



# WEBSITE MAINTENANCE

CDBG-DR

County of Maui, Office of Recovery  
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## Version History

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# 1. Overview

To promote transparency, public accountability, and equitable access to information, grantees of CDBG-DR funds are required by HUD to maintain a comprehensive, publicly accessible website. This requirement is detailed in the Universal Notice published in the Federal Register (90 FR 1754). The purpose of this requirement is to ensure that stakeholders, including the public, applicants, advocacy organizations, and oversight bodies can easily access timely and accurate information about the use of disaster recovery funds.

The County of Maui Office of Recovery (County OOR) must have a separate webpage dedicated to its CDBG-DR Program and funded activities. HUD requires that the website include, at a minimum, the following:

- Admin Action Plan
- Action Plan (including all amendments)
- Performance Reports (as created using the DRGR system)
- Citizen Participation Plan
- Notice(s) of funding availability
- Projection of expenditures and outcomes
- Procurement policies and procedures
- Program-specific policies and procedures
- All contracts that will be paid with CDBG-DR funds as defined in 2 CFR 200.22 (including subrecipients' contracts)
- A summary including the description and status of services or goods currently being procured by the County OOR or the subrecipient (e.g., phase of the procurement, requirements for proposals, etc.)

Note, contracts and procurement actions that do not exceed the micro-purchase threshold, as defined in 2 CFR 200.67, are not required to be posted to the website.

The website must be updated quarterly and maintained throughout the grant's lifecycle, including the closeout period. All documents and materials must remain available for public access throughout the grant term. Outdated information must be clearly marked or archived to avoid public confusion.

The County OOR will take reasonable steps to ensure meaningful access to its programs in compliance with Section 504, Title II of the ADA, and Title VI to ensure everyone has a fair and equal opportunity to access information and participate in the CDBG-DR programs.

## 2. Purpose and Scope

The purpose of this document is to establish a standardized process to maintain proper maintenance of the CDBG-DR website <https://www.mauirecovers.org/cdbgdrr>. It outlines how website updates are requested, reviewed, approved, and published to ensure timely, accurate, and compliant content. This policy is intended to guide staff and partners through each step of the maintenance process from initiating a change to final publication.

This policy applies to all County departments, contractors, and subrecipients involved in managing, updating, or contributing content to the CDBG-DR website.

### 3. Responsibilities

Each Program Manager is responsible for ensuring that the content related to their respective program areas on the CDBG-DR website is accurate and up to date. The Grants Manager is responsible for ensuring Quarterly Performance Reports (QPRs) and other required reports are uploaded in accordance with HUD's reporting and website publishing deadlines. The QA/QC Manager is responsible for ensuring that the Action Plan and all amendments are properly posted and reflect the most current approved versions.

The Website Specialist, or contracted firm, should be dedicated to supporting the maintenance of the CDBG-DR program website. This position is also responsible for ensuring content is accessible and compliant with Section 504, Title II of the ADA, and Title VI.

All designated leads must ensure an appropriate delegate is assigned to fulfill these responsibilities during any planned absence or extended unavailability.

### 4. Procedures

The County OOR will ensure that updates to the website are made in accordance with the specific requirements of each CDBG-DR activity, which are outlined in this section.

In addition, the County OOR will:

- Ensure the website is updated monthly, or more frequently as needed; and
- Require CDBG-DR staff to review the website on a monthly basis to confirm that all content related to CDBG-DR activities and opportunities is accurate and current for public access; and
- Maintain ongoing compliance with accessibility requirements under Section 504 of the Rehabilitation Act, Title II of the Americans with Disabilities Act (ADA), and Title VI of the Civil Rights Act

#### a. Action Plan and Substantial Action Plan Amendments

- Must be prominently posted for public comment for no less than 30 calendar days
- Must be posted after submittal to HUD for approval and labeled as "DRAFT"
- Once HUD approves, approved action plan must be posted
- Approved action plan and substantial/non-substantial action plan amendments must be posted to website in reverse chronological order (most recent first)

#### b. Non-Substantial Action Plan Amendments

- Must be posted after submittal to HUD for approval and labeled as "DRAFT"
- Once HUD approves, approved action plan must be posted
- Approved DRGR Action Plan and substantial/non-substantial action plan amendments must be posted to website in reverse chronological order (most recent first)

