

# INFORMATIONAL BRIEFING Senate Committee on Hawaiian Affairs

May 1, 2019

#### **TODAY'S DISCUSSION**

- 1. DHHL Funding Overview
- 2. Aina Mauna status update
  - a. Feral Cattle removal RFPs
- 3. Comprehensive update from the Department of Hawaiian Home Lands.
- a. Includes topics requested by the Senate Hawaiian Affairs
  Committee and Hawaiian Caucus



#### **FUNDING SOURCES FOR HHCA PROGRAMS**

Legislature (as required by Article XII) for four purposes: (1)
 Lots; (2) Loans; (3) Rehabilitation Projects; and (4)
 Administration and Operating Budget of DHHL

2. DHHL Sources of Revenue



#### **ISSUES FACING THE TRUST FY 2013**

- 1. Substantial DEBT
- 2. Two more settlement payments of \$30M
- 3. No general funding for operations DHHL resources paid for operations



#### **NELSON V. HAWAIIAN HOMES COMMISSION**

- 1.Lawsuit brought by beneficiaries re: Article XII Legislature shall make sufficient sums available for HHCA four purposes
- 2.HHC also breached responsibility by not asking for "sufficient sums"
- 3. Game-changer for DHHL



#### **BUILDING THE DHHL BUDGET**

#### What is Needed: Developing the "ASK"

Regional Priorities (Puwalu)	Address the Waitlist	Repair & Maintain Exist. Subdiv.	Loans	Rehab Projects	Admin & Oper. Expenses	Debt Service	Manage Trust Resource
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Same "ASK" Cut by Purpose

Purpose 1 LOTS	Purpose 2 LOANS	Purpose 3 REHAB PROJECTS	Purpose 4 ADMIN & OPER. EXPENSES
		PROJECTS	EAPENSES

Same "ASK" Cut by State Budget Request

State Operating Budget State CIP Budget

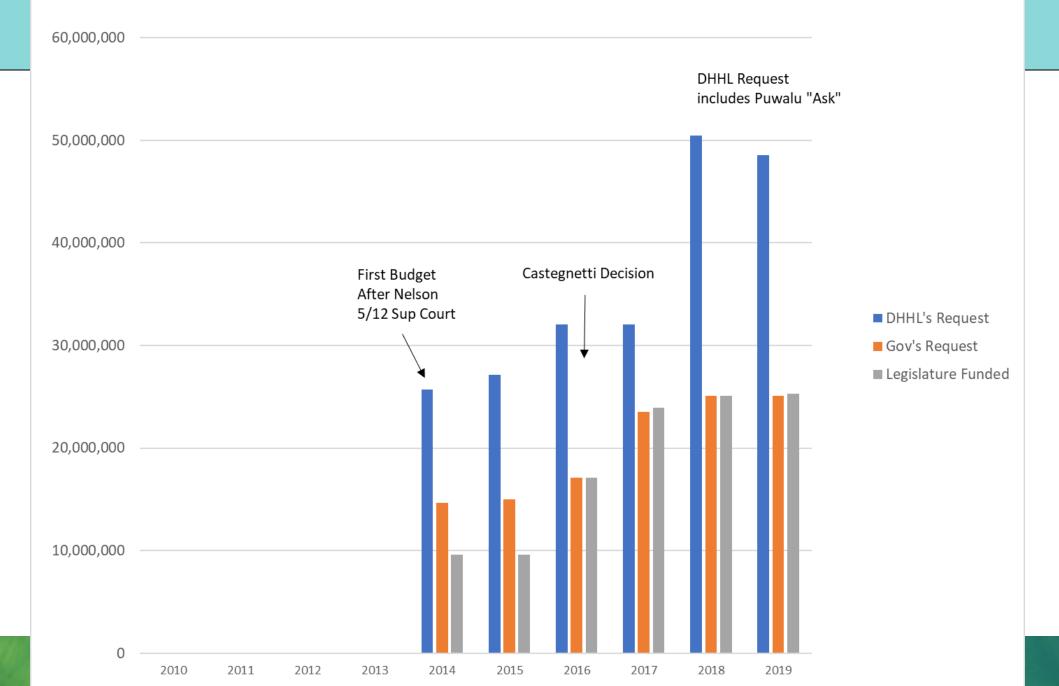


## DHHL'S "SUFFICIENT FUNDS" & EXECUTIVE SUPPLEMENTAL BUDGET FY 19 — LEG. LANGUAGE

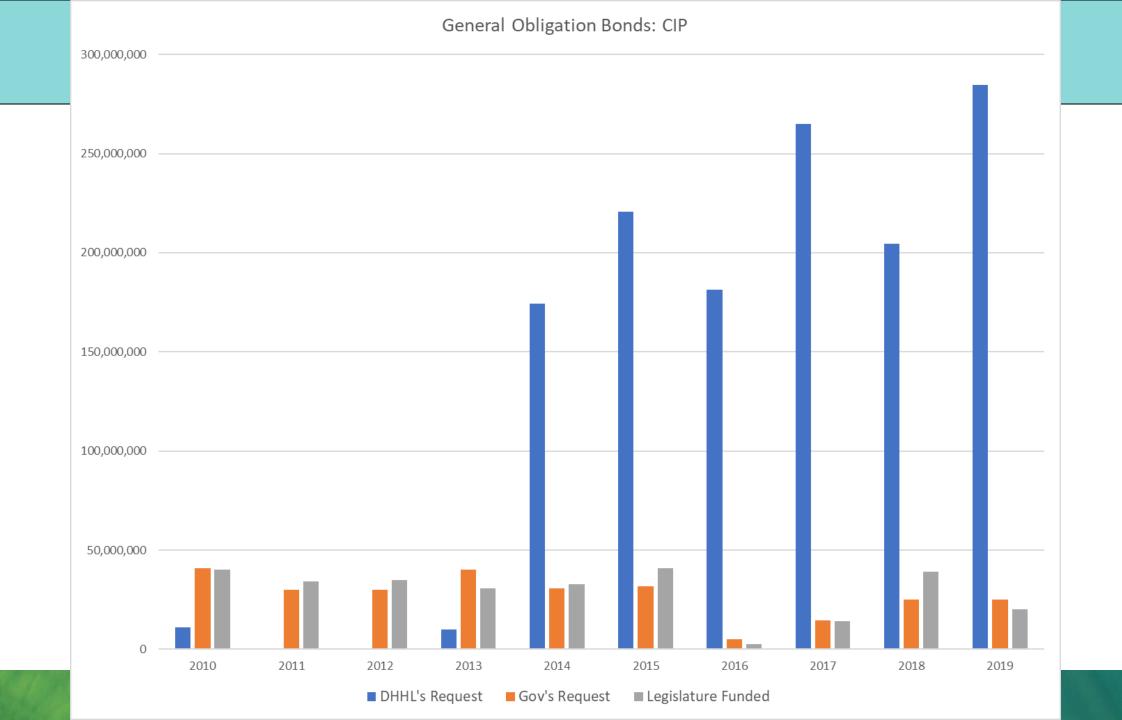
	FY2019 DHHL	FY2019 GOV	FY2019 HB1900 CD1
Request Purpose 1-3	\$262,384,100	\$15,000,000	\$17,330,000
Request Purpose 4	\$70,759,519	\$35,120,730	\$28,120,730
TOTAL	\$333,143,619	\$50,120,730	\$45,450,730
General Funds Request	\$48,553,619	\$25,120,730	\$25,320,730
GO Bonds (CIP) Request	\$284,590,000	\$25,000,000	\$20,130,000
TOTAL	\$333,143,619	\$50,120,730	\$45,450,730



