



Housing and Community Development Corporation of Hawaii

HCDCH Newsletter

Bringing People Together to Make Housing Dreams Come True

Skills, Tasks, and Result Training

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(S. T. A. R. T)

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Be part of the exciting world of hotels, resorts and cruise ships by joining the Hospitality Industry. The Skills, Tasks, and Results Training Program (START) is designed for people with barriers to employment and other targeted populations involved as clients of the Workforce Development system. There are many jobs to choose from and talented employees advance quickly-some within a matter of months! Start your training now and be a part of one of the fastest growing industries. The curriculum prepares students for entry into the lodging industry by providing them with the knowledge necessary to succeed in this high growth profession. In addition, the graduates of this program are eligible to receive one of twelve industry recognized professional certifications.

Don't Wait! Start your future today!

Register for the upcoming classes at one of the following locations:

Moanalua/Aiea Community School for Adults: Phone: 837-8466

Registration: May 30th to June 9th, 2006

Classes begin on June 13, 2006

Classes on Tuesday/Thursday 6:15pm to 8:45pm

Waipahu Community School for Adults: Phone: 625-0254

Registration: May 30th to June 9th, 2006

Classes from June 15th to July 31st, 2006

Classes on Monday/Weds/Thursday 6:00pm to 9:00pm

Farrington Community School for Adults Phone: 832-3595

Registration: May 30th to June 10th, 2006

Classes begin on June 20, 2006

Classes on Monday-Thursday 8:00am - 6:00pm

Friday 8:00am to 4:00pm

Saturday 8:00am to 12:00noon

Payment in cash only for \$22.00 workbook

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HCDCH

Applications

832-5960

Fair Housing Officer

832-6003

Homeless Programs

832-5930

**Property Management
and Maintenance Services**

Branch
832-6034

Resident Services Section

832-5900

Contact Numbers



Resident Service and Satisfaction Surveys

Keep your eyes open! The U.S Department of Housing and Urban Development's Real Estate Assessment Center will be sending a customer service and satisfaction survey to randomly selected households to evaluate the housing agency's performance starting in May 2006. The survey will measure your satisfaction and experience with your living conditions concerning maintenance and repair, services, communication, safety, neighborhood appearance. Remember! If your household is selected, please take the time to complete it. Resident participation is essential to the survey's success. Your opinion is very important to HCDCH and HUD!

For more information on the HUD's Resident Surveys, see page 4 of this newsletter.



Executive Director's Monthly Message

Dear Residents,

At HCDCH our goal is to provide your 'ohana a safe and healthy living environment. HUD's annual Real Estate Assessment inspection will occur soon and I would like to remind you of key elements to make this inspection process go smoothly.

HUD will randomly select apartments to walk through. Please assist us in preparation for these inspections. The inspector will notice if: (1) areas are clean and free of mold, (2) smoke detectors are working, (3) oven knobs are in place and working, (4) extension cords are out of walk-ways and window areas are not blocked, and much more.

In addition, our maintenance staff will continue completing our annual unit inspections in compliance with HUD requirements.

Your cooperation and assistance in this matter is sincerely appreciated in helping to make our inspections go well.

Stephanie Aveiro
Executive Director



Here are several things to consider when deciding if owning a pet is the best thing to do:

- Pets mean the following domesticated, common household animals, and no others: cats, dogs, birds, fish. Only one four legged furry, warm bodied pet per household will be permitted.
- The weight of a dog or cat shall not exceed 25 pounds (adult size).
- One small or medium sized bird or two small birds (parakeet size) may be kept.
- Only one aquarium, which shall not exceed 25 gallons, may be kept.
- Dogs and cats must be spayed or neutered.
- A full pet deposit of \$75.00 is required. In addition, a non-refundable fee of \$5.00 per month will be included in the monthly rental bill for cat or dog owners.
- Dogs must have a current license issued by the appropriate authority.
- A signed veterinarians' statement verifying that the animal is in good health, has no communicable diseases or pests.
- Evidence that a dog or cat has received all current inoculations or boosters required by state and county laws and regulations must be provided.
- A resident may have multiple animals, but not in the same category (i.e. only one dog or cat, a bird, and an aquarium).

Reminder: This policy does not apply to animals that are used to assist, support, or provide service to persons with disabilities. Residents must complete and submit a reasonable accommodation request to HCDCH.



TOLL FREE NUMBERS

Neighbor Island Residents may call

State Offices on Oahu toll free by dialing:

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 dial tone enter the last five (5) digits of the State number and press the # key.

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

MOLOKAI/LANAI - Dial 1-800-468-4644; listen for dial tone enter the last five (5) digits of the State number , and press the # key.



Child and Family Services Maui

One of the many programs that Child and Family Services on Maui offers is the Developing Options to Violence or DOV. This program provides a full spectrum of services to women, men, adolescents, and children in the intervention and prevention of domestic violence. Services consist of groups for offenders and survivors of domestic violence, support and advocacy in preparing and obtaining restraining orders, anger management groups for men and women, adolescent anger management seminars, groups for children who have witnessed domestic violence and Parenting groups.

