

GUAM HOUSING AND URBAN RENEWAL AUTHORITY
Aturidat Ginima' Yan Rinueban Siudat Guahan

BOARD OF COMMISSIONERS
RESOLUTION NO. FY2023-020

Moved By: NATHANAEL P. SANCHEZ **Seconded By: EMILIA F. RICE**

Resolution Approving the Annual PHA PLAN (FY2024)

WHEREAS, pursuant to Section 511 of the Quality Housing and Work Responsibility Act (QHWRA) of 1998, the Guam Housing and Urban Renewal Authority is mandated to develop and submit a Public Housing Agency (PHA) Annual Plan to the U.S. Department of Housing and Urban Development (HUD); and

WHEREAS, The PHA Plan (FY2024) is a comprehensive guide to the Authority's policies, programs, operations, and strategies for meeting local housing needs and goals for implementation for the upcoming fiscal year; and

WHEREAS, The goals and objectives of the PHA Plan (FY2024) are consistent with Guam's Five-Year Consolidated Plan, which identifies and prioritizes the housing and community development needs of Guam; and

WHEREAS, This PHA Plan was prepared in accordance with 24 CFR Part 903; now, therefore, be it

RESOLVED, that the Board of Commissioners of the Guam Housing and Urban Renewal Authority hereby approves the Annual PHA Plan for the Fiscal Year 2024, beginning October 1, 2023.

IN A SCHEDULED BOARD MEETING, SINAJANA, GUAM – JULY 11, 2023

PASSED BY THE FOLLOWING VOTES:

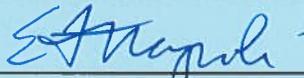
AYES: John Rivera, Nathanael Sanchez, Frank Ishizaki, Emilia Rice

NAYES: NONE

ABSENT: Anisia Delia, Karl Corpus

ABSTAINED: NONE

I certify that the foregoing is a full, true and correct copy of a Resolution duly adopted by the Guam Housing and Urban Renewal Authority Board of Commissioners on July 11, 2023.



ELIZABETH F. NAPOLI

Board Secretary / Executive Director

(S E A L)

Annual PHA Plan <i>(Standard PHAs and Troubled PHAs)</i>	U.S. Department of Housing and Urban Development Office of Public and Indian Housing	OMB No. 2577-0226 Expires: 03/31/2024
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Purpose. The 5-Year and Annual PHA Plans provide a ready source for interested parties to locate basic PHA policies, rules, and requirements concerning the PHA's operations, programs, and services, including changes to these policies, and informs HUD, families served by the PHA, and members of the public of the PHA's mission, goals and objectives for serving the needs of low- income, very low- income, and extremely low- income families.

Applicability. The Form HUD-50075-ST is to be completed annually by **STANDARD PHAs or TROUBLED PHAs**. PHAs that meet the definition of a High Performer PHA, Small PHA, HCV-Only PHA or Qualified PHA do not need to submit this form.

Definitions.

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

A.	PHA Information.
	<p> PHA Name: <u>GUAM HOUSING AND URBAN RENEWAL AUTHORITY</u> PHA Code: <u>GQ001</u> PHA Type: <input checked="" type="checkbox"/> Standard PHA <input type="checkbox"/> Troubled PHA PHA Plan for Fiscal Year Beginning: (MM/YYYY): <u>10/2023</u> PHA Inventory (Based on Annual Contributions Contract (ACC) units at time of FY beginning, above) Number of Public Housing (PH) Units <u>750</u> Number of Housing Choice Vouchers (HCVs) <u>2,718</u> Total Combined Units/Vouchers <u>3,468</u> PHA Plan Submission Type: <input checked="" type="checkbox"/> Annual Submission <input type="checkbox"/> Revised Annual Submission </p> <p> Availability of Information. PHAs must have the elements listed below readily available to the public. A PHA must identify the specific location(s) where the proposed PHA Plan, PHA Plan Elements, and all information relevant to the public hearing and proposed PHA Plan are available for inspection by the public. At a minimum, PHAs must post PHA Plans, including updates, at each Asset Management Project (AMP) and main office or central office of the PHA. PHAs are strongly encouraged to post complete PHA Plans on their official website. PHAs are also encouraged to provide each resident council a copy of their PHA Plans. </p> <p> The Annual PHA Plan FY2024 was made available to the public for review and comment via (1) electronically on GHURA's website at www.ghura.org, and (2) hard copies located at GHURA's main office lobby, the AMP Site Base offices, and the Guma Trankilidat office. Inquiries were sent to Ms. Philly San Nicolas, Property Site Manager, via her email address, phillysn@ghura.org; or contacted via phone at (671) 475-1348. </p> <p> Residents were requested to contact their respective Site Base Office for an appointment to review either the PHA Plan or CFP Plan. The contact information is as follows: </p> <ul style="list-style-type: none"> • GHURA Main Office: (671) 475-1330, 117 Bien Venida Avenue, Sinajana, Guam 96910 • AMP1: (671) 477-9823, Paquito Street, Toto Gardens, Toto, Guam 96910 • AMP2: (671) 789-9062, 10 JC Rojas Street, Yona, Guam 96915 • AMP3: (671) 565-9854, Pagachao Drive, Agat, Guam 96915 • AMP4: (671) 475-1395, 27 Doni Lane, Toto Gardens, Toto, Guam 96910 • Guma Trankilidat: (671) 646-6301, 145 Trankilidat St., Tumon, Guam 96913 • Section 8 FSS Coordinators: (671) 475-1333 or (671) 475-1339

Although Government of Guam has lifted its social distancing requirements for the COVID-19 pandemic, the Resident Advisory Board (RAB) Members requested that their meetings be held via ZOOM.

The first of three meetings with RAB members was held on May 4, 2023, to discuss the (a) 2022-2023 Revisions to Public Housing’s Admissions and Continued Occupancy Policy (ACOP), (b) FY2023 Capital Fund Program and Five-Year Action Plan for 2023-2027, and (c) FY2024 PHA Annual Plan. RAB members were provided with an agenda, synopsis of ACOP revisions, list of proposed projects under the new 2023 CFP grant, and highlights of 2024 PHA Plan.

On May 24, 2023, Typhoon Mawar, a Category 4 status, hit the island of Guam. Most of the island had suffered a loss of power, water, and connectivity. The remaining two meetings with RAB members were canceled.

As the island recovered, despite some areas of the island not having power or poor connectivity, the public hearings continued as scheduled for the Capital Fund Program and PHA Annual Plan.

The Public’s comments are important to us. GHURA had advertised three public comment periods and public hearings for the items stated, as follows:

- 2022-2023 Revisions to ACOP:
Public Comment - March 27-May 10, 2023; Public Hearing - May 11, 2023
- FY2023 Capital Fund Program and Five-Year Action Plan:
Public Comment – April 19-June 2, 2023; Public Hearing – June 2, 2023
- FY2024 PHA Annual Plan:
Public Comment – May 2-June 15, 2023; Public Hearing – June 16, 2023

All public hearings had no attendees and few comments were received.

