



DHHL Financial Assessment Frequently Asked Questions

Why do I have to complete the Financial Assessment again?

If you previously completed a Financial Assessment with a DHHL contracted service provider, it was likely for a different DHHL project and/or more than 90 days ago.

A Financial Assessment is required for each project you are showing interest in or have signed a lease for, so your financial readiness can be reviewed based on the most current information

Can I complete the Financial Assessment in person?

YES - Some in-person support may be available on scheduled dates. However, walk-in Financial Assessment appointments are not available. You may reach out to our team for in-person support availability outside of the scheduled in-person dates.

How soon should I complete my Financial Assessment?

As soon as possible, once you receive your paper lease and instructions to begin the process. You were informed in the DHHL Project Orientation that you'd have 60 days to complete the assessment from the lease commencement date.

What if I don't know who will be in my household?

For the Financial Assessment, you should list the individuals you currently expect to live in the home based on the best information you have. We understand that some DHHL Projects won't be completed for another few years. As a future homeowner, it is important to begin planning your household and financial responsibilities ahead of time and understanding who will be a part of your household is a key part of preparing for homeownership.

Do I still need to complete a Financial Assessment if I plan to transfer my lease?

If the lessee has a copy of the blue transfer request form, the service provider may assess the intended transferee. If the form is not available, the primary lessee is required to complete the assessment instead

How do I submit my documents?

You may submit them online through your HCA Client Portal, via email to your assigned Housing Specialist, or schedule to drop it off in person at one of our offices. If you run into any issues when submitting your documents, please contact nhfhc@hawaiiancommunity.net or call or text us as (808) 587-7886.

Who will have access to my personal financial information?

Your assigned housing specialist will review your personal financial information. This information is securely stored in our client management system. It is kept confidential and is used solely to help assess your financial situation. Only the details about your annual household income, household size, average median income percentage, and preferred housing type will be shared with DHHL.



How do I enroll with Hawaiian Community Assets?

To enroll with Hawaiian Community Assets, please visit our website at www.hawaiiancommunity.net and click “Enroll” to create an HCA Client Portal. Once that is done, you will need to complete an intake to meet with one of our Housing Specialists.

Why do I need to complete an HCA intake?

You'll need to complete an intake with Hawaiian Community Assets because it's the first step to accessing services. The intake collects basic information about your financial goals and situation so the team can correctly match you to a Housing Specialist that is able to complete your required DHHL Financial Assessment.

Where can I find more information?

For more information, please visit <https://hawaiiancommunity.net/dhhl/>

If Awardees receive a FA from HCA now, will the Awardee need to receive another FA in the upcoming years before the projects are complete?

At this time, we do not know what DHHL may require in the future regarding Financial Assessments. Awardees will need to check directly with DHHL for any future requirements.

The booking link shows the Project Name and Lease Number are required. What if I don't have that information?

Booking link to complete the financial assessment are sent to the person who completed the intake. To ensure we report information accurately to DHHL, we need to confirm the original lessee and that the correct project is identified.

The lease number is typically included in the documents the lessee received from DHHL when your lease was awarded. If you are unsure of your lease number, please locate it before your appointment, as it is required to match your information correctly in DHHL's system.

For Maui and Lānaʻi projects, HCA may already has this information on file. Lessees for all other locations will need to refer to their DHHL award documents to confirm their lease number and project.

How do I go about dropping off document copies to an HCA office near me?

HCA will offer specific walk-in support dates for document drop-off on Maui only. These dates are: 4/6, 4/17, 4/20, and 5/1, from 9:00 AM – 4:00 PM.

If these dates or times do not work, families may call the Maui office to check for additional availability.

For all other Financial Opportunity Centers (FOCs), please call your local office in advance to schedule a document drop-off time.

Reminder: All Financial Assessment appointments must be scheduled. No walk-ins are permitted, as Housing Specialists need time to review documents before the meeting.