The primary goal of the DOV program is to break the cycle of violence by providing educational, process, and support groups to individuals involved in domestic violence.

Child and Family Services works closely with a number of agencies to provide assistance in the area of domestic violence. Some of these agencies are the Maui Police Department, Women helping Women shelter, Legal Aid, Domestic Violence Clearinghouse, and the Maui Coalition to End Abuse and Neglect.

There is no charge for the Women's or Children Support Groups. Individuals not court mandated are assessed program fees according to sliding fee scale.

Child and Family Services is located at 333 Dairy Road in Kahului, Maui. Their hours of operation are Monday through Friday 8:00am to 5:00pm. Phone them at (808) 877-6888 if you have any questions or are interested in the Developing Options to Violence program.

S.T.A.R.T (continued from Page 1)

Kaimuki Community School for Adults:

Phone: 733-8460

Dates and Times to be announced.

For more information or to reserve a space, please call Oahu WorkLinks at #488-5630 or visit the office at 99-102 Kalaloea St, 2nd floor.

O'ahu WorkLinks is a partnership of co-located employment training service programs offered by the State's Department of Labor & Industrial Relations Workforce Development Division, the City & County of Honolulu's Department of Community Services Work Hawai'i, ALU LIKE, and the Honolulu Community Action Program.

Pu'u Hale O Nanakuli

"Striving To Reach Higher!" is the motto of the Pu'u Hale O Nanakuli Resident Association (PHON). "It's what we are all about." says President Janice Kahawai. Not only does the executive board of PHON swear by this motto but they are committed to instill this attitude on the children of Nanakuli Homes. "It's helping the children that motivates us to do what we do." exclaims Vice-President Grace Kahalelio. Keeping the group focused is President Kahawai job but she admits that the PHON wouldn't be as successful without Kahalelio, Secretary Aldrina Pua, Treasurer Rosa Baldisamo, and Sgt At Arms Monique O'Campo. When asked what makes the PHON executive board so successful, here's what the officers had to say: "A true team effort"... "Respect for one another"... "Friendship". This hardworking group has provided and maintained several youth programs such as a computer laboratory and keiki safety club. Special events throughout the year include Easter, Halloween and, let's not forget the highly anticipated Christmas celebration. When it's all said and done, "It's keeping the children safe and providing everlasting memories that is so satisfying." To see their smiles, It makes everything worth it.



Puu Hale O Nanakuli Board (missing Grace Kahalelio)

Construction Corner

Large Capacity Cesspool Conversion Projects



The Federal Government recently passed a law mandating all cesspools with 20 or more users to be converted to either a septic tank system or be connected to a sewer system. To be in compliance with this law, HCDCH will be opening bids in May, for the conversion of the cesspools at Pahala Elderly Housing, Lailani, Kealakehe, and Kaimalino on the Big Island. HCDCH is planning several other conversion projects on the islands of Kauai and Maui and the Big Island within the next several years.



Facts about HUD's Resident Survey

What is the Resident Service and Satisfaction Survey?

The Resident Service and Satisfaction Survey is sent to a sample of public housing residents at each Public Housing Agency (PHA) on a yearly basis to find out how satisfied they are with the living conditions at their development. This survey is part HUD's increased commitment to monitoring Public Housing Agencies.

HUD's Real Estate Assessment Center (REAC) has a new way of measuring your housing agency's performance. HUD has developed a new method to more accurately evaluate the performance of Public Housing Agencies called the Public Housing Assessment System (PHAS). PHAS evaluates the physical condition, financial health, management operations, and resident services of Public Housing Agencies in the United States. The PHAS will measure overall resident satisfaction with living conditions using the Resident Service and Satisfaction Survey. Your household may be randomly selected to participate in this survey.

How is this survey different from other development surveys?

For the first time your satisfaction and experience with your living conditions will be included in HUD's yearly evaluation of your housing agency. This survey was developed with the help of PHAs, resident leaders, and representatives of the industry.

Who will receive this survey?

All Public Housing residents throughout the nation will be included in the survey process. Not all residents will receive a survey. Residents will be chosen randomly using a computer program. The survey will take place yearly, so if you do not receive a survey this year you may in the future.

How will survey results be used?

HUD will use the overall results of the survey to help determine how well your development is doing in five areas (maintenance and repair, services, communication, safety, and development appearance). The Resident Service and Satisfaction Survey equals 10 out of 100 points your housing agency may receive under the PHAS. Answers residents provide make up a possible 5 points, while marketing the survey and follow-up actions taken by PHA management could equal another 5 possible points.

PHA management is expected to use information from the survey to help identify areas that need improvement within your development, and to develop a Follow-up Plan to address problems identified.

Will anyone know how I responded to the survey?

If you receive a survey, you should not write your name on it. HUD is committed to ensuring that your PHA management will *not* know who participated or how individuals responded. Your identity will remain confidential. Only the overall results of the survey will be shared with PHA management.

Whom do I contact if I have any other questions?

If you have any questions about the Resident Service and Satisfaction Survey, call the REAC's Customer Service Center at 1-888-245-4860 (calls are toll free).



