measures needed to demonstrate three primary characteristics:

- Data Power: accurate and timely information on the measure must exist;
- Proxy Power: the measure must accurately reflect reality; and
- Communicative Power: the measure must be easily understood by "Joe Public."

Using the adopted measures, "score cards" were developed and published for similar programs – thus leading the way for establishing realistic targets and discussion forums on performance improvement strategies. A sample score card is shown below:

Headline Performance Measure Score Card FY07 Quarter 1					
I. Family Shelters					
<u>Measures</u>	<u>ACTS</u>	Jane Doe	John Doe	Mr. Blue	Mr. Woodstock
# of Households Served	70	25	119	66	89
# of Household Members	172	95	459	140	270
# received Cs Mgmt Svcs	37	1	45	42	40
# with Svc Plans	50	5	100	48	66
# with Svc Plans dev < = 30 days	8	0	49	21	19
# increased income	19	4	50	21	29
# of First time households	6	5	18	18	17
# discharged to appropriate housing	21	1	12	1	16
Average Length of Stay					
% discharged to appropriate housing	30%	4%	10%	2%	18%
% with increase income	27%	16%	42%	32%	33%
% with Svc Plans	71%	20%	84%	73%	74%
% with Svc Plans dev < = 30 days	11%	0%	41%	32%	21%
% receiving Case Mgmt Svcs	53%	4%	38%	64%	45%
Overall Score	25%	10%	44%	34%	37%

The implementation of DSS CARES also has been a catalyst for changes in management and policy. Beginning in July 2007, Emergency Shelter and Transitional Housing contracts began to include both performance measure targets and requirements for integrated practice protocols. DSS has established a resource policy group to consider practice implications of research opportunities using DSS CARES, and the City of Philadelphia has incorporated performance measures into the budgeting and planning process of all Social Service Department offices with planned expansion to other departments by fiscal year 2008.

For More Information:

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Reviewed and Approved by the Executive Director CT
July 17, 2008

FOR INFORMATION

SUBJECT: Implementation of Proposed Fees for Asset Management Projects (AMP)

1. The Central Office Cost Center (COCC) will update the schedule of maintenance rates used by the Asset Management Projects (AMP) to charge tenants for tenant-caused damages. The COCC will determine the actual cost of repair and compare that amount to what a private contractor would charge. The COCC will monitor AMPs to make sure they apply maintenance charges when appropriate.
2. The COCC will update the maintenance labor charge in accordance with the current hourly wages.
3. The COCC will conduct a study of utility rates and calculate the utility rates by AMP so that the AMPs can start to charge tenants for excess utilities (at sites where Hawaii Public Housing Authority (HPHA) is paying for utilities). All AMPs must then regularly charge tenants for excess utilities where appropriate.
4. The COCC will determine which AMPs will be able to switch over to resident paid utilities and take steps to achieve this goal.
5. The COCC will take necessary steps to implement the following charges to the residents:
 - A. Late Fee
 - B. Bounce Check Fee
 - C. Dumping Fee

The Site Managers have been surveyed and agreed that \$25 was a reasonable charge for the Late Fee and the Bounce Check Fee. Additional research is required to determine the amount to charge for the Dumping Fee.

6. The COCC will execute a Smoke Detector Addendum, making eviction a consequence for repeated vandalism.
7. The COCC will have the Attorney General (AG) review all of the proposed changes, then seek Board approval of proposed changes and request for Governor approval prior to public hearing and comment. The final version will be approved by the Board and Governor.
8. The COCC will begin implementation process within 90 days.

Attachment: HUD Requirement (Title 24)

Prepared by: Stephanie Fo, Acting Property Management and Maintenance Services Branch Chief SF

Approved by: Chad K. Taniguchi, Executive Director CT

TITLE 24--HOUSING AND URBAN DEVELOPMENT

CHAPTER IX--OFFICE OF ASSISTANT SECRETARY FOR PUBLIC AND INDIAN HOUSING, DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT

PART 966_PUBLIC HOUSING LEASE AND GRIEVANCE PROCEDURE--Table of Contents

Subpart A_Dwelling Leases, Procedures and Requirements

Sec. 966.5 Posting of policies, rules and regulations.

Schedules of special charges for services, repairs and utilities and rules and regulations which are required to be incorporated in the lease by reference shall be publicly posted in a conspicuous manner in the Project Office and shall be furnished to applicants and tenants on request. Such schedules, rules and regulations may be modified from time to time by the PHA provided that the PHA shall give at least 30-day written notice to each affected tenant setting forth the proposed modification, the reasons therefore, and providing the tenant an opportunity to present written comments which shall be taken into consideration by the PHA prior to the proposed modification becoming effective. A copy of such notice shall be:

(a) Delivered directly or mailed to each tenant; or

(b) Posted in at least three (3) conspicuous places within each structure or building in which the affected dwelling units are located, as well as in a conspicuous place at the project office, if any, or if none, a similar central business location within the project.