PHA Consortia: (Check box if submitting a Joint PHA Plan and complete table below)

Participating PHAs	PHA Code	Program(s) in the Consortia	Program(s) not in the Consortia	No. of Units in Each Program	
				PH	HCV
Lead PHA:					

B.	Plan Elements
B.1	<p>Revision of Existing PHA Plan Elements.</p> <p>(a) Have the following PHA Plan elements been revised by the PHA?</p> <p>Y N</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Statement of Housing Needs and Strategy for Addressing Housing Needs</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Deconcentration and Other Policies that Govern Eligibility, Selection, and Admissions. (EXHIBIT B)</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Financial Resources.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Rent Determination.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Operation and Management.</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Grievance Procedures. (EXHIBIT C)</p> <p><input checked="" type="checkbox"/> <input type="checkbox"/> Homeownership Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Community Service and Self-Sufficiency Programs.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Safety and Crime Prevention.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Pet Policy.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Asset Management.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Substantial Deviation.</p> <p><input type="checkbox"/> <input checked="" type="checkbox"/> Significant Amendment/Modification (EXHIBIT A)</p> <p>(b) If the PHA answered yes for any element, describe the revisions for each revised element(s):</p> <p><u>OPERATIONS AND MANAGEMENT</u></p> <p><i>Section 8 Housing Choice Voucher Program</i></p> <p>Post-pandemic operations for GHURA's Section 8 Housing Choice Voucher Programs are progressively doing well. Except for the Veteran Affairs Supportive Housing voucher program and the programs for that we have received additional vouchers, leasing for the Housing Choice Vouchers and special purpose vouchers programs for 2022 averaged above 93 percent (baseline) and 100 percent based on utilization of its budget authority. Leasing of Project-based units for elderly families averaged 98 percent for the year. The average Per Unit Cost was \$1,452, and the attrition rate was 11.32 percent. The total number of families who ported out of Guam is 42 households.</p> <p>In 2022, GHURA received 25 Fair Share vouchers, 15 Mainstream vouchers, and 10 for the Veteran Affairs Supportive Housing (VASH) Program. The additional vouchers, including the 87 Emergency Housing Vouchers received in 2021, brought GHURA's total authorized vouchers to 2,718. The Agency is grateful for the additional vouchers permitting GHURA to help more families. For 2023, GHURA aims to maximize its utilization of all its authorized budget to assist families in Guam. GHURA also aims to reach out to more property owners and developers to recruit Section 8 landlords and work with the community to link services for Section 8 families.</p> <p><i>Public Housing Program</i></p> <p>Guam's Public Health emergency ended on January 11, 2023, through Executive Order No. 2022-24, after nearly three years. GHURA, along with other government agencies and private businesses have been operating under normal conditions with continued safe practices and consumer driven conveniences.</p> <p>GHURA continues drop box services for families at each of the site base offices and encourages appointment and phone contacts to minimize traffic in the office. Other safe practices such as mask utilization, temperature checks and sanitation stations are available options.</p> <p>Management meetings and training continue in-person or through on-line platforms such as ZOOM. Both options are available for residents going through grievance hearings as well.</p> <p><i>Grievance Procedures</i></p> <p>GHURA's Grievance Procedures has been updated to reflect the requirements and procedures for handling grievances for public housing residents. It is GHURA's essential responsibility to ensure grievance hearings meet the requirements of due process and comply with HUD regulations. Remote informal hearings are being made available. All GHURA policies and processes for remote informal hearings will be conducted in accordance with due process requirements and in compliance with HUD regulations (see ACOP Chapter 14).</p>

Homeownership Programs

HOME Investment Partnerships Program (HOME Program)

The HOME Program continues to support affordable housing by providing first time homebuyer, rental, and homeowner programs for low to moderate income families as defined by HUD. The programs include:

- ***Homebuyer***

Guam continues to offer a first-time homebuyer’s program for eligible applicants. Guam provides subsidies for the construction of newly built single-family units. This program year, Guam has procured a contractor to construct 2 single family units under the Renewal Affordable Homes Program to be sold to eligible first-time homebuyers. The units are scheduled to be completed May 2023. The families have been identified for the purchase and will secure financing with USDA. Guam continues collaborate with local lenders on program designs to assist low to moderate income families in becoming homeowners. Guam continues to maintain a waitlist for eligible applicants.

- ***Rental***

HOME Program and Housing Trust Fund (HTF)

Guam is currently working on developing plans to address the ongoing affordable rental needs of low- to moderate-income families.

Guam received its first allocation of the HTF award. HTF funds will be leveraged with HOME Program funding to support affordable rental with primary attention to extremely low and very low-income households. Partnerships are typical with non-profit organizations to manage affordable rental programs. HTF funding total is \$373,610.00.

HOME-American Recue Plan (HOME ARP)

In 2021 Guam was awarded funding under the HOME ARP program and is currently finalizing an allocation plan. The plan will address homeless needs through the creation of affordable housing or non-congregate shelter units by providing tenant-based rental assistance or supportive services. This is a one-time funding opportunity in the amount of \$3,881,538.00.

Significant Amendment/Modification - See Exhibit A

(c) The PHA must submit its Deconcentration Policy for Field Office review.

The Deconcentration Policy, as noted in GHURA’s 2023 ACOP, is included as Exhibit B.

B.2 New Activities.

(a) Does the PHA intend to undertake any new activities related to the following in the PHA’s current Fiscal Year?

- | | |
|-------------------------------------|-------------------------------------|
| Y | N |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input type="checkbox"/> | <input checked="" type="checkbox"/> |
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| <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |

(b) If any of these activities are planned for the current Fiscal Year, describe the activities. For new demolition activities, describe any public housing development or portion thereof, owned by the PHA for which the PHA has applied or will apply for demolition and/or disposition approval under section 18 of the 1937 Act under the separate demolition/disposition approval process. If using Project-Based Vouchers (PBVs), provide the projected number of project-based units and general locations, and describe how project basing would be consistent with the PHA Plan.

Conversion of Public Housing to Project-Based Assistance under RAD

GHURA is not actively pursuing the conversion of its Public Housing stock to the HUD Rental Assistance Demonstration (RAD) Program currently. However, GHURA continues to review this program to determine its applicability and benefit to the island’s inventory of Public Housing.

Occupancy by Over-Income Families

GHURA’s ACOP is currently under revision and subject to be approved by May 2023. Over-income families will not be terminated from the program and will be charged an alternative non-public housing rent, as noted below:

“GHURA Policy

For families whose income exceeds the over-income limit for 24 consecutive months, GHURA will not terminate the family’s tenancy and will charge the family the alternative non-public housing rent, as well as require the family to sign a new non-public housing lease in accordance with the continued occupancy policies below.”

Units with Approved Vacancies for Modernization

GHURA continues to include Unit Modernization in the Annual Statement and Evaluation Report (50075.1) and the Capital Fund Program (CFP). GHURA will continue to request HUD’s approval for the modernization of units that need major renovation work. CFP funds are used to address these vacant units under modernization. Units identified for modernization require the units to become or remain vacant to accomplish the necessary improvements; modernization may require up to six (6) months for completion.

Major factors in which GHURA considers placing units under modernization and upgrade: the age of the unit, deterioration of the sewer waste and water lines, and antiquated electrical system, to name a few. Most units are over 40 years old and the sewer lines that were originally installed are galvanized pipes that have since and continue to severely corrode; the electrical systems are obsolete, and some parts that were installed in the unit are no longer being sold to perform the necessary maintenance of the system.

Relocation Costs will also be included in the CFP grant to provide residents with relocation assistance, if qualified.

Abatement of Lead Based Paint (LBP) - A re-testing for the presence of Lead-Based Paint (LBP) was completed in November 2018 on 145 Public Housing units at AMP 1 (Agana Heights, Mongmong, and Sinajana), AMP 2 (Yona), and AMP 4 (Toto). Out of the 145 units, a total of 67 units tested positive for lead.

GHURA plans to address the abatement of LBP under the FY2022 Capital Fund Program (CFP) grant. GHURA will issue a Request for Proposal (RFP) to obtain services for an LBP Abatement Consultant. This consultant will also be required to prepare the Scope of Work and conduct a quality review of the work performed by the contractor in removing the LBP from designated areas.