Lanakila Homes and the Merrie Monarch Festival



For the past several years, the Naniloa Hotel staff had been constructing the Merrie Monarch Festival’s Royal Court Parade float, but with the recent sale of the hotel, the new owner chose not to participate in this year’s festival. The request for assistance went out to the Hilo community and under the leadership of President George DeMello, the Lanakila Homes Resident Association accepted the challenge.

Approximately fifty residents from the association worked, from April 17th to April 23rd , on the construction of the Royal Court Parade float. The float transported the Merrie Monarch Royal Court during the annual parade that culminated the 5-day long event.

Great job to everyone who helped in constructing the Royal Court Parade Float.

Having a Voice in your Continuum of Care



On each of our counties your Continuum of Care (CoC) committee continues to be committed to working towards solutions to the ever growing homelessness and affordable housing issues

The CoC is an inclusive committee that brings together participants from the state, city, local private and nonprofit sectors, including, service providers, community and faith based organizations, homeless and formerly homeless persons, private health care organizations, business and business associations, law enforcement and corrections agencies, and private funding providers to address the specific needs of each of the homeless populations.

To be a part of the process you can attend the CoC meeting in your county:

Kauai: Kauai CoC Committee

Chair: Stephanie Fernandez
Phone: (808) 245-4072
Schedule: 2nd Thursday every other month
Time: 1:30- 3:30 pm
Location: Kauai Economic Opportunity,
2804 Wehe Rd. Lihue, Kauai

Oahu: Partners In Care

Chair: Margot Schrire
Phone: (808) 845-7150
Schedule: 3rd Tuesday of the month
Time: 11:00 am to 12:30 pm
Place: Central Union Church
1660 S. Beretania St., Honolulu

Hawaii: Hawaii Community Alliance Partners

Chair: Vern Faxon
Phone: (808) 934-7852
Schedule: 4th Tuesday every other month
Time: 2:00 – 3:00 pm
Place: Hilo at the Office of Housing and
Community Development and in
Kona at the Mayor’s office

Maui: Maui Homeless Alliance

Chair: Bill Staton
Phone: (808) 873-3145
Contact: Dawn Acpal Secretary
Phone: 808) 877-0880
Schedule: 3rd Tuesday of the Month
Time: 12-1:00 pm
Location: Maui Office of Veterans Services,
333 Dairy Rd. Suite 201A,,
Wailuku, Maui



211 is a Great Resource

Under the sponsorship of the Aloha United Way, 211 is Hawaii's only comprehensive, statewide health and human services information hotline. 211 helps callers locate government agencies or human services programs that available to them. In times of disaster, 211 is also there to provide residents with emergency response and referrals to applicable agencies.

Last year, specialists provided information and referrals to nearly 43,000 callers with questions or concerns in the following areas.

- *After school programs
- *Disability services
- *Domestic violence
- *Elderly care services
- *Emergency food and shelter
- *Family counseling
- *Health care and insurance
- *Legal assistance
- *Recycling information
- *Substance abuse treatment
- *Transportation
- *Veterans' services

211 is available to all Hawaii residents, 24 hours a day, 7 days a week.

211 can also be located on the internet at www.auw.org/211.

To find or give help, call 211.

It's free. It's confidential.
And it's available 24 hours a day.

211 is a three-digit telephone number that connects you to 4,000 community services across the state of Hawaii. With one easy phone call, find or give help.

2 1 1

Visit www.auw.org for 211 services online.

Council Serves Big Island Families in Need

Hawaii County Economic Opportunity Council provides a multitude of services to low-income families and individuals throughout the Island of Hawaii. They have offices in Hilo, the Hamakua/Kohala district, the Ka'u/Puna district, and Kona District.

The Council provides transportation services for people with disabilities, elderly, children enrolled in Head Start, Medicaid and Queen's Hawaii participants, and nutrition program clients. The Council also operates Head Start Programs, Federal Surplus Food distribution sites, and a high school dropout prevention program. They offer shopping assistance and meals to eligible families and individuals. Case management services are available to immigrants and refugees. Families in need of energy assistance or conservation education can also call the Council. Selected homeowners can qualify for deferred loans to make home repairs.

Most recently, the Council has been successful in helping families and individual with job and business training through their economic development program.

Welfare participants can receive training to be

come a technician in the Council's orchid tissue culture laboratory. Others can use (for a nominal fee) one of three "incubator kitchen" to prepare food products their fledgling business. Kitchens are located in Honoka'a, Paauiolo, and Hakalau. Finally, others can receive the full spectrum of small business training at their Hilo kitchen. There participants learn to prepare food products, market their products, and other valuable business skills.

Eligibility is determined basis on the State, Department of Human Services income guidelines. Interested people should bring their State ID, Social Security card, and proof of income to the Council office nearest their home. If you are unable to go to their offices, house calls can be arranged based on the staff's availability. For more information, please call the office nearest you.

Hilo	961-2681
Hamakua/Kohala	775-9145
Ka'u/Puna	965-6440
Kona	322-3428