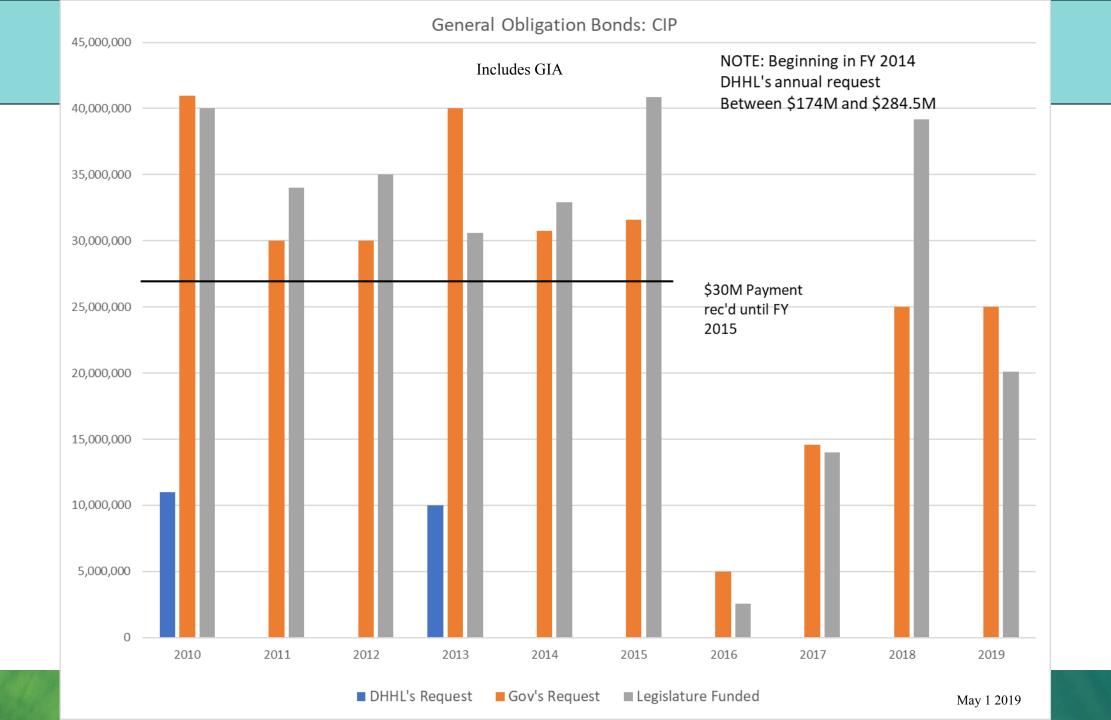
#### **GENERAL FUNDS**













#### **DEBT ISSUES FY 2013**

- 1. \$79.9M of Debt (end of FY 2012)
  - 1. 17.2M to HHFDC
  - 2. 22.5M for Financing of Main Office
  - 3. 40.2M in Revenue Bonds
- 2. \$6.9M Annual Payment (\$3.9M paid by DHHL)
  - 1. \$2.2 to HHFDC
  - 2. \$1.7 for Main Office
  - 3. \$3.0 for Revenue Bonds (Paid by OHA)



#### **DEBT ISSUES FY 2019**

- 1.Refinancing of All Debt Completed
- 2.\$6.9M Annual Pmt (\$1.7M Paid by DHHL)
  - 1. \$1.7 to HHFDC (\$4.8M remaining-3 pmts)
  - 2. \$1.4 for Main Office (paid with General Funds)
  - 3. \$3.0 for Revenue Bonds (7 years reduced from term. \$21.6M savings. Paid by OHA)



#### **CURENT DHHL SOURCES OF REVENUE**

Revenues from Available

Lands (General leases, Licences, Revocable Permits, Rights of Entry)

HHL Trust
Fund
Investment
Income

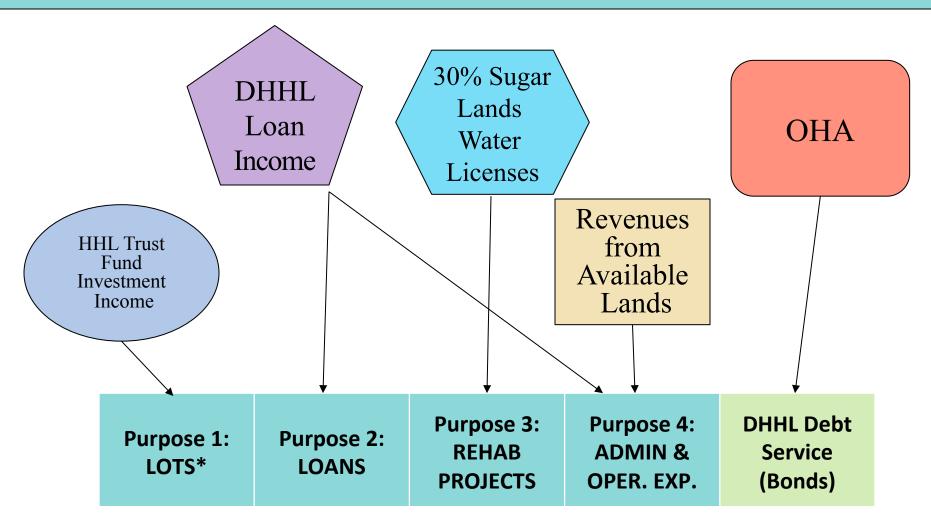
OHA

30% Sugar
Lands
Water
Licenses





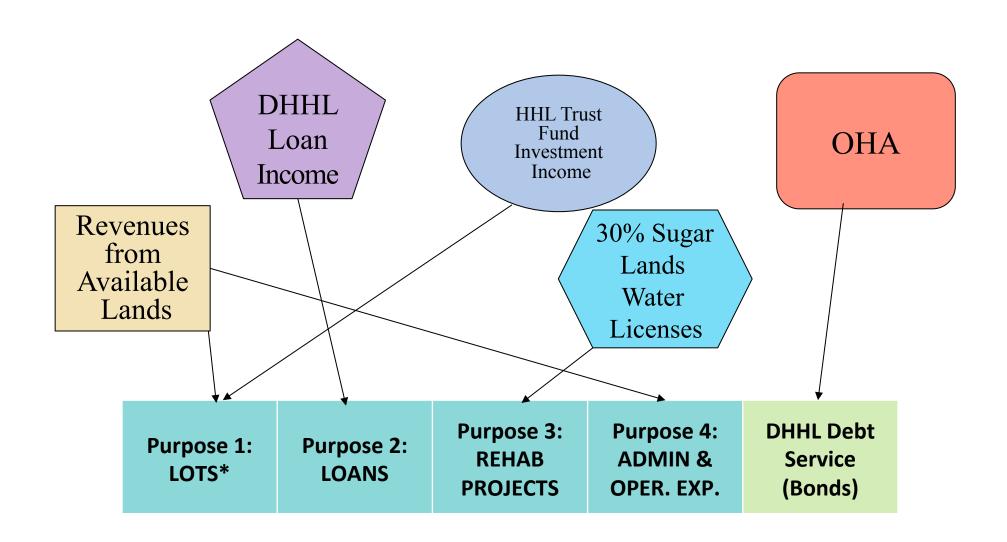
#### **USES OF DHHL SOURCES OF REVENUE (PRE 2016-17 BUDGET)**



<sup>\*</sup>Includes Repair & Maintenance of Existing Infrastructure (roads, sewers, drainage, etc.)



### **USES OF DHHL SOURCES OF REVENUE (2016-17 BUDGET)**









#### **DHHL LOAN PORTFOLIO**

- 1. Previously interest earnings used to fund operating budget. Average of \$4.8M from FY 2011-2013
- 2. Beginning in about FY 2015 interest earnings deposited back into loan fund. Avg of \$4.3M annually.
- 3. Available balance for loans has grown from \$11.5M at end of FY 2012 to approximately \$26M at end of FY 2018 (June 30, 2018).
- 4. Need for more loan funds for vacant lot awardees, subsistance ag awardees, possible loans for SDU.



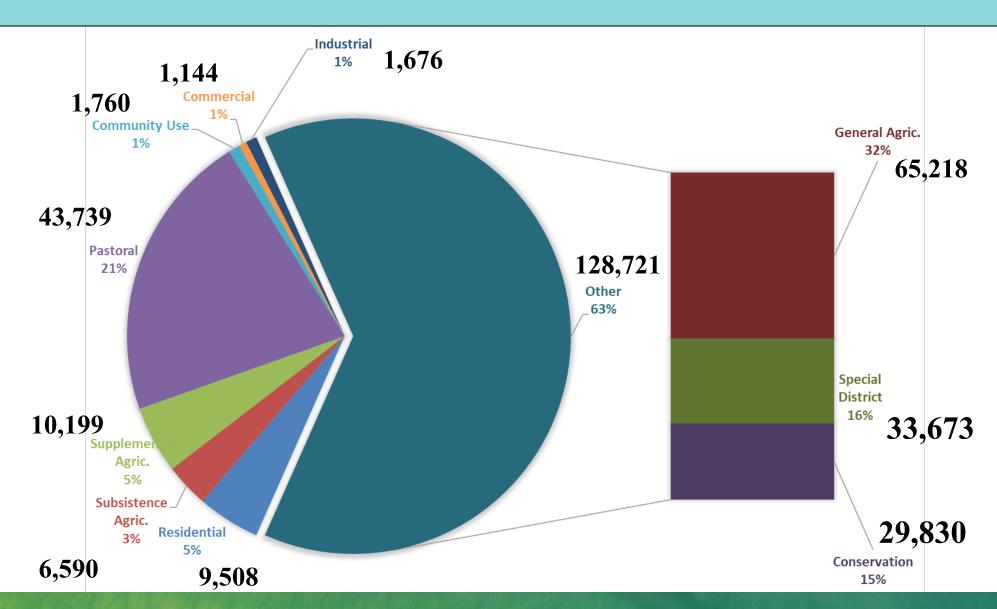
#### **APPROVED DHHL BUDGET IN BRIEF FY 2018-19**

Development Budget (Lots and R&M)		
Trust Funds (DHHL)*	\$ 35,354,000	45%
Federal Funds (NAHASDA & USDA)	\$ 25,236,000	
Leg Appropriation	\$ 18,630,000	
TOTAL	\$ 79,220,000	
Operating Budget		
General Funds (including Fringe)	\$ 25,120,730	
Special Funds (DHHL)	\$ 4,824,709	_ 27%
Trust Funds (DHHL)	\$ 5,867,184	
Special Fund Rev. Bond (OHA \$3M)	\$ 3,200,000	
NAHASDA	 \$1,156,400	
TOTAL	\$ 40,169,023	
Rehabilitation Projects Budget		
NHRF (DHHL)	\$ 1,200,000	
Loans		
DHHL Funds	\$7,700,000	
NAHASDA	\$8,000,000	
TOTAL	\$15,700,000	

<sup>\*</sup>Does not include monies already approved and carried over to 2nd FY



#### DHHL STATEWIDE LAND INVENTORY BY DESIGNATION



#### **TODAY'S DISCUSSION**

- 'Aina Mauna status update
  - Feral Cattle removal RFPs





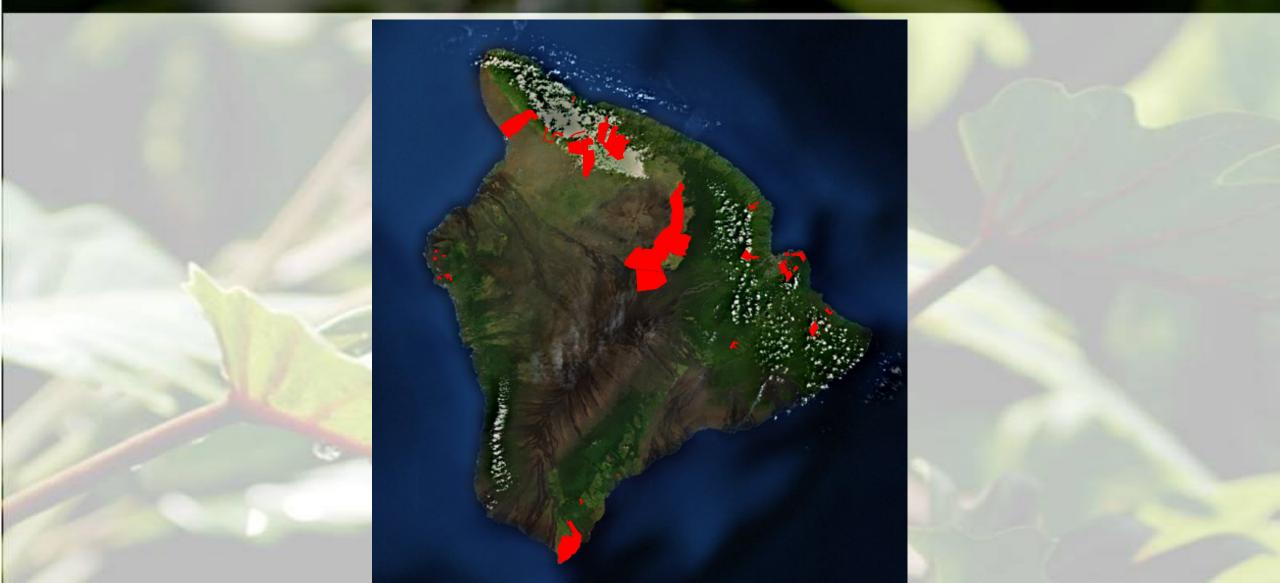
#### DEPARTMENT OF HAWAIIAN HOME LANDS

Authorization for Issuance of
Land Licenses for the
Aina Mauna Feral Cattle Removal Project
Humuula and Piihonua Sections,
Island of Hawaii

Briefing to Senate Committee on Hawaiian Affairs
May 1, 2019



#### DEPARTMENT OF HAWAIIAN HOME LANDS





### URGENCY OF CATTLE REMOVAL



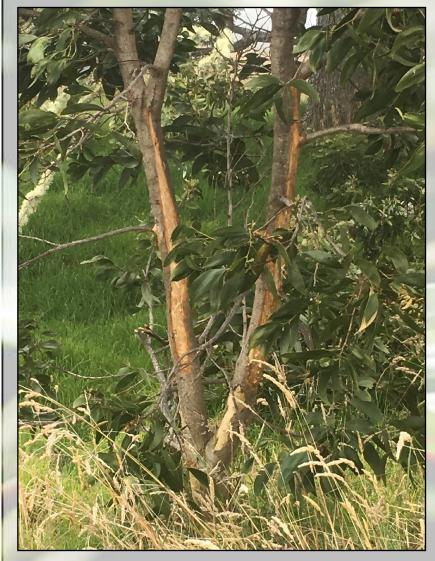
Strong link between cattle and the spread of Rapid Ohia Death



Cattle inhibits native forest restoration which makes land more susceptible to spread of gorse.



### Cattle Prohibits Koa Restoration









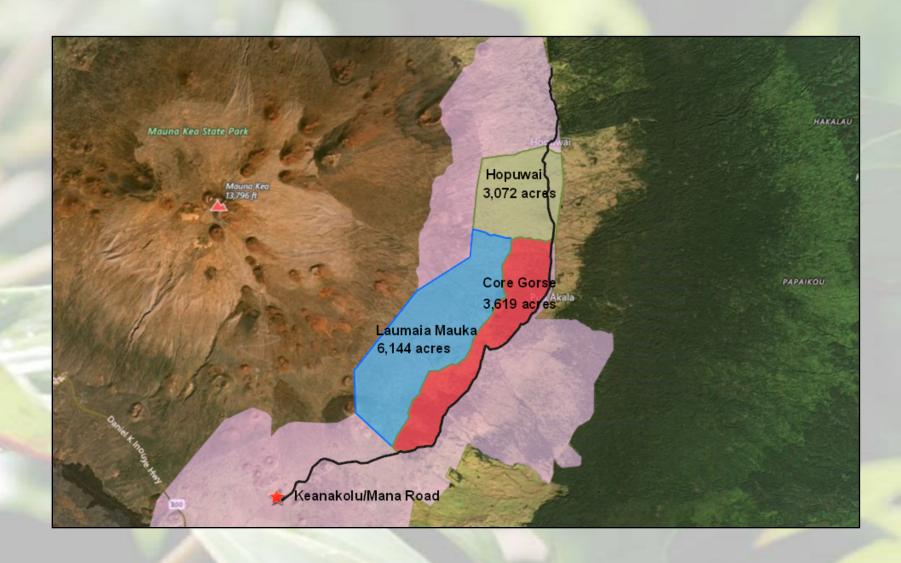
### URGENCY OF CATTLE REMOVAL

- Feral Cattle Survey done in June July 2017
  - Piihonua 1,275 estimated cattle remaining
  - Humuula 450 estimated cattle remaining
- Based on estimated population growth of 34% for 3-year success
  - Piihonua 740 cattle must be removed per year
  - Humuula 260 cattle must be removed per year
  - Rate of removal to be explicit in future Licenses
- DHHL looking at issuance of two (2) Licenses for two (2) areas to reduce cattle population



