

DEPARTMENT OF COMMUNITY SERVICES

Debbie Kim Morikawa, Director
Ernest Y. Martin, Deputy Director

POWERS, DUTIES AND FUNCTIONS

The Department of Community Services (DCS) is the City agency responsible to: (a) develop and administer projects, programs and plans of action for human resources and human services programs; (b) develop and administer projects and plans of action designed to achieve sound community development, provided that such projects, programs and plans of action conform to and implement the general plan and development plans; and (c) act as the local public officer for the purpose of implementing federally-aided and State-aided human resources, human services, housing, urban renewal and community development programs. [Chapter 3, Section 6-302, Revised Charter of Honolulu]

On July 1, 1998, the powers, duties and functions of the DCS were expanded to accommodate community-based development planning functions of the former Department of Housing and Community Development.

DCS is comprised of the following program divisions: Office of Special Projects, Elderly Affairs, Community Assistance, Community Based Development, WorkHawaii and the Oahu Workforce Investment Board. Administrative support is provided through the department's Administrative Services Section.

DCS provides a broad spectrum of programs and services to members of the public in the greatest need, which support, develop and provide opportunities for individuals, families and communities to achieve an improved quality of life. General areas of service and support include:

- Youth Programs
- Elderly Programs
- Workforce Development
- Housing Ownership Programs
- Rental Subsidy Programs
- Fair Housing Program
- Grants to Nonprofit Organizations
- Community Based Economic Development
- Loan Programs (Rehabilitation, Solar, Down Payment, Section 108)

DCS also houses two committees which are advisory to the mayor and are administratively attached to DCS:

- **Mayor's Advisory Committee on Disabilities**

Established in 1971, the Mayor's Advisory Committee on Disabilities (formerly known as the Mayor's Committee for People with Disabilities), serves as a voluntary advisory committee to the mayor on disability issues and City policies relating to the Americans with Disabilities Act. The committee advises the mayor on matters that fall under the jurisdiction of the City and County of Honolulu and in facilitating changes in policies and services that provide greater access to persons with disabilities.

- **Honolulu County Committee on the Status of Women**

The Honolulu County Committee on the Status of Women (HCCSW) was created under the terms of Act 190, SLH 1970. Its members serve voluntarily as an advisory body to the mayor on matters of concern to women. HCCSW interacts with the mayor, City Council, Hawaii State Commission on the Status of Women, Hawaii State Legislature and the community at large.

OFFICE OF SPECIAL PROJECTS

Ernest Y. Martin, Chief Executive

The Office of Special Projects (OSP) serves as the Department's liaison to the community for the development and implementation of human service, community revitalization and community based economic development initiatives to address the needs of socially and economically disadvantaged youth, adults, families and communities in the City and County of Honolulu.

YOUTH SERVICES

In Fiscal Year 2010, approximately 3,500 youth and young adults were served through programs offered at the department's Youth Services Center. The populations served through these programs are considered high risk and include criminal offenders/ex-offenders, chronically unemployed, people with special needs, chemical addictions and individuals who are experiencing homelessness. The Youth Services Center is considered a model program in the state of Hawaii and consolidates seven prevention, intervention and treatment/rehabilitation programs directly within the center. The center maximizes program resources while providing each participant the opportunity to attain viable academic, civic and vocational skills to progress toward economic and social stability.

YouthBuild Honolulu

YouthBuild Honolulu is an educational and job training program that prepares young people for employment and responsible citizenship. The program works with a small population of non-high school graduates, 16-24 years of age, who come from dysfunctional

families, suffer from alcohol and drug addictions, and have limited financial resources. For many participants, YouthBuild is the last chance to avoid incarceration, drug addiction and long-term unemployment.

Significant Achievements in FY 2010

- 60 youth completed the program and earned their high school diploma
- 44 youth secured employment
- Youth assisted the Hawaii Public Housing Authority with the rehabilitation of 10 public housing units.
- The program received 3 awards from the YouthBuild USA Affiliated Network in the following categories: Outstanding Achievement in Attendance, Outstanding Achievement in GED/High School Diploma Attainment and Outstanding Achievement in Program Completion.

Juvenile Justice Center

The Juvenile Justice Center, with guidance from the City's Juvenile Crime Enforcement Coalition, continues its partnership with the Honolulu Police Department to provide first-time law violators with services to prevent their further involvement in the juvenile justice system. The center serves as a centralized intake and assessment facility where staff issue accountability-based "sanctions" to these offenders. These sanctions include HPD educational and counseling services, substance abuse counseling, anger management classes and follow up counseling services.

Significant Achievements in FY 2010

- 1135 juvenile cases were referred to the Center
- 96% (1093) completed an assessment and received sanctions
- 88% (1004) completed sanctions
- Only 1% (5) of those receiving service re-offended

Youth Offender Demonstration Project

The Youth Offender Demonstration Project, funded through the U.S. Department of Labor, allows youthful offenders the opportunity to work towards self-sufficiency and no further involvement in the court system. Services include intensive case management, vocational training, high school diploma program, substance abuse counseling and employment services. Significant achievements included participants securing employment, earning a high school diploma or entering college.

Honolulu Young Parents Program

The Honolulu Young Parents Program is a customized track of services within the Workforce Investment Act (WIA) Youth Program that provides mentoring training for young parents and expectant mothers and fathers, ages 16-24 to increase their likelihood to achieve or maintain self sufficiency. Significant achievements included participants gaining work experience, earning a high school diploma or attending an industry recognized credential.

Workforce Investment Act Youth Program Operator

The Workforce Investment Act Youth Program Operator receives its funding through the Oahu Workforce Investment Board and engages government agencies and nonprofit organizations to provide comprehensive employment training services for WIA participants.

