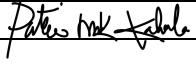


# Citizen Participation Plan

CDBG-DR

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## Version History

Version	Date	Summary Description	Approved by
1.0	12/12/2025	Initial	

## Table of Contents

1. BACKGROUND .....	3
2. NOTIFICATION AND ACCESSIBLE COMMUNICATION FOR AFFECTED RESIDENTS .....	3
A. Maintain a Comprehensive Website .....	4
B. CDBG-DR Website Contents.....	4
C. CDBG-DR Website Navigation and Accessibility .....	4
D. CDBG-DR Website Frequency of Updates .....	4
E. Accommodations for Individuals with Limited English Proficiency (LEP) .....	5
F. Accommodations for Persons with Disabilities .....	5
3. PUBLIC CONSULTATION DURING ACTION PLAN DEVELOPMENT.....	6
G. Stakeholder Consultation During the Plan Development .....	6
4. PUBLICATION OF THE ACTION PLAN AND PUBLIC COMMENT PERIOD.....	7
H. Public Notice .....	7
I. Public Hearings.....	7
J. Action Plan Comments.....	7
K. Citizen Participation Plan Comments .....	8
5. CONSIDERATION OF PUBLIC INPUT .....	8
A. Grievance and Appeal Procedures .....	9
B. Action Plan Amendments .....	9
C. The Final HUD-Approved Action Plan .....	10
6. PERFORMANCE REPORTS.....	10
7. ANTI-DISPLACEMENT .....	11
8. AUTHORITY .....	11
9. CITIZEN PARTICIPATION PLAN.....	11

## 1. BACKGROUND

The County of Maui is the recipient of the Community Development Block Grant Disaster Recovery (CDBG-DR) grant to support long-term recovery efforts following the Hawaii Wildfires (DR-4724-HI). The allocation for CDBG-DR and the implementation of its Consolidated Waivers and Alternative Requirements were announced in Federal Register Notice 90 FR 1754, with funding provided through the Disaster Relief Supplemental Appropriations Act, 2025 (Public Law 118-158).

The County of Maui, Office of Recovery (County OOR) is the agency responsible and accountable to HUD for the administration of CDBG-DR funding.

The Citizen Participation Plan (CPP) is a required component of the CDBG-DR program. It ensures that all citizens, particularly those affected by disasters, have the opportunity to participate in the planning, implementation, and assessment of recovery programs. The CPP must comply with applicable HUD regulations to promote transparency, public engagement, and equitable access to program benefits.

For CDBG-DR purposes, the County OOR program follows the citizen participation policies outlined in 24 CFR 91.105. These policies govern public participation requirements. However, when appropriate, County OOR will use waivers and alternative requirements provided in Federal Register notices to simplify processes and better address disaster recovery needs.

The CPP as it relates to the entire disaster recovery process, including the CDBG-DR Action Plan, must include the following key components:

- Notification to Affected Residents - Ensuring timely and accessible communication with impacted communities.
- Public Consultation During Action Plan Development – Engaging residents and stakeholders in the planning process.
- Publication of the Action Plan & Public Comment Period – Providing an opportunity for review and feedback.
- Consideration of Public Input – Addressing and incorporating community feedback into the final plan.

## 2. NOTIFICATION AND ACCESSIBLE COMMUNICATION FOR AFFECTED RESIDENTS

To ensure that all residents affected by the disaster are well-informed about the CDBG-DR program activities and available public participation opportunities, County OOR will implement measures to provide clear, accessible information and actively engage the community in the recovery process. County OOR will ensure ability to notify residents through electronic mailings, press releases, statements by public officials, media advertisements, social media, public service announcements, and/or contacts with neighborhood organizations. Additional efforts include, but are not limited to:

- Maintaining a comprehensive website

- Providing accommodations for individuals with Limited English Proficiency (LEP)
- Offering accommodations for persons with disabilities

## A. Maintain a Comprehensive Website

To ensure compliance with the public information and transparency requirement of 90 FR 1754, County OOR maintains a comprehensive website regarding all disaster recovery activities that will include those authorized with CDBG-DR funds. County OOR is responsible for the coordination of updates to the CDBG-DR website [hookumuhou.mauicounty.gov](http://hookumuhou.mauicounty.gov).

## B. CDBG-DR Website Contents

County OOR will prominently display the Action Plan on the official disaster recovery website, providing residents, affected local governments, and other interested parties with a clear and accessible opportunity to review the following:

- CDBG-DR Action Plan and Amendments
- CDBG-DR Announcements of Public Hearings
- Citizen Participation Plan

Additional information that will be made available will include:

- Information on each CDBG-DR program, including eligibility requirements and application steps
- CDBG-DR Subrecipients and Contractors
- CDBG-DR Procurement:
  - Procurement Policies and Procedures
  - Current RFPs
  - Summary of awarded contracts
- CDBG-DR Quarterly Performance Reports (QPR)
- Additional reports required by HUD

## C. CDBG-DR Website Navigation and Accessibility

The website is managed and maintained by the CDBG-DR Website Coordinator. All materials are provided in formats accessible to individuals with disabilities. In addition, all content is translated in compliance with the [County of Maui's Language Access Plan](#). The website will include Google Translate services to accommodate additional languages.

The site is designated to be accessible to individuals with disabilities, in accordance with 24 CFR 8.6 and Maui County ADA policies, as outlined on the [County website](#).

## D. CDBG-DR Website Frequency of Updates

County OOR will update the CDBG-DR website on a monthly basis, in compliance with the requirements outlined in the Federal Register.

## E. Accommodations for Individuals with Limited English Proficiency (LEP)

County OOR is committed to ensuring meaningful access to CDBG-DR Programs and services for individuals with Limited English Proficiency (LEP), in accordance with federal requirements, Chapter 321C of the Hawaii Revised Statutes, and the County's Language Access Plan.

County OOR will conduct a four-factor analysis to assess the language needs of LEP populations and will provide appropriate language assistance, including the translation of vital documents and interpretation services at public meetings. Additionally, County OOR will proactively inform the community about available language assistance services through outreach materials, public notices, and other communication channels, ensuring the LEP individuals have full and equal access to all disaster recovery resources.

The County's Equal Employment Opportunity (EEO) Officer or designee will review and address concerns from the public regarding language access. The EEO will work to resolve issues in a timely and effective manner, ensuring compliance with applicable laws and regulations related to language accessibility for CDBG-DR funded activities.

The public may submit concerns regarding language access for CDBG-DR funded activities through any of the following means:

- Email: [eeo@mauicounty.gov](mailto:eeo@mauicounty.gov)
- Online: [Mauicounty.gov](http://Mauicounty.gov)
- Mailed:
  - County of Maui  
Attn: Equal Employment Specialist  
200 South High Street  
Wailuku, HI 96793

## F. Accommodations for Persons with Disabilities

County OOR will, upon request, provide appropriate aids and services to ensure effective communication for qualified individuals with disabilities, enabling equal participation in the County's programs, services, and activities. This includes offering qualified sign language interpreters, translating documents into preferred digital, audio, or print formats, and providing other accommodations to make information and communications accessible to individuals with speech, hearing, or vision impairments.

Online materials available at <https://hookumuhou.mauicounty.gov/> will be accessible to individuals with visual impairments. The County OOR reviews digital content to ensure it is designed to be compatible with users' screen readers and optical character recognition (OCR) technology typically used on personal devices. Print copies of Action Plans, or other program material, can be made available in large print format by request, and additional alternative formats can be provided as needed to ensure accessibility.

Anyone requiring an auxiliary aid or service for effective communication, including a sign language interpreter, other appropriate accommodations, or modifications to policies or procedures to

participate in a County program, service, or activity, should contact the ADA Coordinator at 808-463-3168 or [ada.coordinator@mauicounty.gov](mailto:ada.coordinator@mauicounty.gov) as early as possible, but no later than 48 hours before the scheduled event.

All in-person public meetings and hearings will be held in locations with considerations for accessibility for persons with disabilities. In accordance with existing federal requirements, the County OOR will prioritize alternative methods of delivering products of information when physical accessibility is not feasible. These alternative methods will ensure that programs and activities are accessible to qualified individuals with disabilities in the most integrated setting possible, as outlined under HUD's implementing regulations for Section 504 of the Rehabilitation Act (see 24 CFR Part 8, Subpart C).

## 3. PUBLIC CONSULTATION DURING ACTION PLAN DEVELOPMENT

Public consultation is a key element in the development of the CDBG-DR Action Plan, ensuring that community voices guide the County's disaster recovery strategy, as it relates to CDBG-DR funds.

### G. Stakeholder Consultation During the Plan Development

County OOR will consult, via meeting or email, with the following entities during the preparation of the CDBG-DR Action Plan:

- Affected local government municipalities,
- Any state offices with an interest in projects being carried out through CDBG-DR funds,
- Non-governmental organizations,
- Public Housing Authorities,
- Federal partners,
- Private sector businesses,
- State Housing Finance Agencies,
- Local government and non-profit organizations that administer programs and projects funded through HUD (i.e. Continuum of Care, HOME, ESG, housing counseling agencies, etc.),
- Organizations that advocate on behalf of members of protected classes, vulnerable populations, and underserved communities impacted by the disaster, including the citizen advisory group and Mayor's Advisory Counsel,
- Local emergency management agencies that have primary responsibility for the administration of FEMA funds.