#### **Humuula Section**

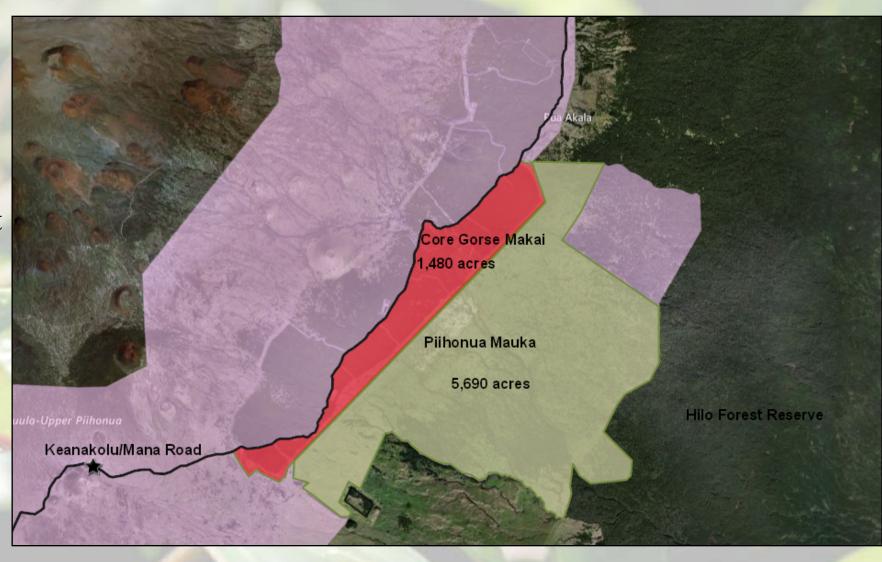
- 12,835 Acres
- 450 cattle
- Zoned Agricultural, Conservation
- Large areas of gorse infestation
- Planned uses: Timber for gorse control, future homesteading oppurtunities, Native mamane reforestation, Sustainable koa forestry





#### Piihonua Section

- 7,170 Acres
- 1,275 Cattle Remaining
- Zoned Agricultural, Conservation
- Large portion of remnant koa/ohia forest
- Planned uses:
   Sustainable koa forestry,
   Native koa/ohia
   reforestation, Timber for
   gorse control, Future
   homesteading
   opportunities.





### Feral Cattle Removal License

#### LEGAL AUTHORITY

- §204(a)(2), Hawaiian Home Commission Act, 1920, as amended
- §171-54, Land License, Hawaii Revised Statutes, as amended

- SOLICITATION PROCESS
  - IN ACCORDANCE WITH HRS 103D-303 COMPETITIVE SEALED PROPOSALS



### Feral Cattle Removal License Selection Criteria

- Previous 2010 Cattle Removal License Selection Criteria
  - Income to DHHL (price per head) 40% of score
  - Project Plan and Proposal (how are they going to remove cattle)
     15% of score
  - Experience and Capability of Applicant 30% of score
  - Beneficiary Benefit 15% of score



### Feral Cattle Removal License Selection Criteria

Beneficiary Feedback – Whoever receives the license, needs to provide benefits to beneficiaries

- "New RFP should have the requirement of delivering meat"
- •"The meat from Humuula has been the best for our communities. It is a food resource."



# Feral Cattle Removal Solicitation Selection Criteria

#### 2010 Criteria

- Income to DHHL 40% of score
- Project Plan and Proposal 15% of score
- Experience and Capability of Applicant 30% of score
- Beneficiary Benefits 15% of score

#### 2018 Criteria

- Income to DHHL 10% of score
- Project Plan and Proposal 30% of score
- Experience and Capability of Applicant 30% of score
- Beneficiary Benefits 30% of score



### Feral Cattle Removal License Solicitation Process & Timeline

TIME FRAME	SOLCITATION PROCESS
OCTOBER 10, 2018	Request for Proposals (RFP) notification published in Hawaii County newspapers and on DHHL Website
OCTOBER 24, 2018	Site visit conducted with potential RFP applicants
NOVEMBER 2018	RFP applicants submit questions they have on the RFP and DHHL responded to questions
DECEMBER 3, 2018	Proposals are due
DECEMBER 4-20, 2018	Proposals were evaluated and scored by selection committee and recommendations made for two vendors
DECEMBER 28, 2018	Chairman approved recommendations of the selection committee
MAY 20-21, 2019	Seek Hawaiian Homes Commission authorization to enter into license agreement with the two selected vendors

### Purpose: Article XII Section 1

- ... "The legislature shall make sufficient sums available for the following purposes:
- (1) development of home, agriculture, farm, and ranch lots;
- (2) home, agriculture, aquaculture, farm and ranch loans;
- (3) **rehabilitation projects** to include, but not limited to, educational, economic, political, social and cultural processes by which the general welfare and conditions of native Hawaiians are thereby improved;
- (4) **the administration and operating budget** of the department of Hawaiian home lands...."



### "Hawaiian Homes Projects

for the further rehabilitation of the Hawaiian race..."

#### Homesteading Program

(Residential, Agricultural, Pastoral land leases)

Purpose 1: Lots

Purpose 2: Loans

Other Programs (HALE program, Native Hawaiian Development program, lands for community development, Aina Mauna program, etc.)

> Purpose 3 Rehab Projects

Purpose 4: Funding Administration and Operating Budget



#### "Affordable Housing on the Home Lands"

#### Homesteading Program

(Residential, Agricultural, Pastoral land leases)

Purpose 1: Lots

Purpose 2: Loans

Single family homeownership Addresses waiting list Other Programs (Rentals)

Purpose 3 Rehab Projects

Multi-family and single family rentals

Applicants remain on list

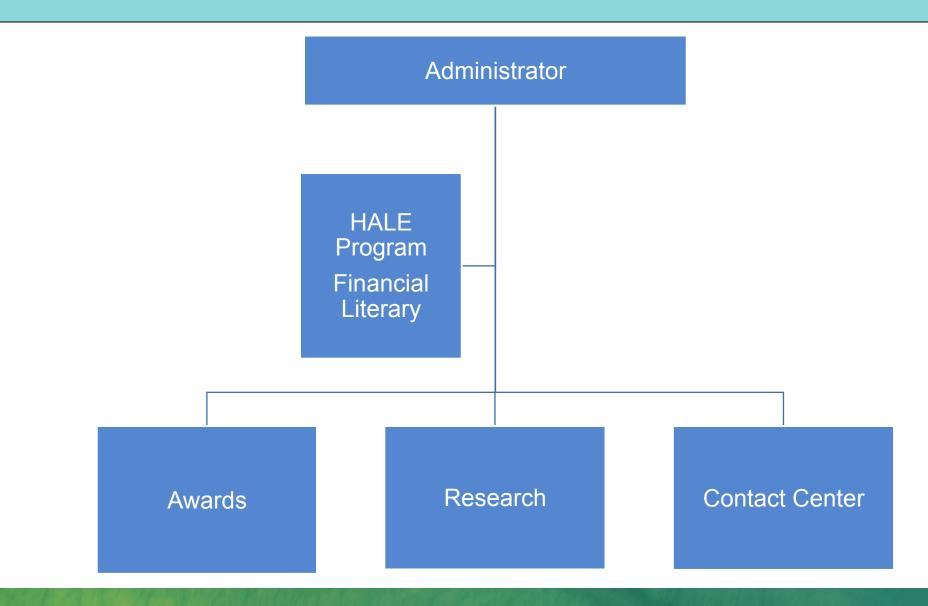


#### **TODAY'S DISCUSSION**

(4) the administration and operating budget of the department of Hawaiian home lands...."