## c. Reports

- Project Progress Reports
  - Project progress reports will be posted to the website on a quarterly basis
- GIS Mapping of Recovery Investments
  - The GIS mapping report will be updated on an as needed basis.
- Quarterly Performance Reports
  - Must be posted after submittal to HUD for approval and labeled as “DRAFT”
  - The approved QPR must be posted within 3 calendar days of approval from HUD
  - Approved QPRs must be posted to website in reverse chronological order (most recent first)
  - Reports must continue to be posted until all funds have been expended and all expenditures/activities have been reported

## d. Program Policies and Procedures

- Program-specific policies and procedures must be posted on the website prior to formally accepting applications for that program
- Policies and procedures will be updated as needed
- CDBG-DR Program Manager is responsible for making sure that the website includes the most current versions of all official program policies and procedures

## e. Procurement

- All procurement policies and procedures must be posted upon adoption
- All CDBG-DR subrecipient RFP's, RFQ's, contracts and any amendments to those documents must be posted
- Contracts must be posted after the contract (or amendment) has been fully executed
- A summary of all procured contracts, including those procured by CDBG-DR subrecipients (e.g., a summary list of procurements, phase of procurements, requirements for proposals, and any liquidation of damages necessitated by contractor's failure or inability to implement the contract, etc.) must be posted

## f. Points of Contact

A list of CDBG-DR staff will be maintained on the CDBG-DR website.

## g. Citizen Participation Plan

Must be posted and will be updated as needed.

## h. Public Notices

Press releases will be posted to a prominent section on the website, and on social media, to inform the public of important program announcements, upcoming deadlines, funding availability, public hearings, and other critical updates related to CDBG-DR activities.

## i. Public Comments

The following will be posted to the website to facilitate receiving public comments throughout the grant life cycle:

- An email address specifically for the purpose of receiving public comments for CDBG-DR
- Mailing address for the CDBG-DR office
- Dates, times and locations of public hearings

## j. Program Applications

The County OOR CDBG-DR website will serve as a primary source of information for program applicants and the public. It will include projected timelines for when applications are expected to open for each program. Once programs become available, the website will provide direct links to the application portals.

The site will also link to the System of Record's secure intake page, where applicants can submit their information through a protected portal designed to safeguard personally identifiable information (PII). Applicants will be able to track their application status in real time whether their application is under review, requires additional information, has been approved, or has been denied.

The County OOR will provide multiple methods for applicants to obtain timely updates on their application status. These may include the disaster recovery website, dashboards, social media, phone, TTY and relay services, email, and other channels. The disaster recovery website will be updated monthly with a link to a PDF document showing the applications under review, approved, or denied, and any other status updates the County OOR deems relevant. The County OOR will use unique application identification numbers in place of applicant names when referencing applications publicly, in order to protect applicant privacy and ensure compliance with federal standards for safeguarding PII.

## k. Website Change Request Procedure

This procedure outlines the steps for submitting, reviewing, approving, and implementing updates to the CDBG-DR website. It ensures that changes are made in a timely, consistent, and compliant manner, aligned with HUD requirements.

### **Time-Sensitive Website Changes (e.g., QPR Postings)**

For urgent updates, particularly the posting of Quarterly Performance Reports (QPRs):

- The Requestor (typically the Grant Manager) must complete the Website Change Request Form
- The completed form is to be delivered directly to the Website Manager for immediate action.
- No other website changes may be submitted or processed during this time to ensure the QPR is prioritized and correctly posted
- The Programs Chief must approve the QPR submission to HUD prior to its publication on the website

### **Standard Website Change Requests**

All other non-urgent website changes must follow a standard process:

- The Requestor provides information to the Coordinator

- The Coordinator will prepare a Website Change Request Form
- The Coordinator will screen the request to verify:
  - Alignment with HUD website content requirements
  - Whether the request actually requires a website change
- If the request is not valid for website publication, it must still be documented. The Website Change Request form must be complete and clearly marked “Denied”, with the reason indicated

### **Approval Process for Standard Requests**

If the Coordinator determines that a website update is needed:

- The Website Change Request Form must be submitted to the relevant Program Manager for review and signature, based on the program area the request relates to
- The Program Manager then hand-delivers the form to the Programs Chief for final approval
- Once signed, the Program Manager forwards the approved form to the Website Manager for implementation
- The Website Manager is responsible for providing confirmation via email to the Coordinator, all Program Managers and the Program Chief that an update to the website was made upon publication

For denied requests:

- The Program Manager must still review and sign off on the denial
- Final documentation of the denial must be submitted to the Website Manager to maintain records

### **Monthly Reporting by the Website Manager**

To promote transparency and oversight, the Website Manager will prepare a monthly report summarizing:

- Total number of Website Change Request Forms submitted
- Number of requests that resulted in website changes, with a brief description of each
- Number of requests denied, along with the reason for denial

This report will be shared with the Programs Chief, Program Managers, and the Coordinator for internal tracking and compliance

## **I. Emergency Content**

For emergency postings, including those required on weekends or holidays, the Website Management Team must receive a written request via email from the CDBG-DR Program Manager with approval by the Programs Chief.