GHURA continues to provide notices to the residents at occupancy of the presence of LBP on the affected units. A report of any individuals testing positive for lead poisoning will be provided to HUD.

Other Capital Grant Programs

GHURA will consider the possibility and feasibility of applying for the Capital Fund Financing Program (CFFP) and the Emergency Shelter and Security Grants.

GHURA has submitted its application for the Housing Related Hazards Grant and Lead-Based Paint Capital Fund Program grant. Under this grant, GHURA proposes to address two projects: radon and mold and moisture.

GHURA considers the age of the units, updated uniform building codes, and Guam’s weather conditions as factors for units requiring to be upgraded and in compliance with industry standards. CFP funds are limited to address the physical needs of the developments, as stated in the 2018 Physical Needs Assessment.

Use of Operating Reserves

GHURA will use its operating reserves to address project-specific activities to maintain the efficient management operations of Public Housing units. Projects being considered are:

- Installation of overhead lighting in the elderly unit bedrooms as the unit becomes vacant.
- Construction of an open-air canopy above existing basketball courts and/or playground facilities located on the AMP sites.
- Removal and repair of existing fence and/or installation of new fencing at the AMPs sites.
- Installation of bollards to prevent soil erosion and unauthorized resident parking on grass.
- Installation of lighting at fence line for security purposes.
- Installation of boundary signage where there are no fences to deter residents from trespassing on private properties that border PHA sites.
- Purchase and installation of security cameras with security monitoring services.
- Pest control/termite treatment in units.
- Expansion of office and parking spaces.
- Support of resident programs.
- Other project-specific activities include, but are not limited to, improving curb appeal (maintenance costs, non-routine or capital expenses).

B.3 Progress Report.
 Provide a description of the PHA’s progress in meeting its Mission and Goals described in the PHA 5-Year and Annual Plan.

Project-Based Elderly Program
 Guam has 112 Project-based Elderly Program vouchers which are 99% leased up. The Section 8 Project-Based Voucher Program is a rental housing assistance program for elderly families. Unlike the Section 8 tenant-based program, the Project-Based subsidy is attached to specific units; the assistance does not move with the family. Under this program, there are 112 units that are subsidized at the Summer Town Estates in Dededo.

HUD-Veterans Affairs Supportive Housing Program (VASH)
 Guam currently receives a total of 66 VASH vouchers with 48 leased up. Guam will continue to apply for additional funding to help our homeless veterans and their families afford decent, safe, and sanitary housing.

Mainstream
 Guam was awarded 11 Mainstream Housing Program vouchers in 2018 and additional 4 in August 2020; 15 vouchers are leased up. These vouchers assist non-elderly persons between the ages of 18-61 with disabilities who are transitioning out of institutional or other segregated settings, at serious risk of institutionalization, homeless, or at risk of becoming homeless. Currently 100% leased.

Non-Elderly Disabled (NED)
 Guam currently has 175 NED vouchers with 151 leased. The NED vouchers assist very low-income non-elderly disabled families and individuals with permanent housing. The recipients of NED vouchers are non-elderly head of household, co-head or spouse that is disabled.

Family Unification Program (FUP)
 FUP vouchers are for families for whom the lack of adequate housing is a primary factor in the imminent placement (1) of the family’s child or children, in out-of-home care; and (2) of the delay in discharge of child or children, to the family from out-of-home care. This program also includes an 18-month Voucher for youth at least 18 years old and not more than 21 years old who left foster care at age 16 or older and who do not have adequate housing. The FUP program is available only to families who are referred by Department of Health and Social Services (DPHSS), Division of Public Welfare (DPW), and Bureau of Social Services Administration (BOSSA). Guam has 130 FUP vouchers which is currently 100% leased.

A big contributing factor to the delay of leasing vouchers is due to COVID-19 restrictions and government shutdown, from March 2020 to May 2020 and August 2020 to September 2020. Although the shutdown has been lifted, Guam is still under restrictive orders, which caused delays in obtaining necessary documents from outside agencies, limited access to utility companies, impeded the ability of families to actively search for a unit, and caused landlords the inability and/or refusal to show units.

Multi-family Program

GHURA continues to meet its mission and goals by serving the needs of low-income elderly and persons with disabilities at the Guma Trankilidat (GT) Guam Elderly Program Multifamily Housing development. The GT Multifamily program continues to use its reserve funding to renovate and improve the physical conditions of the units to extend the useful life of the unit and the facilities. GT continues to meet the goals stated in the PHA’s 5-year plan by ensuring the units are maintained in a decent, safe, and sanitary conditions.

Increasing Availability of Affordable Housing (Other Programs)

Guam continues to meet the priorities set forth in the 5-Year Consolidated Plan to increase the availability of affordable housing. As of 2023, Guam’s participation in the Low-Income Housing Tax Credit (LIHTC) program has completed 1,170 affordable LIHTC rental units.

Summer Breeze I began construction of its 64 LIHTC rental-unit project in Barrigada with an anticipated completion in the latter part of 2023, marking it the second LIHTC project to be located in the central region of Guam. In addition, Summer Vista I, a project by the same developer as Summer Breeze I, has also began construction of 96 LIHTC rental units in Dededo near GRMC. Guam is also looking to continue the LIHTC Qualified Allocation Plan (QAP) process to generate more private development of affordable housing in 2023.

Section 108

The Government of Guam applied for a Loan Guarantee under Section 108 of the Housing and Community Development Act of 1974. The Section 108 program is a financing tool that allows communities and states to expand the size of their CDBG programs. It allows communities to transform a small portion of their CDBG funds into federally guaranteed loans large enough to pursue physical and economic revitalization projects that can renew entire neighborhoods. Additionally, the program is intended to support projects which principally benefit Low to Moderate Income (LMI) people in Guam.

GHURA, working on behalf of the Government of Guam, is the Designated Public Agency (DPA). The DPA simultaneously acts as borrower of the 108 loan funds from HUD and lender of 108 loan funds in this case lending to an organization (the ‘third party borrower’) proposing an activity that will fulfill a need within our community and that will serve an eligible LMI population.

For this first Section 108 Loan, Guam disbursed funds to The Learning Institute (TLI) for the construction of a public facility, the iLearn Academy Charter School (IACS) project. Construction of the IACS project began in 2021 and was completed in July of 2022. The gymnasium completed construction in December 2022 and full occupancy will be granted in 2023.

Promote Self-sufficiency and Asset Development of Families and Individuals

Meeting Family Self-Sufficiency Goals

GHURA’s Family Self-Sufficiency (FSS) Program Coordinators continue to champion for families by providing them with a wide variety of supportive services to include education, information, assistance, and opportunity. They remain resolute in exploring new and expanded ways to enhance the services they provide. FSS Program Coordinators continue to pursue and implement innovative approaches to ensure continuity of critical services to FSS participants.

FSS Program Coordinators continue to apply best practices for remote service delivery utilizing platforms such as virtual enrollments, virtual one-to-ones, virtual services workshops, virtual group discussions, email and phone banks to maintain contact with participants in order to sustain interest and motivation as they focus on achieving their goals. In line with nurturing interest and motivation, FSS continues to issue quarterly e-newsletters which cover an array of information. Features typically include escrow statistics, calendar of events, maintaining healthy homes, maintaining good tenancy, and preparing for inspections, amongst other topics of interest. The success stories section continues to impart a sense of inspiration to participants to strive for progress and ultimately achieve their goals.

FSS Program Coordinators supported an average of 140 program participants and their families in the past year. This number includes 110 Housing Choice Voucher (HCV) Program participants, and 30 Public Housing Program participants. Of these, 38 have opted for Homeownership/Prepare for Homeownership as

a final goal, and 34 have opted for continuing education. Other goals include obtaining a drivers' license, purchasing a vehicle, small business ownership and employment.