# **CONTACT AND AWARDS SERVICES DIVISION**





# AWARDS

# Focus:

Manage awarding of lots (residential, agricultural, pastoral) to beneficiaries Statewide



# **AWARDS PROCESS**

#### **Turn-key Awards Process – 6 to 8 months**

Offer letters, emails, calls

Orientation meeting

Financial Prequalification

**Lot Selection** 

Move In

#### **Vacant Lot Awards Process – up to 2 years**

Offer letters, emails, calls

Orientation meeting

Lot Selection

Construction loan application

Hire General Contractor, architect, plumber, building permits, water connection

Move In



## **AWARDS PRODUCTS**

#### Residential

- Turn Key
- Vacant Lot (response to beneficiaries)
  - Affordability and flexibility for beneficiaries
  - Choice of type and size of home from Tiny homes to 5bdrm/3bath Package home kits
- Self-help via non-profit building partners i.e. Habitat for Humanity
- Rent with option to purchase
  - Ho' olimalima
- Multi-Product
  - La' i Opua Kona
    - Rental, Turn Key, Vacant Lot
- Multi-Use
  - Bowl-a-Drome
    - Rental with commercial

#### Agricultural

- Ag lots Ag plan
- Subsistence Ag lots Honomu
- Requires farm use but not Ag plan
  - May build home but not required



# **AWARDS PARTNERS**

- Lenders:
  - Bank of Hawaii
  - Home Street
  - Other lenders are available to beneficiaries
  - DHHL Lender of last resort (HHC)
- Developers Turn Key
  - Gentry Homes
  - Armstrong Builders
- Package Home Kits
  - Honsador
  - HPM
  - Hardware Hawaii



## **CONTACT CENTER**

# Ho'okā'oi

To progress, go ahead, improve, better; progressive.



# HO' OKA' OI GOALS

- ► Assess Customer Experience with the DHHL via focus groups and surveys
- Establish baseline metrics of customer experience findings from research
- ► Identify solutions to address customer experience baseline findings



# **CUSTOMER RESEARCH**

- Ward Research
  - Research conducted May July 2017
  - Research included both lessees and applicants
  - Most recent experience within last 3 years
- 1. Focus Group research 8 sessions
  - Oahu 3 sessions
  - Kauai
  - Maui
  - Molokai
  - Big Island Kona & Hilo
- 2. Surveys
  - 2,000 mailed
    - 1,000 Lessees
    - 1,000 Applicants
  - Response rate: 20%



# BENEFICIARY FINDINGS AND PROPOSED SOLUTIONS

- ► <u>Finding #1</u> Answering and returning calls in a timely manner with knowledgeable information.
  - > Solution: Contact Center
- Finding #2 Department resolving issues and keeping beneficiary informed of their status in a timely manner.
  - Solution: Contact Center & Software Enhancements
- ► Finding #2 Up to date website
  - Solution: Redesign to be more customer friendly/ease of use



# **INCOMING CALLS TO DHHL**

Department of Hawaiian Home Lands

**SIC Monthly Call List Report** 

**Highest To Lowest Volume - Incoming Calls (excludes interoffice calls)** 

Department	May	June	July	Total	<b>Monthly Average</b>
1 Homestead Service Division-Oahu District Office	1959	2128	1954	6041	2014
2 Information and Community Relations Office	1838	1952	1759	5549	1850
3 Homestead Service Division-Loans	2143	1135	982	4260	1420
4Land Management Division	1147	1059	1072	3278	1093
5 Homestead Service Division-Applications	898	992	1071	2961	987
6Homestead Service Division-Molokai District Office	927	879	950	2756	919
7 Homestead Service Division-Maui District Office	915	981	792	2688	896
8 Land Development Division	771	850	753	2374	. 791
9Office of the Chair	659	719	635	2013	671
10 Office of the Chairman - Chairman's Office	594	704	585	1883	628
11 Planning Office	368	382	438	1188	396
12 Homestead Service Division-Administration	454	358	358	1170	390
13 Fiscal Office	435	385	335	1155	385
14Enforcement	298	370	278	946	315
15 Administrative Services Office - Administration	165	272	257	694	. 231
16Land Development Division-Housing	305	249	106	660	220
Administrative Services Office - Information					
17 Technology	225	128	198	551	184
18 Administrative Services Office - Personnel	113	202	186	501	166
TOTAL	14214	13745	12709	40668	13556

13,556 calls per month on average

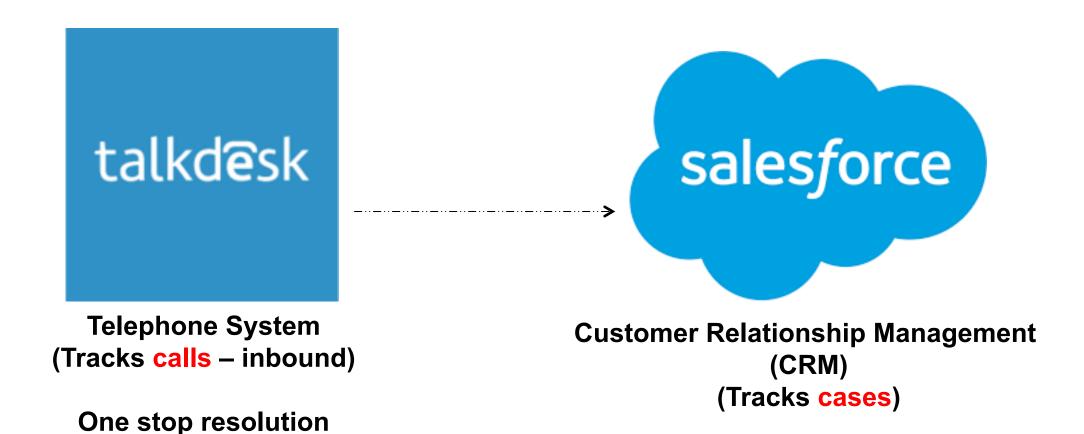
Total Average:

40668 / 3 months = 13,556 calls per month

Internal calls have been filtered out on this report

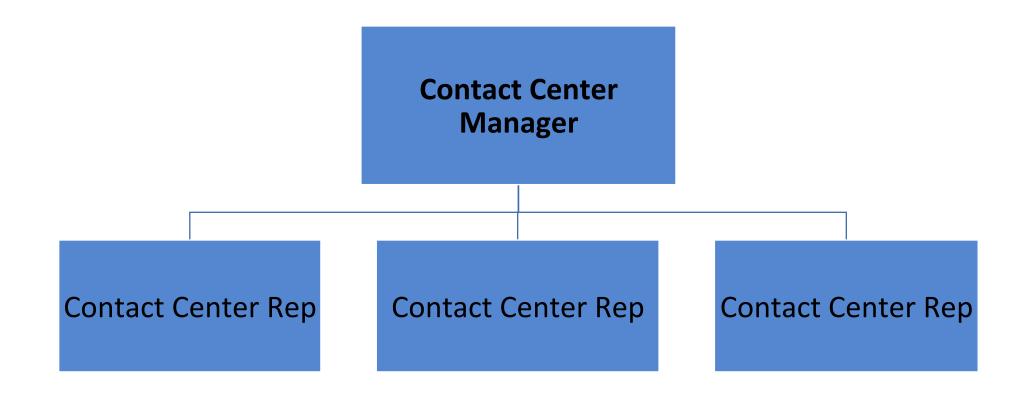


# **CUSTOMER SERVICE PROJECT: PLATFORMS**





# **CONTACT CENTER STAFF**



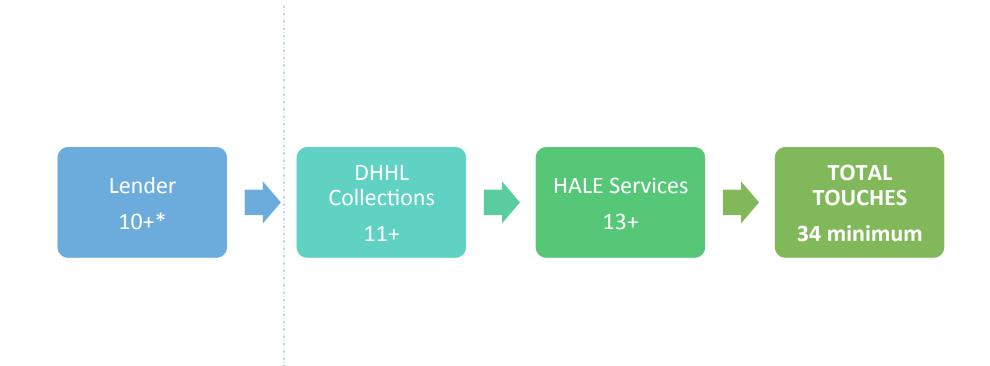


# **TODAY'S DISCUSSION**

# Lease cancellation (Foreclosure) prevention



# DHHL LESSEE FORECLOSURE/LEASE CANCELLATION PREVENTION TOUCHPOINTS





<sup>\*</sup>estimated depending on loan type and lender policies

# **PURPOSE: ARTICLE XII SECTION 1**

(1) development of home, agriculture, farm, and ranch lots;