### **Examples of Emergency Situations**

Emergency posting requests may include, but are not limited to:

- Time-sensitive federal requirements, such as posting an action plan or public notice by a federally mandated deadline (e.g., immediate or next-day posting to remain in compliance)
- Weather-related emergencies, natural disasters, or unplanned building closures
- Direct requests from the Mayor’s Office
- Internal server outages affecting website access or functionality
- Website issues such as broken links, missing or corrupted pages



- Public access problems that limit the availability of required program information

# Forms

## A. CDBG-DR Web Page Review Form

**To be completed monthly by the Website Manager and reviewed by all Program Managers and the CDBG-DR Programs Chief.**

Categories	Update Required (Yes/No)	Brief Description of Update	Documents to Post	Compliant with Section 504, Title II of the ADA, and Title VI (Yes/No)	Date Posted	Last Updated
Action Plan						
Current Action Plan						
Substantial Amendment						
Non-substantial Amendment						
Public Hearing Notice(s)						
Announcements						
Citizen Participation						
Citizen Participation Plan						
Citizen Complaints						
Appeal Process						
Program(s)						
Policy						
Application Methodology						
Funding Amounts						
Procurement						
Policies						
Current Solicitations						
Past Solicitations						
Steps to Apply / Scoring Criteria						
Reports						
QPR						
Expenditures and Projections						
Project Map						

Signatures	Date
Program Manager (minimum 1)	
Programs Chief	
Website Manager	

## B. Website Change Request and Tracking Form

Website Change Request and Tracking Form	
<b>Select the most appropriate category the change relates to:</b>	
<b>Program(s)</b> <input type="checkbox"/> Single Family Homeowner Reconstruction <input type="checkbox"/> Multi-Family Rental Reconstruction <input type="checkbox"/> Multi-Family Rental New Construction <input type="checkbox"/> Single Family New Construction <input type="checkbox"/> First-Time Homebuyer Opportunity <input type="checkbox"/> Infrastructure and Public Facilities <input type="checkbox"/> Economic Revitalization <input type="checkbox"/> Public Services <input type="checkbox"/> Mitigation Set-Aside <input type="checkbox"/> Website Update <input type="checkbox"/> Other:	<b>Initiated By:</b> <input type="checkbox"/> Grantee Team <input type="checkbox"/> Vendor/Contractor: Name/Title of Initiator: Email: Phone: Date:
<b>File Name and location of material to be published:</b> Document is: <input type="checkbox"/> Internal <input type="checkbox"/> External Type of Document (Check all categories that apply) <input type="checkbox"/> Action Plan - Substantial Amendment <input type="checkbox"/> Protocol or Job Aid Modification <input type="checkbox"/> Public Notification <input type="checkbox"/> Action Plan - Non-Substantial Amendment <input type="checkbox"/> Program Tool/Letter/Form <input type="checkbox"/> Finance <input type="checkbox"/> Report <input type="checkbox"/> Other:	
<b>Description (High level summary):</b>  1) Nature of the need/clarification/change 2) Potential deadlines or if the decision is time-sensitive 3) Items that need clarification or change on the website and why 4) Any potential impacts on other programs 5) Overall summary and considerations	

Review Required?	Reviewer	Name	Signature/ Date (write denied in place of signature if not approved)	If denied, provide reason
<input type="checkbox"/>	Programs Chief			
<input type="checkbox"/>	Program Manager			
<input type="checkbox"/>	Communications			
<input type="checkbox"/>	Fiscal			
<input type="checkbox"/>	Legal			
<input type="checkbox"/>	Executive			
<input type="checkbox"/>	PIO/ Operations			

**To be filled by Website Manager:**

<b>Summary of Changes</b>	
Approved or Denied:	
Date of Publication:	
Date the Coordinator, Program Managers, and Programs Chief were notified of the changes:	
<b>Summary</b>	
<b>Any Follow-Up Actions and Responsible Party:</b>	
Website Manager Signature:	Date: