

Provider & Stakeholder Questions and Answers (Q&A)

Updated: 2021-07-26 | **SUBJECT TO CHANGE**

Topic	Question	Response
<i>General Information – DHS SNAP Eligibility Reviews (ERs)</i>	Do you know when the definite due date for the DHS apps? We still getting calls from a lot of elderly individuals who are nervous of getting cut off from getting their SNAP.	The dates for eligibility reviews will depend on when the household applied. Households can contact the Public Assistance Information Line (PAIS) if they have questions at 1-855-643-1643. In addition, the PAIS website (https://pais.dhs.hawaii.gov) is accessible seven days a week, 24 hours a day.
<i>General Information - CoCs</i>	Can you please give the website for Partners in Care on Oahu?	Link: https://www.partnersincareoahu.org The link for the CoC for Maui, Kauai, and Hawaii island (Bridging the Gap) can also be found here: https://btghawaii.org .
<i>Act 57 & Lifting of the Statewide Eviction Moratorium</i>	When will the federal emergency rental assistance application on Oahu open up again?	On Oahu, households can go to https://oneoahu.org/renthelp and sign up for e-mail updates to be informed when the Rental and Utility Relief Program (RURP) will reopen. Here is the direct link to sign up to receive e-mail updates when the portal opens again: https://www.oneoahu.org/renthelp-prescreening
<i>Act 57 & Lifting of the Statewide Eviction Moratorium</i>	Any options on where to go on Maui?	On Maui, you can apply for the Maui County Emergency Rental Assistance Program at https://www.mauicounty.gov/2438/Maui-County-Emergency-Rental-Assistance . Additional rental assistance on Maui is also available at Family Life Center Maui online at: https://www.flcmaui.org/housing-residential
<i>Act 57 & Lifting of the Statewide Eviction Moratorium</i>	How much does legal assistance cost?	The Legal Aid Society of Hawaii does not charge a fee for people who are eligible for their services.

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		Based on discussion with landlord attorneys, the Legal Aid Society of Hawaii estimates that for a landlord attorney the cost would be about \$1000-1100 for legal services, and an additional \$300-400 for court costs. The costs may be higher depending on the experience level of the attorney.
<i>Act 57 & Lifting of the Statewide Eviction Moratorium</i>	If there is an adverse against someone (e.g. a conflict), will LASH be able to assist them still?	<p>If Legal Aid is representing another party, such as a wife in a divorce and the husband calls for legal assistance, then Legal Aid may have a conflict and would not be able to provide representation.</p> <p>In this type of situation, there are other options to seek civil legal advice or assistance (depending on eligibility), such as:</p> <ul style="list-style-type: none"> • Volunteer Legal Services of Hawaii, Phone: 808-528-7046. • UH Medical-Legal Partnership for Children in Hawaii, Phone: 808-688-3313, or mlpchawaii@gmail.com • HSBA Legal Line, Phone: 808-537-1868, Wednesday evenings only from 6-7 p.m.
<i>Act 57 & Lifting of the Statewide Eviction Moratorium</i>	Are there funds available to help a tenant with transportation to their mediation meeting?	<p>Mediation Center of the Pacific is not aware of any funding sources for transportation currently. For tenants in Windward Oahu, the Windward Oahu Eviction Prevention Program, may be able to provide some assistance, including transportation for those needing assistance. These services are provided through a network of Windward providers, including Hui O Hauula, Institute for Human Services, KEY Project, and Waimanalo Health Center.</p> <p>The mediation process will primarily be remote, so you will not necessarily to worry about driving. Mediation Center of the Pacific is also looking for organizations that may be able to provide a room or space for landlords and tenants to remotely participate in mediation.</p>
<i>Act 57 & Lifting of the Statewide Eviction Moratorium</i>	I believe Section 2 of Act 57 requires the mediation center to contact the tenant. Is this correct?	Yes. The mediation centers will be reaching out to the tenant. However, we are encouraging tenants to be proactive about their situations, and to also respond if you receive contact from the mediation center.

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<i>Act 57 & Lifting of the Statewide Eviction Moratorium</i>	Can a notarized statement written by tenant about their COVID-19 hardship count as the needed paperwork?	Currently, our understanding is “no.” Mediation Center of the Pacific will continue to seek clarification on this issue.
<i>Act 57 & Lifting of the Statewide Eviction Moratorium</i>	If someone was not able to upkeep rent payments due to other reasons not related to COVID, does Act 57 still apply?	Act 57 applies to every landlord who is moving forward with the eviction process, and notice would still be required to be provided to the tenant and to the mediation center.