DHHL's Lots and "Production Pipeline"



# WHAT LOTS HAS DHHL COMPLETED

# 2017-2018 DHHL <u>292</u> lots were awarded or converted from rentals to homeownership



# WHAT LOTS HAS DHHL COMPLETED

Kauluokahai, Kapolei

Hoolimalima, Kapolei







### Kakaina (Waimanalo)



# WHAT LOTS HAS DHHL COMPLETED



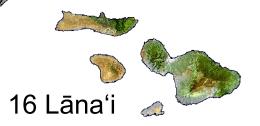


# DHHL LOTS BEING OFFERED

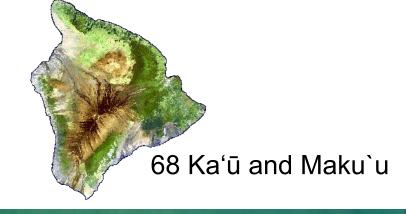
# DHHL began offering the first of 395 lots in February 2019



37 Kānehili – Kapolei 60 Kauluokaha`i - Kapolei



118 La'i'Ōpua Village 4 45 La'i'Ōpua Village 5



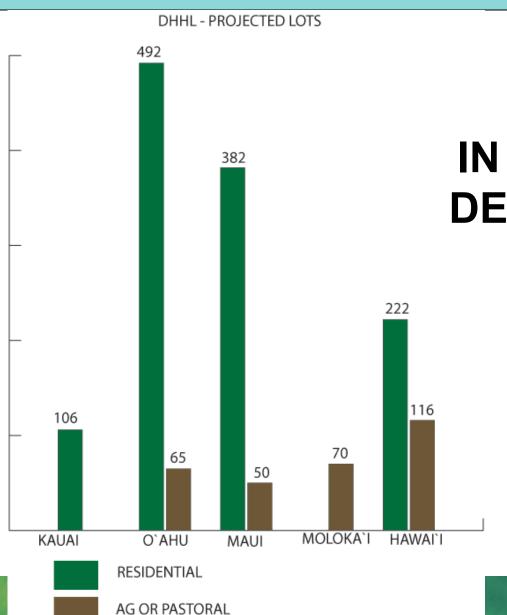


# **ASSESSING VACANT LOT INVENTORY**

- DHHL staff submitted a vacant lot assessment to the Hawaiian Homes Commission in November 2018
- \*395 lots were determined ready to be offered
- Over 400 lots are in the care of either the Land Development Division or Homestead services division
  - ISSUES TO BE ADDRESSED INCLUDE:
    - Unexploded Ordnance
    - Military Blast Zone
    - Drain mitigation
    - Slope mitigation
    - Contested Cases