As a HUD approved housing counseling agency, FSS continues to expand and improve upon the services it provides to increase financial awareness and help families improve financial literacy. FSS families are connected to free, self-paced, on-demand financial education resources aimed at supplementing both one-on-one and remote coaching. These financial education resources provide hands-on, easy to understand information utilizing engaging videos, articles, and other resources intended to provide practical money management information on budgeting, saving, and (re)building credit.

FSS Program Coordinators continue to journey onward, ever mindful that FSS families are provided with interesting and innovative resources and service offerings essential to their advancement. They remain committed to supporting the delivery of a wide variety of information, assistance, and opportunity to participating, previous, and potential FSS families, and continue to pursue new approaches and methods of expanding the services they provide.

Improve Community Quality of Life and Economic Vitality

Safety

All four AMP sites continue to work closely with each of its village mayoral offices to actively engage its residents in the participation of the Neighborhood Watch Program (NWP). The NWP helps residents deter crime in the villages but also encourages recruitment and community involvement. Overall, the NWP has led law enforcement to identification and arrests of individuals committing petty thefts, burglary, assault and other more serious crimes.

GHURA and the Guam Police Department (GPD) developed a Memorandum in May 2022 to promote better communication between GPD and AMP's Property Site Managers. The primary objective is to provide various avenues for GPD to work in partnership with GHURA in addressing concerns that occur while patrolling the sites. Some of the concerns include violations involving air rifles, pellet guns, or other deadly weapons; the use of alcohol in GHURA common areas such as parking lots and basketball courts to name a few; curfew violations and repeated calls for intoxicated individuals loitering in the property.

Outreach Programs

GHURA continues to partner with various government agencies and on-profit organization to provide access for outreach and educational opportunities for our families including:

- Mañe'lu is a local non-profit organization whose mission is to provide education and empowerment to children and families through mentoring. Opportunities include developing social and emotional resiliency, leadership skills, and community stewardship. Volunteers from Mañe'lu provide weekly site activities at the AMP sites including sponsored author readings and evidence-based curriculum for school aged children focused on improving self-concept, mental health, academic achievement. Students could also participate in weekly sports activities like basketball & pickleball or arts and crafts.

Upcoming events in April and May include Workforce Development for teens and adults; Career Fair and Spring Camp for elementary students in Pagachao, Agat.

In summary, Mañe'lu has continued to provide on-going community outreach and youth activities for our families in public housing. Upcoming activities are forthcoming and planned through the summer. It is hoped that more community partners will begin providing in-person accessibility to our children and families.

Other organizations have provided their outreach to our families within the development. Such programs include, and not limited to:

- Village Play time continues for families with children ages birth-5 years of age with partnering agencies from Guam's Department of Public Health and Social Services, Guam Early intervention services, Mayors' Council of Guam, Guam Preschool Development Grant, Project Bisita I Familia, Guam Early Learning Council etc. The goal is to provide Learning sessions that are fun for families and at the same time promote children's Physical, Social, and Emotional Development through PLAY. The sessions occur within the public housing sites or within closed proximity.

- The Guam Community College (GCC)/Career Pathways conducted a GED Boot Camp from November 2022 through December 2022 at the Resident Services Center in Toto Gardens.
- Guam Head Start Program continues to provide education, health, nutrition and social services to children and their families that support School Readiness and Family Engagement. The program will utilize the GHURA’s Resident Services Center in Toto Gardens in May 2023 for the Head Start Program registration.

GHURA will continue to encourage partnerships within the community that promote family engagement, educational and skill-based trainings for all families.

Section 3

GHURA’s Staff continues to educate the contractors on the Section 3 regulations and to mandate the compliance of these regulations with each construction contract. The A/E Division continues to work with the Property Site Managers to reach out to residents who are interested in working with contractors for employment under the Section 3 program. Construction contracts under modernization have a short-term contract period for at least four months; most residents are looking for long-term employment.

GHURA’s FSS coordinators conduct outreach clinics and contact its Public Housing residents directly to encourage them to become more involved in the Section 3 program. FSS coordinators assist the A/E Division by compiling a list of eligible individuals and obtain resumes that will later assist the A/E staff in selecting participants who may be offered employment whether it be construction, administrative, or clerical work.

Wait List

AMP 1 (Agana Heights, Mongmong, Sinajana, Asan) opened its wait lists for all bedroom sizes on April 3, 2023

AMP 2 (Yona, Talofoyo, Inarajan) opened its wait lists for all bedroom sizes on April 3, 2023.

AMP 3 (Agat, Merizo, Umatac) wait lists for all bedroom sizes remain open since April 1, 2022.

AMP 4 (Toto, Dededo) wait lists for all bedroom sizes remain closed since October 28, 2022.

The Section 8 HCV Program wait list was opened for one week only from December 5-12, 2022. Applicants applied online to establish a Section 8 two-year wait list. The Electronic Lottery System randomly selected 1800 applicants out of 3461 applications that were received during that one-week period.

Occupancy Levels (HCV/S8, PH, Guma Trankilidat)

The following tables are intended to provide a snapshot of GHURA’s occupancy levels under the Housing Choice Voucher, Public Housing, and Guma Trankilidat programs based on occupancy and wait list status as of **April 30, 2023**.

Wait List (Number of Applicants, by income)

Program / AMP	Extremely Low (30% AMI)	Very-Low (50% AMI)	Low (80% AMI)	Above 80% AMI	Total
HCV/S8	1750	87	26	0	1863
AMP1	97	16	10	4	127
AMP2	110	22	6	2	140
AMP3	188	30	18	1	237
AMP4	830	116	48	7	1001
GT	17	5	3	0	25

Occupancy Levels – HCV/S8, PH (by AMP), and Guma Trankilidat

UNITS	HCV/S8	AMP1	AMP2	AMP3	AMP4	GT
Total	2715	158	163	195	234	49
Available	2703	139	157	159	190	47
Percentage	100%	88%	96%	82%	81%	96%

B.4 Capital Improvements. Include a reference here to the most recent HUD-approved 5-Year Action Plan in EPIC and the date that it was approved.

Capital Fund Program GQ08P00150122 approved 07/18/2022.
Capital Fund Program GQ08P00150123 approved 07/03/2023.

B.5 Most Recent Fiscal Year Audit.

(a) Were there any findings in the most recent FY Audit?

Y N

(b) If yes, please describe:

**CORRECTIVE ACTION PLAN
 SEPTEMBER 30, 2021**

Finding #2021-001 General Ledger and Schedule of Expenditures of Federal Awards

Views of Responsible Officials and Planned Corrective Actions:

The Authority will continue to address reconciliation and preparation of the SEFA according to the Uniform Guidance requirements. Responsible personnel will be trained on updated Uniform Guidance requirements for the SEFA. The SEFA will be reconciled to the General Ledger via the Trial Balance with appropriate adjustments made so that the SEFA reconciles to the Operating Expenses for the fiscal year. The SEFA footnotes will contain the required information.

Responsible Party: Lucele Leon Guerrero, Controller (replaced by Frances Danieli, Controller)

Anticipated Date of Completion: Ongoing effort and as training is made available.

Finding #2021-002 CDBG – Entitlement Grants Cluster Program Income

Views of Responsible Officials and Planned Corrective Actions:

The recording, use, and reconciliation of the CDBG Program Income is complex in nature. The Authority will review its accounting processes to accurately record and provide complete reports as required by the U.S. Housing and Urban Development (HUD), by the recommendations from HUD’s technical assistance, and by the updated Uniform Guidance requirements. Responsible accounting and planning personnel will be trained on updated Uniform Guidance and the Integrated Disbursement and Information System (IDIS).