JULY 8, 2008

CREATING A RESIDENT ASSOCIATION UNDER

ONE ASSET MANAGEMENT PROPERTY:

HUD's regulations define and recognize a Resident Council. A Resident Council must meet certain requirements and must be recognized officially by the Board of Directors of HPHA.

Resident Councils have a standing and are provided certain rights, including being able to receive funding and participate in the management operations. I preface my response by making that distinction because, from what I remember, not all of HPHA's projects have a Resident Council.

In some cases, a project may have a resident or tenant association, but that association has not been recognized by the HPHA Board as a Resident Council.

With the conversion to asset management, it would seem to be more practical to have one Resident Council for the AMP group. I do not see anything in the HUD regulations that would prevent the formation of a Resident Council for the AMP group.

Because the projects in the AMP group may already have an established Resident Council, however, the individual Resident Councils will have to agree to form one Resident Council for the AMP group.

Note that a Resident Council is officially recognized by the HPHA Board of Directors and, once recognized, HPHA is not to recognize any other competing Resident Council.

Therefore, if one of the existing Resident Councils does not want to combine into the single Resident Council, that Resident Council cannot be forced to do so.

If a new, single Resident Council is formed, that Resident Council should go through the process of being recognized officially by the HPHA Board.

HAWAII PUBLIC HOUSING AUTHORITY (HPHA) VACANCIES

(Priority Positions)

As of July 8, 2008

Pos. No.	CS EX TA	Funding Source	Type of Pos. P/T	Authorized Position Title	SR	Status
OFFICE OF THE EXECUTIVE DIRECTOR						
118550	EX	N	T	Chief Financial Management Advisor	SRNA	Applicant declined; advertised through HPHA website, PHADA and Oahu newspapers.
FISCAL MANAGEMENT OFFICE						
41041	CS	N	P	Fiscal Management Officer	SR26	Pending Internal Vacancy Announcement. (NEW RECRUITMENT)
HOMELESS PROGRAM BRANCH (HPB)						
118943	EX	A	T	Homeless Program Coordinator	SRNA	Recruitment from 6/1/08 - 6/16/08.
PROPERTY MANAGEMENT AND MAINTENANCE SERVICES BRANCH						
101072	CS	N	T	Public Hsg Mgr VII	SRNA	Advertised through HPHA website and Oahu Newspapers on 7/6/08. (NEW RECRUITMENT)
PMMSB-MS-APPLICATION SERVICES UNIT						
41255	CS	N	P	Public Hsg Spclt II	SR18	Pending request to fill (NEW RECRUITMENT)
Asset Management Project 34 (MU4)						
6693	CS	W	P	Public Hsg Spvr IV	SR22	PENDING APPROVAL (NEW RECRUITMENT)
6728	CS	N	P	Building Maint. Wkr I	BC09	Pending Internal Vacancy Announcement (NEW RECRUITMENT).
Asset Management Project 35 (MU 5)						
9204	CS	N	P	Public Hsg. Supr IV	SR22	Pending request to fill by manager.
Asset Management Project 38 (MU 8)						
18794	CS	N	P	Social Svc Asst IV	SR11	Pending request to fill by manager.(NEW RECRUITMENT)
Asset Management Project 39 (MU 9)						
4938	CS	N	P	Bldg. Maint. Wkr I	BC09	Pending request to fill by manager.
46343	CS	N	P	Public Hsg Spclt II	SR18	Pending request to fill by manager. (NEW RECRUITMENT)

LINDA LINGLE
GOVERNOR



CHAD K. TANIGUCHI
EXECUTIVE DIRECTOR

STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
HAWAII PUBLIC HOUSING AUTHORITY
1002 NORTH SCHOOL STREET
POST OFFICE BOX 17907
HONOLULU, HAWAII 96817

BARBARA E. ARASHIRO
EXECUTIVE ASSISTANT

IN REPLY PLEASE REFER TO:

July 17, 2008

DRAFT

ATTENTION RESIDENTS

The Hawaii Public Housing Authority (HPHA) would like to cordially invite you to participate in a Resident Community Meeting. These meetings will be held at all of the management units (now known as Asset Management Projects, AMPs) to address and discuss:

- 1) Resident Association and resident issues/concerns,
- 2) Community, police, neighborhood board, nonprofit and elected official issues/concerns,
- 3) HPHA staff and management issues/concerns,
- 4) New HUD requirement for Asset Management (project based management),
- 5) Long-term public housing repair and maintenance needs and possible solutions, and
- 6) Possible solutions such as, a) resident and volunteer involvement, and b) mixed income/mixed finance redevelopment (successfully done in places such as San Francisco and Seattle).