# WHAT IS IN THE PIPELINE?



# OVER \*1300 LOTS IN THE PIPELINE TO BE DEVELOPED OVER THE NEXT 5 YEARS

Wai'anae Valley, Increment 4



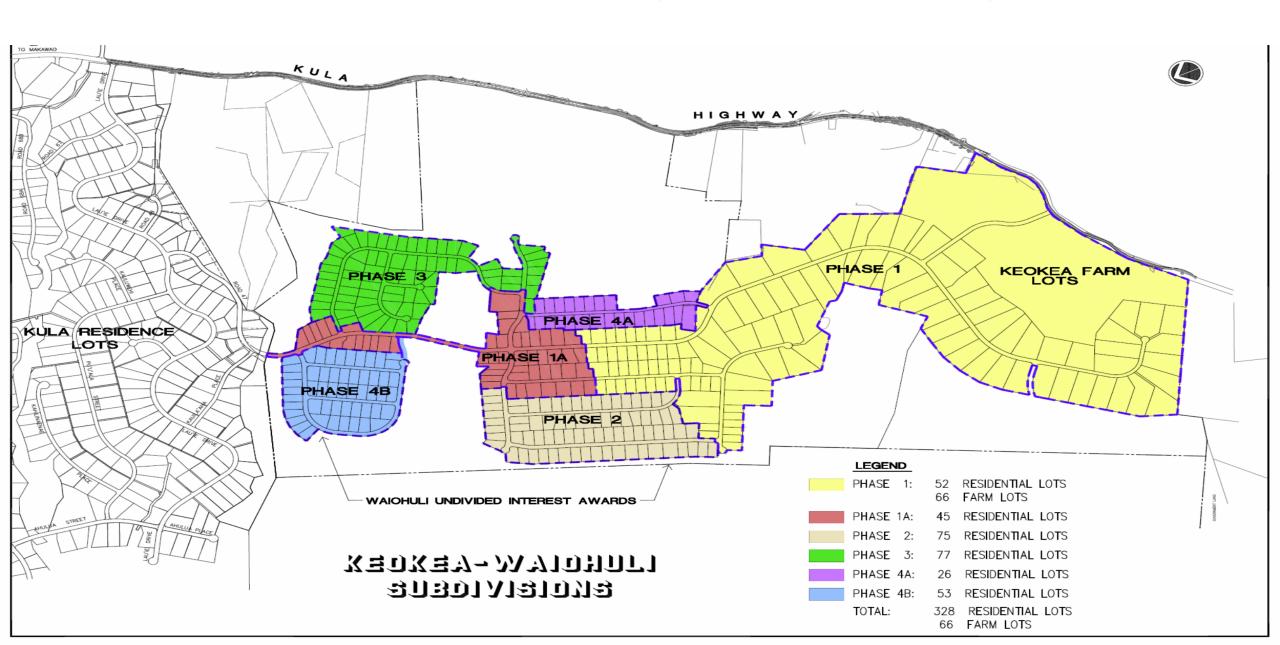
# EAST KAPOLEI, O'AHU



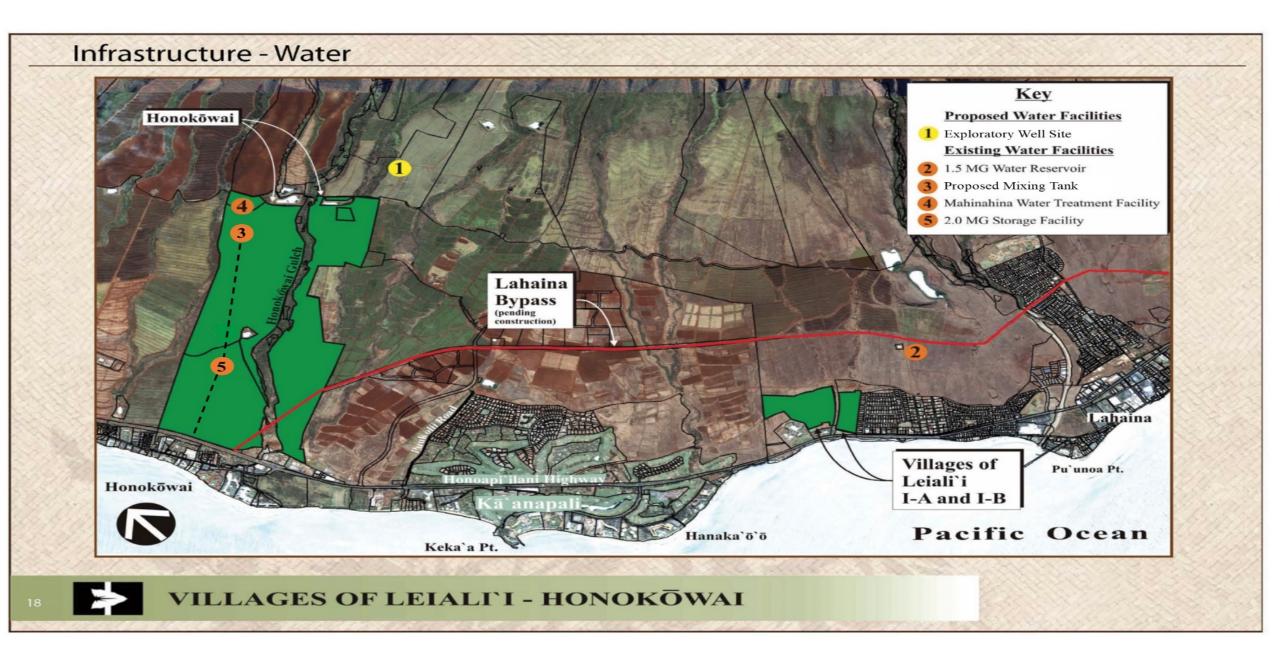
#### WAIMANALO RESIDENTIAL & AGRICULTURAL LOTS



#### WAIOHULI RESIDENTIAL LOTS, KEOKEA FARM LOTS, MAUI



#### HONOKOWAI – VILLAGES OF LEIALI'I, MAUI



# HOOLEHUA SCATTERED LOTS & NAIWA AGRICULTURAL LOTS, MOLOKAI



### VILLAGES OF LA'I 'OPUA, KEALAKEHE, HAWAII



#### PANAEWA SUBSISTANCE AGRICULTURAL LOTS



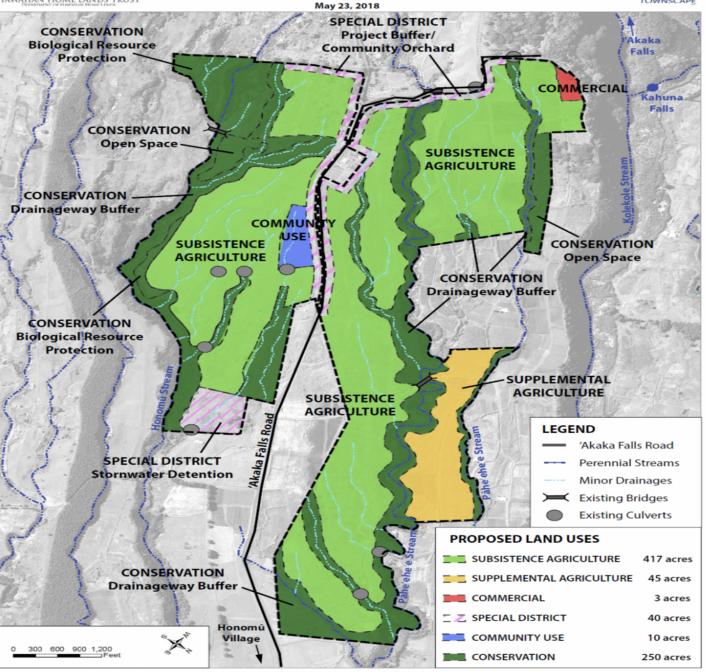
#### HONOMU SUBSISTENCE AGRICULTURAL COMMUNITY