Responsible Party: Lucele Leon Guerrero, Controller (replaced by Frances Danieli, Controller) and Katherine Taitano, Chief Planner

Anticipated Date of Completion: Ongoing effort and as training is made available.

Finding #2021-003 CDBG – Entitlement Grants Cluster Program Income Reporting

Views of Responsible Officials and Planned Corrective Actions:

Responsible accounting and planning personnel will be trained on updated Uniform Guidance requirements as well as training on IDIS reporting.

Responsible Party: Lucele Leon Guerrero, Controller (replaced by Frances Danieli, Controller) and Katherine Taitano, Chief Planner

Anticipated Date of Completion: Ongoing effort and as training is made available.

Finding #2021-004 Housing Voucher Cluster Reporting

Views of Responsible Officials and Planned Corrective Actions:

Responsible accounting personnel will coordinate and prioritize with HUD to resolve the submission of its audited Fiscal Year 2019 and 2020 financial information so that the Authority’s Fiscal Year 2021 financial information can be submitted as required in the Financial Assessment Sub-System (FASS-PH).

Responsible Party: Lucele Leon Guerrero, Controller (replaced by Frances Danieli, Controller)

Anticipated Date of Completion: Ongoing effort with HUD

Finding #2021-005 CARES Act Funding Reporting

Views of Responsible Officials and Planned Corrective Actions:

Responsible accounting personnel will coordinate and prioritize with HUD to resolve the submission of its audited Fiscal Year 2019, 2020, and 2021 financial information as required in the Financial Assessment Sub-System (FASS-PH) so that the Authority can meet the reporting requirement for its CARES Act Funding.

Responsible Party: Lucele Leon Guerrero, Controller (replaced by Frances Danieli, Controller)

Anticipated Date of Completion: Ongoing effort with HUD

**GUAM HOUSING AND URBAN RENEWAL AUTHORITY
Summary Schedule of Prior Year Audit Findings
Year Ended September 30, 2021**

Audit Finding #

- | | |
|----------|--|
| 2020-001 | Corrective action has been taken. The SEFA was reconciled to the General Ledger via the Trial Balance. Capital assets were included in the appropriate ALN. |
| 2020-002 | Corrective action has been taken. GHURA has not received a response from U.S. HUD if the Supporting Housing for the Elderly is required to submit HUD 60002, Section 3 Summary Report, Economic Opportunities for Low- and Very Low-Income Persons. Effective November 30, 2020, HUD 60002, Section 3 is no longer required to be submitted in SPEARS and will need to maintain its records per 24 CFR 25. |
| 2020-003 | Corrective action has been taken. At the end of every fiscal year, the Controller will deposit any unobligated balance of funds in a federally insured account 60 days after the fiscal year end. |
| 2020-004 | Corrective action has been taken. GHURA has not received a response from U.S. HUD if the Supporting Housing for the Elderly is required to submit HUD 60002, Section 3 Summary Report, Economic Opportunities for Low- and Very Low-income Persons. Effective November 30, 2020, HUD 60002, Section 3 is no longer required to be submitted in SPEARS and will need to maintain its records per 24 CFR 25. |
| 2020-005 | Corrective action has been taken. BOC No. FY2020-21 approved on August 28, 2020, amended GHURA’s procurement policy to increase the small purchase limit to the legal limit of \$100,000 and has been adhering to the revised policy. |

	<p>2019-001 Corrective action has been taken. In October 25, and November 9, 2020, the Accountant II and Deputy Controller were hired, respectively. For FY 2021 the SEFA was reconciled to the General Ledger accounts via the Trial Balance.</p> <p>2019-002 Corrective action has been taken. Program income has been recorded in HUD’s Integrated Disbursement and Information System (IDIS) and is being monitored on a quarterly basis. GHURA receives technical assistance from HUD to improve its planning for the use of program income.</p> <p>2017-01 This finding is unresolved. The Capital Fund Grant reconciliations are ongoing.</p>
<p>C. Other Document and/or Certification Requirements.</p>	
<p>C.1</p>	<p>Resident Advisory Board (RAB) Comments.</p> <p>(a) Did the RAB(s) have comments to the PHA Plan?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(b) If yes, comments must be submitted by the PHA as an attachment to the PHA Plan. PHAs must also include a narrative describing their analysis of the RAB recommendations and the decisions made on these recommendations.</p> <p>The first of three meetings with RAB members was held on May 4, 2023, to discuss the (a) 2022-2023 Revisions to Public Housing’s Admissions and Continued Occupancy Policy (ACOP), (b) FY2023 Capital Fund Program and Five-Year Action Plan for 2023-2027, and (c) FY2024 PHA Annual Plan. RAB members were provided with an agenda, synopsis of ACOP revisions, list of proposed projects under the new 2023 CFP grant, and highlights of 2024 PHA Plan. The Minutes of the Meeting are included as EXHIBIT D.</p> <p>On May 24, 2023, Typhoon Mawar, a Category 4 status, hit the island of Guam. Most of the island had suffered a loss of power, water, and connectivity. The remaining two meetings with RAB members were canceled.</p> <p>As the island recovered, despite some areas of the island not having power or poor connectivity, the public hearings continued as scheduled for the Capital Fund Program and PHA Annual Plan.</p> <p>The Public’s comments are important to us. GHURA had advertised three public comment periods and public hearings for the items stated, as follows:</p> <ul style="list-style-type: none"> • <u>2022-2023 Revisions to ACOP:</u> Public Comment - March 27-May 10, 2023; Public Hearing - May 11, 2023 • <u>FY2023 Capital Fund Program and Five-Year Action Plan:</u> Public Comment – April 19-June 2, 2023; Public Hearing – June 2, 2023 • <u>FY2024 PHA Annual Plan:</u> Public Comment – May 2-June 15, 2023; Public Hearing – June 16, 2023 <p>All public hearings had no attendees and few comments were received.</p>
<p>C.2</p>	<p>Certification by State or Local Officials.</p> <p>Form HUD 50077-SL, <i>Certification by State or Local Officials of PHA Plans Consistency with the Consolidated Plan</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan. EXHIBIT E</p>
<p>C.3</p>	<p>Civil Rights Certification/ Certification Listing Policies and Programs that the PHA has Revised since Submission of its Last Annual Plan.</p> <p>Form HUD-50077-ST-HCV-HP, <i>PHA Certifications of Compliance with PHA Plan, Civil Rights, and Related Laws and Regulations Including PHA Plan Elements that Have Changed</i>, must be submitted by the PHA as an electronic attachment to the PHA Plan. EXHIBIT F</p>

<p>C.4</p>	<p>Challenged Elements. If any element of the PHA Plan is challenged, a PHA must include such information as an attachment with a description of any challenges to Plan elements, the source of the challenge, and the PHA’s response to the public.</p> <p>(a) Did the public challenge any elements of the Plan?</p> <p>Y N <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>If yes, include Challenged Elements.</p> <p>Challenged Elements. There are no Challenged Elements of the Annual PHA Plan brought to the Authority’s attention. The FY2024 PHA Annual Plan for the Public Housing and Section 8 Programs were advertised for public comment from May 2, 2023, through June 15, 2023. The Public Hearing was held on June 16, 2023.</p>
<p>C.5</p>	<p>Troubled PHA.</p> <p>(a) Does the PHA have any current Memorandum of Agreement, Performance Improvement Plan, or Recovery Plan in place?</p> <p>Y N N/A <input type="checkbox"/> <input type="checkbox"/> <input checked="" type="checkbox"/></p> <p>(b) If yes, please describe:</p>