Consultations will provide a brief overview of CDBG-DR funding and the planning process while actively seeking stakeholder input on critical local issues. This feedback will help shape planning decisions and inform the allocation of CDBG-DR funds to address the community's most important recovery needs.

## 4. PUBLICATION OF THE ACTION PLAN AND PUBLIC COMMENT PERIOD

To ensure transparency and encourage meaningful community participation, the County OOR will publish the CDBG-DR Action Plan and any substantial amendments for public review and comment.

### H. Public Notice

County OOR will take reasonable actions to ensure that affected citizens, especially those who are members of protected classes, vulnerable populations, and individuals from underserved communities, are notified of public hearings and public comment periods. Reasonable actions include, but are not limited to, the following:

- Electronic mailings
- Press releases
- Statements by public officials
- Notifications via social media
- Media advertisements
- Public service announcements
- Contacts with neighborhood organizations

County OOR's website will be used as the primary source of information related to CDBG-DR, public hearings, and public comment periods. Notices posted on the County of Maui and Office of Recovery official websites, are accessible through internet connection. The County OOR's website is optimized for mobile viewing, allowing access via mobile phone to individuals that may not have access to a computer.

### I. Public Hearings

County OOR will hold at least three (3) public hearings on the proposed Action Plan after it is published on the County's website, providing an opportunity for public comment before submission to HUD. These hearings will take place in different locations and/or be conducted virtually within the HUD-designated Most Impacted and Distressed (MID) areas in Maui County to ensure accessibility for affected residents and local governments.

Hearings will be scheduled at times and locations that consider the convenience of both potential and actual beneficiaries. Additionally, reasonable accommodations will be provided, upon request, for person with disabilities, and services will be available to ensure effective communication, in compliance with 24 CFR 8 and the County's ADA policies.

### J. Action Plan Comments

The County's CDBG-DR Action Plan and any substantial amendments will be made available for a thirty (30) day public comment period. The County will consider any comments or views received

orally or in writing and include a summary of comments with the Action Plan and any substantial amendments.

Comments on the Action Plan, substantial amendments, or other citizen concerns and complaints may be submitted through the following methods:

- In person at a public hearing
- Via email: [cdbg-dr@mauicounty.gov](mailto:cdbg-dr@mauicounty.gov)
- Online: [hookumuhou.mauicounty.gov](http://hookumuhou.mauicounty.gov)
- Mailed to:  
County of Maui Office of Recovery  
Attn: CDBG-DR  
200 South High Street  
Wailuku, HI 96793

At the end of the comment period, a summary of citizen comments, along with the County OOR's responses, will be included in an appendix submitted to HUD for approval. A revised Action Plan incorporating public comments and responses will be posted on the County OOR's website: [hookumuhou.mauicounty.gov](http://hookumuhou.mauicounty.gov).

## K. Citizen Participation Plan Comments

Comments on the Citizen Participation Plan and any amendments will be accepted for at least seven (7) days. County OOR will ensure that citizens have a reasonable opportunity to provide feedback on both the original plan and any substantial amendments. The Citizen Participation Plan will be available on the County OOR webpage and, upon request, in an accessible format with reasonable accommodations for persons with disabilities.

Comments on the Citizen Participation Plan, any substantial amendments, or other citizen concerns and complaints may be submitted through the following methods:

- In person at a public hearing
- Via email: [cdbg-dr@mauicounty.gov](mailto:cdbg-dr@mauicounty.gov)
- Online: [hookumuhou.mauicounty.gov](http://hookumuhou.mauicounty.gov)
- Mailed:  
County of Maui Office of Recovery  
Attn: CDBG-DR  
200 South High Street  
Wailuku, HI 96793

## 5. CONSIDERATION OF PUBLIC INPUT

The County OOR values the input of its residents and is committed to ensuring that all public comments and feedback are given full consideration in the development and implementation of all CDBG-DR programs.

## A. Grievance and Appeal Procedures

The County OOR is committed to meeting the needs of all beneficiaries and subrecipients while adhering to applicable Federal, State, and Maui County regulations. Beneficiaries and subrecipients have the right to raise concerns regarding eligibility determinations, service delivery, staff actions, or potential rights violations in a constructive manner.

Applicants and subrecipients are encouraged to first attempt to resolve concerns directly with the staff member involved. If the issue remains unresolved, they may proceed with the formal grievance procedure. For sensitive matters where direct communication feels uncomfortable, applicants or subrecipients should contact the County OOR Program Manager immediately.