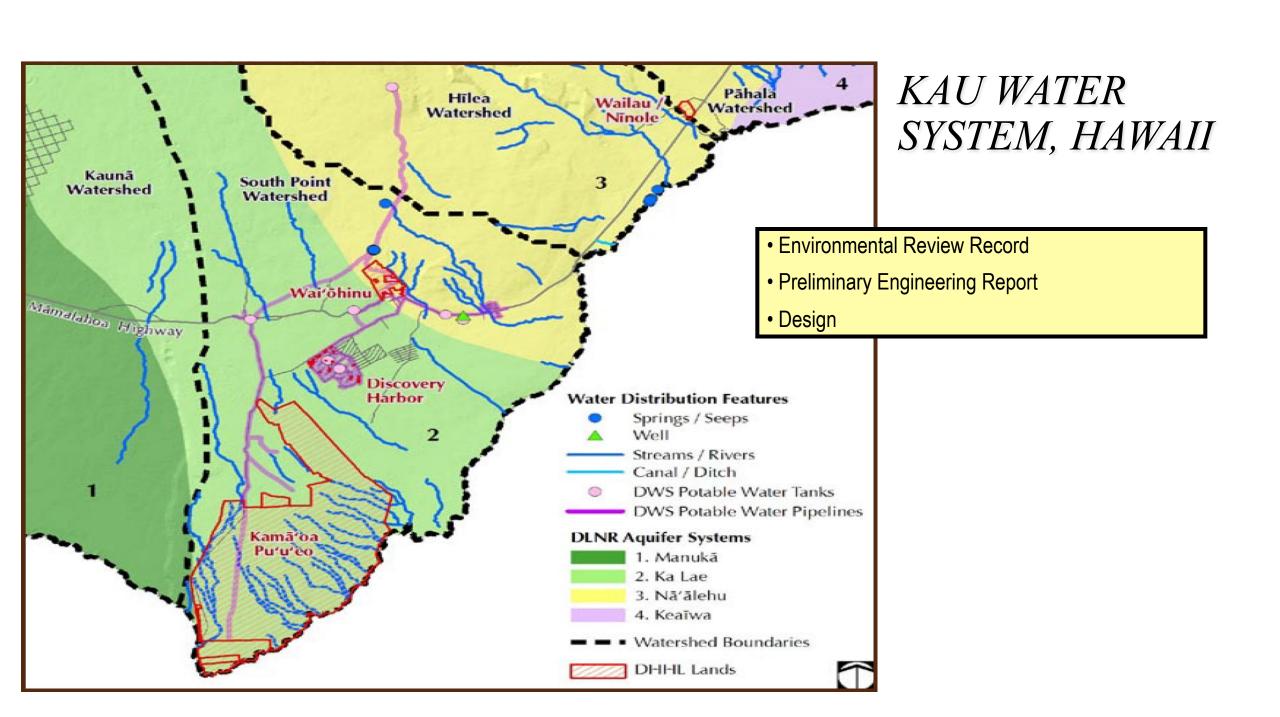


#### **CONCEPTUAL PLAN ALTERNATIVE B**

HAWAIIAN HOME LANDS TRUST



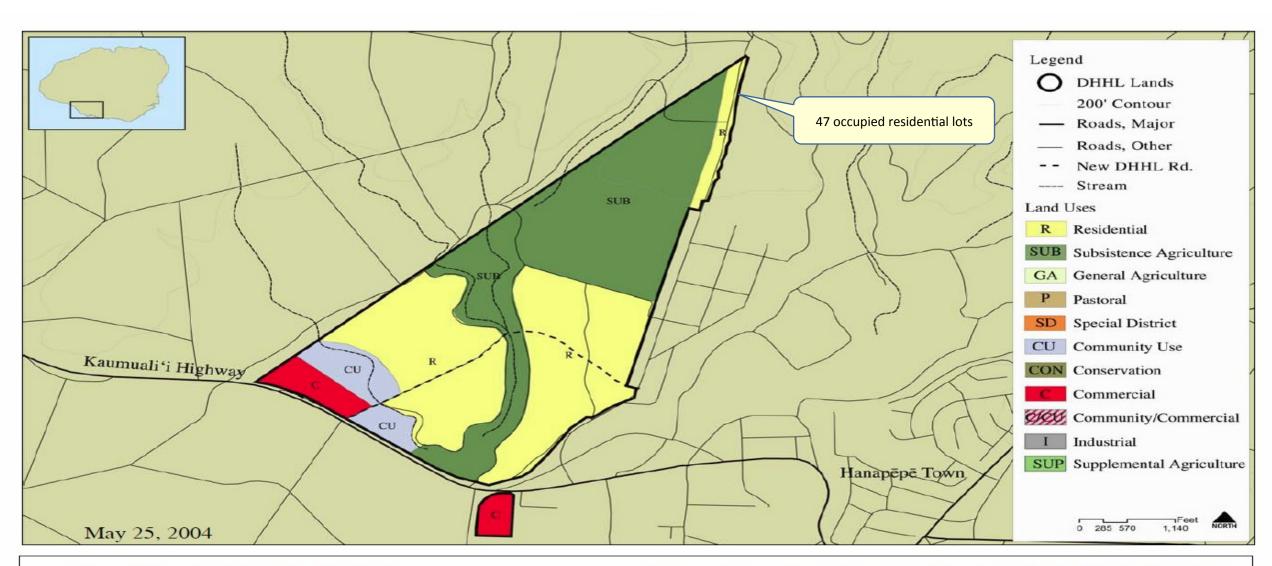




# PI'ILANI MAI KE KAI, ANAHOLA, KAUAI



#### HANAPEPE, KAUA'I



R = 168 acres; 482 lots @ 10,000 sf SUB = 158 acres; 13 lots @ 3 acres & 36 @ 2 acres CU = 22 acres; 7 acres along Hwy & 15 acres behind Commercial C = 17 acres; 6 acres makai & 11 acres mauka

# **PURPOSE: ARTICLE XII SECTION 1**

(3) **rehabilitation projects** to include, but not limited to, educational, economic, political, social and cultural processes by which the general welfare and conditions of native Hawaiians are thereby improved;



# **TODAY'S DISCUSSION**

# Homestead Associations Capacity Building



#### **REGIONAL PLANS**

## 22 Regional Plans across the State

- Pana'ewa Regional Plan Update
- Kaumana-Pi'ihonua Regional Plan
- Nanakuli Regional Plan Update
- Wai'anae and Lualualei Regional Plan Update
- Moloka'i Regional Plan Update
- Papakolea Regional Plan Update
- Kealakehe Regional Plan Update





#### DHHL GRANTS AWARDED TO ORGANIZATIONS

# \$ 981,118 in DHHL Grants awards to Homestead Associations from 2014-2018

Agricultural Peer-to-Peer, Capacity Building and Regional Plan Priority Projects





#### College of Tropical Agriculture and Human Resources (CTAHR)

DHHL maintains a service agreement which enables extension agents to exclusively serve beneficiaries. The agents provide educational and technical assistance services to increase the number of successful Hawaiian home lands agricultural and pastoral homestead lessees' by increasing their knowledge of commercial and subsistence agricultural production, gaining access to financial assistance, training in best management practices, marketing, financial and business skills.

CES has touched 1500 homesteaders and 750 applicants statewide and has provided TA to approximately 500 beneficiaries. CES has conducted workshops on farm planning, crop selection, use of pesticides, fertilizers, green house operation, hydroponics and natural farming techniques.

CES agents have worked one-on-one with approximately 350 beneficiaries to develop individual farm and ranch plans. As a result, 250 farm and ranch plans have been submitted. Approximately 150 farm and ranch operations have started and currently exist today.



DHHL booth at the 2016 Taste of the Hawaiian Range event



In 2016 and 2018, the DHHL held **PUWALU DISCUSSIONS** that brought native Hawaiian beneficiary leaders together to share priorities for their communities. These priorities provided by the beneficiaries were identified and sorted according to the purposes provided by Article XII, Section 1 of the State Constitution and **INCLUDED** in the Department's Fiscal Biennium requests.







## Hawaii Agricultural Conference

DHHL provided tuition and travel for a set amount of agriculture homesteads and those on the DHHL agriculture homestead waitlist to participate in the Hawaii Agricultural Conference in partnership with the Agricultural Leadership Foundation in Hawaii.

Ag Peer-to-Peer Grantee/Ag Program	16
Ag Applicant	8
Ag Homestead Association DHHL staff /HHC	23 8
Ag Lessee	23
Ag Successor	2
Total	80





## Leadership Training Leadership curriculum developed by The Ford Family Foundation

- Training style employs highly interactive and participant-centered training
- Goal: to enhance and strengthen the knowledge and skills of emerging and current leaders

2012 – Hilo

2014 – Maui

2017 - Ka'ū

2018 - Moloka'i















Water Law & Advocacy Training

- Kalama'ula, Moloka'i on 4/14/18
- Lahaina, Maui on 6/2/18
- Ha'iku, Maui on 6/16/18
- Anahola, Kaua'i on 8/15/18
- Kekaha, Kaua'i on 8/16/18
- Lana'i City, Lana'i on 12/1/18
- Wai'anae, O'ahu on 12/15/18
- Kawaihae/Waimea on 5/18/19
- Ka'u, Hawai'i on 7/17/19
- Hilo, Hawai'i TBD





#### **TODAY'S DISCUSSION**

## Federal Funding Plan



#### FEDERAL FUNDING PLAN

The Native Hawaiian Housing Block Grant (NHHBG) Native Hawaiian Housing Plan was approved by the Hawaiian Homes Commission in April 2019 for July 1, 2019 thru June 30, 2020

- •2019 CIP
- Developer Financing
- •HALE Risk Mitigation
- Homeowner Financing
- •Home Assistance Program
- Emergency Financing
- Rental Operating Subsidy
- Rental Vouchers
- Planning and Administration
- •TOTAL

- \$ 350,000
- \$5,000,000 (Rent-with-option-to-purchase; affordable units)
- \$ 50,000
- \$1,280,000
- \$ 400,000
- \$ 200,000
- \$ 250,000
- \$ 20,000
- \$ 500,000
- \$8,050,000



#### **TODAY'S DISCUSSION**

## Mō'ili'ili project update





## Project Goals and Purpose

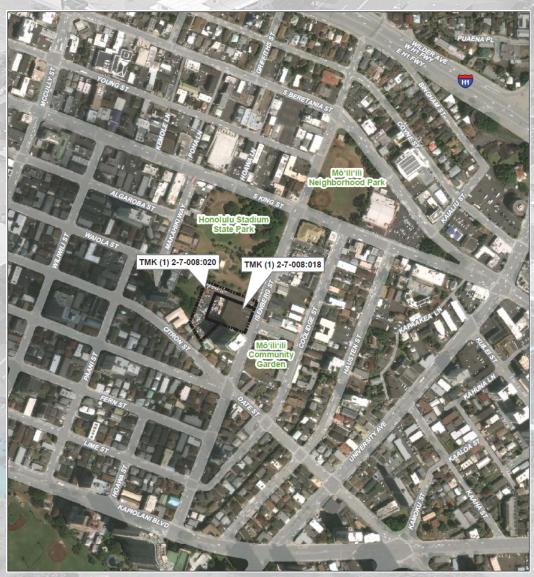
- Provide affordable housing opportunities for DHHL beneficiaries; and
- Increase revenue generation for DHHL programs
- Develop site consistent with existing neighborhood characteristics





## PROJECT LOCATION





#### **PROJECT OVERVIEW**

Site Description



Address: 820 Isenberg Street, Hon, HI 96826

Moku: Honolulu (Kona)
Ahupua'a: Waikīkī/Mānoa

- 1920-50's race car pit
- 1955 bowling facility constructed
- 1995 property transferred to DHHL
- 2004 Bowl o Drome closed
- leased by an automobile towing company until early 2017
- Currently unoccupied

## PROJECT COMPLETED TASKS

- ✓ Technical studies (environmental, archaeological, civil engineering, etc.)
- ✓ Environmental Impact Statement Preparation Notice published
- ✓ Community Engagement initiated (Beneficiary info meeting, EIS scoping meeting, Neighborhood Board)

## TASKS IN PROGRESS

- ✓ Building security measures (on-going)
- ✓ Draft Request for Proposals (not released)
- ✓ Draft EIS (not released)



# **2019 GOALS** ✓ Release RFP ✓ Complete Draft EIS ✓ Advance building clean up and demolition

## **MAHALO**



DEPARTMENT OF HAWAIIAN HOME LANDS