D.	Affirmatively Furthering Fair Housing (AFFH).						
D.1	<p data-bbox="180 243 618 268">Affirmatively Furthering Fair Housing (AFFH).</p> <p data-bbox="180 296 1435 415">Provide a statement of the PHA’s strategies and actions to achieve fair housing goals outlined in an accepted Assessment of Fair Housing (AFH) consistent with 24 CFR § 5.154(d)(5). Use the chart provided below. (PHAs should add as many goals as necessary to overcome fair housing issues and contributing factors.) Until such time as the PHA is required to submit an AFH, the PHA is not obligated to complete this chart. The PHA will fulfill, nevertheless, the requirements at 24 CFR § 903.7(o) enacted prior to August 17, 2015. See Instructions for further detail on completing this item.</p> <table border="1" data-bbox="180 436 1455 768"> <tr> <td data-bbox="180 436 1455 478">Fair Housing Goal:</td> </tr> <tr> <td data-bbox="180 478 1455 768"> <p data-bbox="180 485 889 510"><u>Describe fair housing strategies and actions to achieve the goal</u></p> <p data-bbox="180 552 946 577"><i>Ensure equal opportunity and affirmatively further fair housing.</i></p> <ul data-bbox="212 590 1435 648" style="list-style-type: none"> • Undertake affirmative measures to provide a suitable living environment for families living in public housing, regardless of race, color, religion, national origin, sex, familial status, and disability. </td> </tr> </table> <table border="1" data-bbox="180 789 1455 1205"> <tr> <td data-bbox="180 789 1455 831">Fair Housing Goal:</td> </tr> <tr> <td data-bbox="180 831 1455 1205"> <p data-bbox="180 837 889 863"><u>Describe fair housing strategies and actions to achieve the goal</u></p> <p data-bbox="180 905 1170 930"><i>Increase Fair Housing information on GHURA’s website and at physical locations.</i></p> <ul data-bbox="212 942 1435 1140" style="list-style-type: none"> • Include educational material and resources on our website and promote the use of our website. • Distribute and make available booklets, pamphlets, and other resources to all our physical office locations for our clients. • Design and distribute extensive marking materials for properties, services and programs to potential clients, with information about GHURA’s non-discrimination policy and their right to request a reasonable accommodation for fair access to information and services. </td> </tr> </table> <table border="1" data-bbox="180 1226 1455 1688"> <tr> <td data-bbox="180 1226 1455 1268">Fair Housing Goal:</td> </tr> <tr> <td data-bbox="180 1268 1455 1688"> <p data-bbox="180 1274 889 1299"><u>Describe fair housing strategies and actions to achieve the goal</u></p> <p data-bbox="180 1341 813 1367"><i>Create educational opportunities for the community.</i></p> <ul data-bbox="212 1379 1403 1577" style="list-style-type: none"> • Partner with other agencies in fair housing to host and provide training to landlords, property managers, the general public, and staff to reduce housing discrimination. • Continue to improve the administration of GHURA’s Reasonable Accommodation Policy, providing an opportunity for applicants, residents and program participants with a disability to request an accommodation and/or modification to be able to fully participate in a program, to use and enjoy a dwelling, including public and common use spaces. </td> </tr> </table>	Fair Housing Goal:	<p data-bbox="180 485 889 510"><u>Describe fair housing strategies and actions to achieve the goal</u></p> <p data-bbox="180 552 946 577"><i>Ensure equal opportunity and affirmatively further fair housing.</i></p> <ul data-bbox="212 590 1435 648" style="list-style-type: none"> • Undertake affirmative measures to provide a suitable living environment for families living in public housing, regardless of race, color, religion, national origin, sex, familial status, and disability. 	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GHURA

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DEFINITION OF SUBSTANTIAL AMENDMENT AND SIGNIFICANT AMENDMENT/MODIFICATION 2024 PHA PLAN and 2023 CAPITAL FUND PROGRAM

GHURA considers a Significant Amendment and Substantial Deviation/Modification to the Plan as a discretionary change in the plan or policy of the Authority that fundamentally alters the mission, goals, objectives or plans of the Authority. Any significant amendment or substantial deviation/modification will require the Authority to submit a revised PHA 5-year plan that has met full hearing process requirements and the formal approval of the GHURA Board of Commissioners. The Authority defines significant amendment and substantial deviation/modification as:

- Any change in the planned or actual use of federal funds for activities that would prohibit or redirect the Authority's mission, goals, and objectives
- A need to respond immediately to Acts of God beyond the control of the Authority, such as earthquakes, civil unrest, or other unforeseen significant events
- A mandate from Guam government officials, specifically the governing Board of Commissioners of the Authority, to modify, revise, or delete the long-range goals and objectives in the program
- A substantial deviation does not include any changes in HUD rules and regulations, which require or prohibit changes to activities listed in the PHA
- A Significant Amendment or Substantial Deviation/Modification to the PHA Five-Year and Annual Plan is defined as: Changes of a significant nature to the rent or admissions policies, or the organization of the waiting list not required by federal regulatory requirements as to effect a change in the Public Housing Admissions and Continued Occupancy Policy (ACOP) and the Section 8 Housing Choice Voucher Program Administrative Plan

Significant Amendment/Modification to Capital Fund Program

GHURA considers a "significant amendment/modification" to the Capital Fund Program (CFP) 5-Year and Annual Plan as a discretionary change in the plan or policy of the Authority that fundamentally alters the mission, goals, objectives or plans of the Authority. Any significant amendment/modification will require the Authority to submit a revised CFP 5-Year Plan that has met full hearing process requirements and the formal approval of the Board of Commissioners. Specifically, the following will be considered to constitute a significant amendment/modification:

- Any addition or change in the planned or actual use of federal funds for non-emergency work items exceeding 25% of the total grant (items not included in the current CFP Five-Year Action Plan); and
- Any change with regard to demolition or disposition, designation, homeownership programs, Rental Assistance Demonstration (RAD) conversion, Capital Fund Financing Program (CFFP), development or mixed finance or conversion activities.

An exception to this definition will be made for any of the above that are adopted to reflect changes in HUD regulatory requirements. HUD will not consider such changes as significant amendment.

12-IV.E. DECONCENTRATION

GHURA Policy

If subject to deconcentration requirements, GHURA will consider its deconcentration goals when transfer units are offered. When feasible, families above the Established Income Range will be offered a unit in a development that is below the Established Income Range, and vice versa, to achieve GHURA's deconcentration goals. A deconcentration offer will be considered a "bonus" offer; that is, if a resident refuses a deconcentration offer, the resident will receive one additional transfer offer.

12-IV.F. REEXAMINATION POLICIES FOR TRANSFERS

GHURA Policy

The reexamination date will be changed to the first of the month in which the transfer took place.

GUAM HOUSING AND URBAN RENEWAL AUTHORITY

GRIEVANCE PROCEDURES
(updated 9/1/2022)

I. Definitions applicable to the grievance procedure [24 CFR 966.53]

- A. Grievance: Any dispute a tenant may have with respect to GHURA action or failure to act in accordance with the individual tenant's lease or GHURA regulations that adversely affects the individual tenant's rights, duties, welfare, or status.
- B. Complainant: Any tenant (as defined below) whose grievance is presented to GHURA's **Asset Management Property (AMP) Site Base** office in accordance with the requirements presented in this procedure.
- C. Elements of due process: An eviction action or a termination of tenancy in a state or local court in which the following procedural safeguards are required:
 - i. Adequate notice to the tenant of the grounds for terminating the tenancy and for eviction
 - ii. Right of the tenant to be represented by counsel
 - iii. Opportunity for the tenant to refute the evidence presented by GHURA, including the right to confront and cross-examine witnesses and to present any affirmative legal or equitable defense that the tenant may have.
 - iv. A decision on the merits of the case
- D. Hearing officer: An impartial person or persons selected by the GHURA Executive Director other than the person who made or approved the decision under review, or a subordinate of that person. Such individuals do not need legal training.
- E. Tenant: The adult person (or persons other than a live-in aide) who resides in the unit and who executed the lease with GHURA's Property Site Manager (**PSM**) as lessee of the dwelling unit, or if no such person now resides in the unit, who resides in the unit and who is the remaining head of the household of the tenant family residing in the dwelling unit.
- F. Resident organization: An organization of residents, which also may include a resident management corporation.