The meeting is on _____ at 6:00 to 7:30 p.m. at the _____. Light refreshments will be served.

Should you have any questions, please contact your management office.

We hope to see you there!

Chad K. Taniguchi, Executive Director

DRAFT

Resident Community Meeting Schedule:

AMP	Date	Notes
32 (MWH)	8/5/08	
31 (Kalihi Valley)	8/6/08	
30 (Puuwai Momi)	8/12/08	
33 (Kam)	8/13/08	
34 (Kalakaua)	8/19/08	
35 (Kalanihuia)	8/20/08	
38 (Kauai)	8/27/08	
49 (Wahiawa)	9/3/08	
39 (Maui)	9/4/08	
44 (Waianae)	9/10/08	
45 (Windward)	9/11/08	
40 (KPT)	9/16/08	
50 (Palolo)	9/17/08	
37 (Hilo)	9/23/08	
46 (Kamuela)	9/24/08	
43 (Kona)	9/25/08	

Proposed Turn-Around Plan for Hawaii Public Housing Authority for FY 2009:
7/1/08 – 6/30/09 chad.k.taniguchi@hawaii.gov 832-4694

Conditions we face:

- HUD funding/asset management requires well-run organization
- 3 years loss of \$21 million is unsustainable
- HPHA could be sold to nonprofits or privatized like the City
- Consultant recommended 84 staff layoff out of 297 (1/4)
 - 1 AMP administrative staff to 75 units
 - 1 AMP maintenance staff to 50 units
 - limited COCC funding

Response we choose:

- Treat staff as assets to be developed, not costs to be cut
- We don't want to see layoffs
- We all need to change
- Increase income by fixing, filling vacant units, collecting all rent
- Decrease costs by becoming more productive and efficient
- United we stand, divided we fall

How we can get there:

- Reassign ~35 COCC positions to serve AMPS
- Reassign ~20 AMP positions
- Create special teams
 - Statewide 550 Vacant Unit Turnaround Teams (3)
 - Oahu
 - Neighbor Islands
 - Coordinate with contractors, volunteers, AMP staff
 - Oahu Exterior Maintenance Team (1)
 - Statewide Unit Inspection Team
 - Oahu Applications Processing Team
 - Statewide Rent Collection (and TAR write off) Team
 - Statewide Work Order Coordination Team

Budget Goals and Performance Targets:

95 percent occupancy for all AMPs	= \$300,000
95 percent rental collection for all AMPs	= \$600,000
95 percent one-time writeoffs of vacated bad debts	= \$1,700,000
Payment in Lieu of Taxes (Pilot) adjustment	= \$400,000
State Family Legislative operating & utility subsidy	=\$1,100,000
State Elderly Legislative operating & utility subsidy	= <u>\$1,800,000</u>
	\$5,900,000

Estimated budget deficit = \$4,200,000

6/13/08

HPHA FY 2009 Projected Agency Budget

Program	Budget	Cashflow
Federal Low Rent Program		
Rental/Other Income	18,729,075	
State R & M	3,433,996	
Federal Subsidy	19,524,209	
Expenses	<u>43,225,192</u>	(\$1,537,913)
State Family Program		
Rental Income	794,109	
State R & M	243,393	
State Subsidy	0	
Expenses	<u>2,645,898</u>	(\$1,608,397)
State Elderly Program		
Rental Income	1,872,437	
State R & M	103,430	
State Subsidy	0	
Expenses	<u>2,511,359</u>	(\$535,492)
Section 8 Housing Choice Voucher		
Other Income		
Federal	22,504,247	
Expenses	<u>22,789,542</u>	(\$285,295)
Section 8 Project Based Program		
Other Income		
Federal	19,577,307	
Expenses	<u>19,460,275</u>	\$117,032
State Rent Supplement		
Other Income		
State	1,185,540	
Expenses	<u>1,245,295</u>	(\$59,755)
Homeless Programs		
State/Federal Sources	23,031,965	
Expenses	<u>22,878,117</u>	\$153,848
Central Office Cost Center (Administration)		
Fee Income	5,794,733	
Expenses	<u>6,260,548</u>	(\$465,816)
Capital Program		
Federal Contribution	23,325,709	
State Contribution	31,950,536	
Projects	<u>55,276,245</u>	\$0
Total Shortfall		<u><u>(\$4,221,787)</u></u>