County OOR program staff or designee will address public grievances related to the Action Plan or program implementation. A regularly updated directory for submitting concerns will be available on the CDBG-DR website to ensure prompt attention.

County OOR currently accepts submissions through the following methods:

- In person at a public hearing
- Email: [cdbg-dr@mauicounty.gov](mailto:cdbg-dr@mauicounty.gov)
- Online: [hookumuhou.mauicounty.gov](http://hookumuhou.mauicounty.gov)
- Mail:  
County of Maui Office of Recovery  
Attn: CDBG-DR  
200 South High Street  
Wailuku, HI 96793

All submissions should clearly describe the relevant program or activity, detail the concern or issue, and include the submitter's name, address, and daytime and evening phone numbers.

The County OOR typically responds within 15 calendar days from the date of receipt. If a full resolution is not possible within this timeframe, an acknowledgement and status update will be provided. If additional time is required, the reason will be documented, if necessary, grievances will be addressed by the County OOR CDBG-DR Programs Officer.

## B. Action Plan Amendments

Over time, recovery needs will change. Thus, County OOR will amend the disaster recovery action plan as often as necessary to best address our long-term recovery needs and goals. This plan describes proposed programs and activities. Any subsequent changes to programs and activities will be consistent with the descriptions and strategic goals provided in this plan. Each amendment will be highlighted or otherwise identified within the plan.

A substantial amendment to the CDBG-DR Action Plan is defined as follows:

- A change in program benefit or eligibility criteria
- The addition or deletion of an activity

- A proposed reduction in the overall benefit requirement
- The allocation or reallocation of funds which exceeds or is expected to exceed 5 percent (5%) of the total grant allocation
- A material change. A material change refers to a shift in circumstances within the County OOR that affects the information on which the Action Plan is based, to the extent that the analysis or the priorities and goals of the Action Plan no longer reflect actual circumstances. Examples include Presidential declared disasters under Title IV of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 USC 5121 et seq.) that significantly impact the anticipated beneficiaries, project or activity scope, demographic changes, new contributing factors, or unmet needs in the jurisdiction.
- Upon HUD's written notification specifying a material change that requires revision

Substantial amendments are subject to the citizen participation process. Therefore, a public notice of the proposed substantial amendment will be issued and will allow for 30-day public comment period. Notice of the amendments will be posted on the County OOR website and social media posts, which is accessible through internet connection. Comments or views received orally or in writing will be considered in preparing the substantial amendment. A summary of the comments and County OOR's responses will be included with the final substantial amendment of the CDBG-DR Action Plan. For amendments considered non-substantial, County OOR will notify HUD five (5) business days before the amendment becomes effective, but public comment is not required. All HUD approved amendments, whether substantial or non-substantial, will be numbered sequentially and posted on the County OOR's website.

## C. The Final HUD-Approved Action Plan

Following HUD approval of the Action Plan and substantial amendments, it will be posted on the County OOR website, [hookumuhou.mauicounty.gov](http://hookumuhou.mauicounty.gov). Paper copies of the Final Action Plan will also be available upon request.

## 6. PERFORMANCE REPORTS

County OOR's Action Plan is entered into HUD's Disaster Recovery Grant Reporting (DRGR) system. The County OOR will submit a quarterly performance report (QPR) in DRGR no later than thirty (30) days after the end of each quarter, starting with the first full calendar quarter after the grant award and continuing until all funds have been expended.

QPR's will be submitted through the DRGR system and posted on the County OOR website at [hookumuhou.mauicounty.gov](http://hookumuhou.mauicounty.gov) within three (3) calendar days of HUD's approval. If a QPR is rejected by HUD, the revised version, once approved by HUD, will be posted within three (3) calendar days of approval.

Paper copies of reports will be available upon request.

## 7. ANTI-DISPLACEMENT

The County OOR will follow HUD regulations and its local anti-displacement policies so that displacement is minimized and if displacement is necessary, persons displaced will be provided with the types of levels of assistance as required by federal regulations. For CDBG-DR purposes, the County OOR will revise relocation and anti-displacement policies to leverage (or conform with) waivers and alternative requirements as provided in the applicable Federal Register Notices.

## 8. AUTHORITY

No portion of this Citizen Participation Plan shall be construed to restrict the responsibility and authority of the elected officials of Maui County in the development, implementation and execution of any CDBG-DR program

## 9. CITIZEN PARTICIPATION PLAN

To connect with County OOR regarding CDBG-DR citizen participation efforts, please contact the Office of Recovery via email, [cdbg-dr@mauicounty.gov](mailto:cdbg-dr@mauicounty.gov).