II. Applicability of this grievance procedure [24 CFR 966.51]

In accordance with the applicable federal regulations (24 CFR 966.50), this grievance procedure is applicable to all individual grievances (as defined in Section I above) between the tenant and the Property Site Manager with the following exception of disputes between tenants not involving GHURA or class grievances. The grievance procedure is not intended as a forum for initiating or negotiating policy changes between a group or groups of tenants and GHURA's Board of Commissioners [24 CFR 966.51(b)].

This grievance procedure is incorporated by reference in all tenant dwelling leases and will be furnished to each tenant and all resident organizations [24 CFR 966.52 (b) and (d)].

Any changes proposed in this grievance procedure must provide for at least 30 days' notice to tenants and resident organizations, setting forth the proposed changes and providing an opportunity to present written comments. Comments will be considered by GHURA before any revisions are made to the grievance procedure [24 CFR 966.52(c)].

III. Informal settlement of a grievance [24 CFR 966.54]

Any grievance must be personally presented, either orally or in writing (including email), to GHURA's central office or the AMP Site Base office of the development in which the complainant resides within ten (10) days after the grievable event.

Grievances related to complaints about operations matters that are received by GHURA's central office will be referred to the Property Site Manager (PSM) for the AMP development in which the complainant resides. Grievances involving complaints related to discrimination, harassment, or disability rights will be referred to the Chief Planner, who is designated as the Section 504 Coordinator.

As soon as the grievance is received, the PSM will review to be certain that neither of the exclusions in paragraph 2 above applies to the grievance. Should one of the exclusions apply, the complainant will be notified in writing that the matter raised is not subject to GHURA's grievance procedure with the reason specified.

If neither of the exclusions cited above apply, the complainant will be contacted to arrange a mutually convenient time within ten (10) business days to meet so the grievance may be discussed informally and settled without a hearing. At the informal settlement, the complainant will present the grievance and the PSM will attempt to settle the grievance to the satisfaction of both parties.

Within five (5) business days following the informal discussion, the PSM will prepare and either hand deliver, mail, or email to the tenant a summary of the discussion that must specify the names of the participants, the dates of meeting, the nature of the proposed disposition of the complaint, and the specific reasons therefore, and will specify the procedures by which a formal hearing under this procedure may be obtained if the complainant is not satisfied. A copy of this summary will also be placed in the tenant's file.

IV. Formal grievance hearing

If the complainant is not satisfied with the settlement arrived at in the informal settlement, the complainant must submit a written request for a hearing to the Property Site Manager of the development where the tenant resides no later than five (5) business days after the summary of the informal hearing is received.

The written request must specify:

- The reasons for the grievance; and
- The action of relief sought from GHURA.

Within ten (10) days of receiving the written request for a hearing, the hearing officer will schedule and **send** written notice of hearing to both the complainant and the Property Site Manager.

V. Selecting the hearing officer

A grievance hearing will be conducted by a single impartial person appointed by the GHURA's Executive Director, as described below:

- A. The hearing officer will be appointed directly by the Executive Director.
- B. The hearing officer will be a staff member who did not make or approve the decision under review and who is not a subordinate of such persons. If the designated staff member is the Property Site Manager who was involved in the decision or is a subordinate of such person, an alternate hearing officer will be selected.
- C. GHURA may select designated staff members who were not involved in the decision under review in certain circumstances, such as those involving discrimination claims or denials of requests for reasonable accommodations.
- D. GHURA's method for selecting a hearing officer will be inserted into the lease.

VI. Scheduling hearings [24 CFR 966.56(a)]

When a complainant submits a timely request for a grievance hearing, GHURA will immediately appoint an impartial hearing officer to schedule the hearing within the following ten (10) business days.

Once the hearing officer has scheduled the hearing, the hearing officer will send written notice of the hearing to both the complainant and the PSM. Notice to the complainant will be in writing, either personally delivered to the complainant, or sent by mail or email, return receipt requested.

The written notice will specify the time, place, and procedures governing the hearing. If the hearing is held remotely, the Hearing Officer will also include information on the remote hearing process.

The tenant may request to reschedule a hearing on a one-time basis. Should the complainant need to reschedule a second time, he or she may do so for good cause, or if needed as a reasonable accommodation for a person with disabilities. *Good cause* is defined as an unavoidable conflict which seriously affects the health, safety, or welfare of the family. Requests to reschedule a hearing must be made orally or in writing prior to the hearing date.

VII. Procedures governing the hearing [24 CFR 966.56]

The hearing will be held before a hearing officer as described above in Section V. The complainant will be afforded a fair hearing, which will include:

- A. The opportunity to examine before the hearing any GHURA-related documents, including records and regulations, that are directly relevant to the hearing.

The tenant is allowed to copy any such document at the tenant's expense. If the PSM does not make the document available for examination upon request by the complainant, the Hearing Officer may not rely on such document at the grievance hearing.

- B. The right to be represented by counsel or other person chosen as the tenant's representative and to have such person make statements on the tenant's behalf.
- C. The right to a private hearing unless the complainant requests a public hearing.
- D. The right to present evidence and arguments in support of the tenant's complaint, to refute evidence relied on by the PSM, and to confront and cross-examine all witnesses upon whose testimony or information the PSM relies.
- E. A decision based solely and exclusively upon the fact presented at the hearing [24 CFR 966.56(b)].

The hearing is conducted informally by the hearing officer. The PSM and the tenant must be given the opportunity to present oral or documentary evidence pertinent to the facts and issues raised by the complaint, and to question any witnesses.

The complainant or the PSM may arrange in advance for a transcript of the hearing at the expense of the party making the arrangement. Any interested party may purchase a copy of the transcript [24 CFR 966.56(e)].

GHURA must provide reasonable accommodation for persons with disabilities to participate in the hearing. Reasonable accommodation may include qualified sign language interpreters, readers, accessible locations, or attendants. If the tenant is visually impaired, any notice to the tenant that is required under this procedure must be in an accessible format [24 CFR 966.56(f)].

GHURA must comply with HUD's requirements regarding limited English proficiency as specified in "Final Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition against National Origin Discrimination Affecting Limited English Proficient Persons," issued January 22, 2007, and available at: http://portal.hud.gov/hudportal/HUD?src=/program_offices/fair_housing_equal_opp/promotingfh/lep-faq.

VIII. Remote Hearings

GHURA has the authority to require that hearings be conducted remotely in certain situations.

IX. Failure to appear at the hearing

If the complainant or PSM fails to appear at the hearing, the hearing officer may **decide** to postpone the hearing or **decide** that the complainant has waived their right to a hearing.

Both the complainant and the PSM must be notified of the determination by the hearing officer. A determination that the complainant has waived their right to a hearing will not constitute a waiver of any right the complainant may have to contest the Hearing Officer's disposition of the grievance in an appropriate judicial setting [24 CFR 966.56(c)].

X. Decision of the hearing officer [24 CFR 966.57]

The hearing officer will prepare a written decision together with the reasons for the decision within ten (10) business days after the hearing. A copy of the decision will be sent to the complainant and the PSM.

The PHA will retain a copy of the decision in the tenant's file.

The hearing officer may ask the family for additional information and/or might adjourn the hearing in order to reconvene at a later date before reaching a decision. If the family misses a deadline ordered by the hearing officer, the hearing officer will make a decision based on the evidence presented.

The decision of the hearing officer will be binding on GHURA unless the GHURA's Board of Commissioners determines within a reasonable time and notifies the complainant of its determination that:

- A. The grievance does not concern GHURA's action or failure to act in accordance with or involving the complainant's lease or GHURA regulations, which adversely affect the complainant's rights, duties, welfare, or status; or
- B. The decision of the hearing officer is contrary to applicable federal, state, or local law, HUD regulations, or requirements of the annual contributions contract (ACC) between HUD and GHURA.

When the PSM considers the decision of the hearing officer to be invalid due to either of the reasons stated above, it will present the matter to the GHURA Board of Commissioners within ten (10) business days of the date of the hearing officer's decision. The Board has 30 calendar days to consider the decision. If the Board decides to reverse the hearing officer's decision, it must notify the complainant within ten (10) business days of this decision.

A decision by the hearing officer or Board of Commissioners in favor of GHURA or which denies the relief requested by the complainant in whole or in part will not constitute a waiver of nor affect in any way the rights of the complainant to a trial or judicial review in any court proceedings, which may be brought in the matter later [24 CFR 966.57].



GHURA

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RESIDENT ADVISORY BOARD

Via ZOOM

MINUTES OF MEETING

MAY 4, 2023; 6:00 p.m.

I. Meeting start: 18:00

II. Introductions:

- Cathy Taitano, Chief Planner
- Patrick Bamba, Property Site Manager, AMP3
- Rocco Samuel, Program Coordinator II, AMP4
- Breanne Bliss, Program Coordinator II, MOD
- Gina Cura, Property Site Manager, AMP2
- Elvina Solden, RAB Member, AMP2
- Serena Raed, RAB Member, AMP3
- Philly SanNicolas (host), Property Site Manager, AMP4/MOD

III. Discussion

Ms. San Nicolas stated that this one of more upcoming RAB meetings to discuss a number of items relating to GHURA, such as revisions to ACOP and lease, PHA Plan, and Capital Fund Program.

Ms. San Nicolas indicated that the members in this board are the spokespersons for the residents in relaying to the residents about GHURA's projects, programs, and other matters relating to the residents. The RAB members will also relay comments from the residents to the Property Site Managers or GHURA representative.

A. ACOP

Ms. San Nicolas indicated that the ACOP has been updated to reflect changes to policy. There was a delay in sending out the 2022 revisions; and when it was advertised, the 2023 revisions were issued. Both revision years were combined. Residents and the public can view the 2022/2023 ACOP revisions on GHURA's website since the ACOP has over 400+ pages. Some highlights consist of:

1. Self-Certification - Ms. San Nicolas pointed out that residents can self-certify on documents they are submitting. However, she also stressed that the Property Site Manager can request for additional documentation, if required.
2. HUD regulations require families who have selected the Flat Rent option to be terminated from the public housing program. However, GHURA has stated in its policy to keep the families within the development, but these families would be under a separate contract and pay the fair market rent without any utility allowance.
3. Comments submitted requested if appointments can be done via on-line versus person-to-person. Ms. San Nicolas stated that there are mixed comments about this; it



will be commented that GHURA has the option to do either to conduct annual recertifications.

4. Public Hearing is scheduled for May 11, 2023, 10 am. The public is welcomed to attend and/or submit comments to Ms. San Nicolas' email address.

There being no further discussion, Ms. San Nicolas moved on to the next item.

B. 2023 Capital Fund Program

Ms. San Nicolas informed those in attendance that the 2023 CFP grant is at \$3,205,620. She apologized for the late email to members regarding the proposed projects covered under this grant. Because of the upcoming new HUD inspection, NSPIRE, projects were "rearranged" as requested by the Property Site Managers, who wanted projects to focus on the units.

A list of projects was proposed under the Five-Year (2023-2027) Annual Plan for each AMP. These projects could be moved between years, but the first year is the most important.

Public Hearing is scheduled for June 2, 2023. Detailed reports were provided to the PSMs to post at the AMP's lobby for public review and comment. The public is welcomed to attend and/or submit comments to Ms. San Nicolas' email address. The grant projects will start upon HUD's approval.

There being no further discussion, Ms. San Nicolas moved on to the next item.

C. PHA Plan (FY2024)

Ms. San Nicolas informed those in attendance that the PHA Plan is a 57-page document and can be viewed at either GHURA's website or at the AMP's office lobby. This document provides information as to what GHURA has completed in the past year and what GHURA proposes for the next year. Revisions to the ACOP along with the 2023 Capital Fund Program will be incorporated into this PHA Plan.

One of GHURA's goals is to house as many families that are homeless.

Fair Housing has become a topic of discussion and Ms. San Nicolas requested Ms. Kathy Taitano to further discuss on the topic.

After Ms. Taitano's explanation she emphasized about how she is looking at the program to provide materials and opportunities for the public and training the GHURA staff.

There being no further discussion, Ms. San Nicolas moved on to the next item.



D. Open Discussion:

Ms. San Nicolas opened the table for general discussion.

Ms. Gina Cura, Property Site Manager, AMP2 Site Base, inquired about the public comment regarding residents coming into sign documents for their Annual Recertification. She stated that should would like to maintain this policy and have residents come in for their interviews.

Ms. San Nicolas stated that the comment requested if it could be an option for families to come in for their interviews or submit the required documents via drop box. Ms. San Nicolas further elaborated that there would be only three documents for the residents to come in and sign: Notice of Rent Adjustment, Summary Worksheet, and Family Choice Rent. The Part II lease does not need to be signed since the original Part II lease is already in file. The new Part II lease would only be printed if head of household is adding new family members.

Ms. Cura stated that the Part 2 lease has to be done at least annually; adding and removing family members happens between one annual to the next annual. Each member affects the rent (age, income, etc.). Ms. Cura stated she will further review the comment and note the pros and cons of the process.

Ms. San Nicolas stated that the ACOP does not require a Part II lease to be printed unless the new member is an adult and is required to sign the lease. The ACOP states that the person's name and birthdate will be added to the lease and the head of household and GHURA will initial and date the change on the lease.

Ms. Taitano inquired if there are available resources for residents on fair housing. Ms. Cura stated that her AMP has fair housing pamphlets as part of the move-in packet. She suggested having a slide show or calendar for residents; also suggested a YouTube video that can be posted on our website and have people enroll to attend.

Ms. San Nicolas informed those present for the ZOOM meeting that she has started a pilot project in which she has hired a Program Coordinator II to work on projects for the families in AMP4. When the Pilot project kicks off and running well, she will then introduce the Program Coordinator to the other AMPs. She introduced Mr. Rocco Samuel as the Program Coordinator for AMP4 and Ms. Breanne Bliss as the Program Coordinator for the MOD division. Ms. San Nicolas stated that Ms. Brea has applied for a Housing Related Hazards grant to address mold and moisture and radon for public housing. She indicated that both Brea and Rocco are now working on another grant, Emergency Safety and Security Grant (ESSG); this grant is due June 28, 2023.



IV. Closing

Ms. San Nicolas closed the meeting with final comments:

- RAB members to review the documents located at their AMP Site Base office.
- Inform the PSMs if they would like to include in the list (a need versus a want)
- HUD visit from May 8-12, 2023.
- Public Hearing for ACOP – May 11
- Public Hearing for Capital Fund Program – June 2
- Public Hearing for PHA Annual Plan – June 16
- All public hearings are in person attendance
- Email comments to phillysn@ghura.org

ZOOM meeting ended at 18:50