Significant Achievements in FY 2010

- 358 youth received employment training services
- 772 basic skills, occupational development, and work readiness goals were attained by participants
- 358 participants received career counseling and guidance
- 58 participants secured employment, entered internships, and/or entered post-secondary education
- 140 youth attained a high school diploma or an occupational trades certificate

ARRA WIA Youth Work Experience Programs

The Work Experience Program provided youth, ages 14 to 24 with meaningful work experience training linked to their employment and career interests.

Significant Achievements in FY 2010 (May 2009 to August 2009)

- 57 government and nonprofit organizations were work site training host agencies.
- 359 youth received work experience training

Significant Achievements in FY 2010 (May 2010 to June 2010)

- 41 government, nonprofit, and for profit agencies/organizations were work site training host agencies.
- 97 youth received work experience training
- 39 youth completed a non-credit community college course on green jobs and sustainability

ARRA TANF Summer Work Opportunity Program (SWOP):

The 2010 SWOP provides individuals, ages 14 to 23 meaningful work experience linked to their career interests.

Significant Achievements in FY 2010

- 84 government, nonprofit, and for profit agencies/organizations were work site training host agencies.
- 419 youth received work experience training



2010 ARRA Work Experience Participant – Ainise who works as a Program Assistant at Susannah Wesley Community Center takes time out of her day to take a picture with a Susannah Wesley student.



Brothers Lesoalii & Jay receive their first pay checks from the 2010 Summer Work Opportunity Program.



2010 SWOP Participants (L to R) Jacob, Joshua & Dayna receive their first pay checks while working at Seagull Schools.

COMMUNITY REVITALIZATION

The Community Revitalization program assists community-based economic development organizations, other private nonprofit organizations, and businesses in developing commercially-viable and sustainable initiatives that focus on revitalizing distressed communities and provide benefits to low- to moderate-income individuals and families.

Community Strengthening Program

The City provided Community Development Block Grant (CDBG) funds to Empower Oahu (EO) to conduct a Community Strengthening Program (CSP) that is designed to help low- to moderate-income communities and neighborhoods prepare development plans, build capacity and assists in the establishment of Neighborhood Revitalization Strategy Areas (NRSA) and Community-Based Development Organizations.

Significant Achievements in FY 2010

- Assisted the Wahiawa Community Based Development Organization (CBDO) as a 501(c) 3 non-profit agency and completed the Neighborhood Revitalization Strategy Area (NRSA) application to Local-U.S. HUD via the City. HUD approved the Wahiawa NRSA designation that enables the community to attract funding to plan and to continue to develop community-based economic development projects for the area.

Micro-enterprise Development Initiatives

The City funded a business start-up project that is implemented by Parents and Children Together (PACT) with CDBG funds for low- and moderate-income (LMI) persons. The project recruited 100 LMI participants from various public housing facilities in the Honolulu, Aiea and Leeward Coast communities that resulted with 33 participants completing an assessment. Of the 33 participants, 28 completed the business start up training. Of the 28 participants, 12 received technical assistance to start their own businesses. Of the 12, 10 participants have successfully started a business and developed their own business plan. Of the 10 businesses,

there are 3 childcare services, 2 home/commercial cleaning services, 1 accounting firm, 1 screen printing, 1 elderly care services, 1 certified nursing assistant service, and 1 handyman service.

In 2010, the City funded three (3) Economic Development Projects, one with PACT to serve 40 LMI participants in the Leeward Communities and two separate programs with Empower Oahu to work with 20 to 25 participants (new and existing business owners) from Waipahu and another 20 to 25 participants (new and existing business owners) from Ewa Beach and Wahiawa communities.

Brownfields

The Community Revitalization Section, with the cooperation of staff from the Department of Environmental Services, is implementing a U.S. Environmental Protection Agency-funded Brownfields Assessment Grant. The grant funds are to be used for the development of a community-wide inventory of potential Brownfields sites for environmental clean-up and the Phase I & II assessment of selected sites. Environmental Resources Management (ERM), has researched the Waialua Sugar Mill as a possible site, and continues to compile data for the site selection inventory to include areas surrounding the proposed Honolulu Rail Transit station locations.

Oahu Enterprise Zone Partnership

The Enterprise Zone (EZ) Partnership, created by the Hawaii State Legislature and adopted as a city program since 1994, provides incentives to certain types of businesses that create new employment in areas nominated by the local government as most needed or appropriate. The City has maximized its zone designation to six geographical areas designated for businesses.

- Zone 1: North Shore/Koolauloa
- Zone 2: Portions of Wahiawa and Mililani Technology Park
- Zone 3: Central Oahu Portions of Pearl City, Ewa, Waipio, and Kapolei
- Zone 4: Portions of Urban Honolulu
- Zone 5: Portions of the Leeward Coast of Waianae
- Zone 6: Portions of Waimanalo

The state Legislature passed SB 1248 Relating to State Enterprise Zones which was signed into law by the Governor as Act 174 on July 10, 2009. The primary key point of this legislation is to extend the tax incentives for already qualified businesses for an additional three years. Act 174 became effective on August 1, 2009.

As of June 30, 2010, there were 57 companies participating in the Oahu EZ program in the following zones:

- Zone 1 5
- Zone 2 1
- Zone 3 9
- Zone 4 38
- Zone 5 0
- Zone 6 4

Spurred by the provisions of Act 174, 30 businesses have already applied for a three-year extension to receive tax incentives and are awaiting State approval.

SECTION 108

The Section 108 Loan Program is a loan program which is backed by the full faith and credit of the Department of Housing and Urban Development. The City may borrow up to five times its annual Community Development Block Grant entitlement amount on an interim or permanent basis. The City may also lend Section 108 loan funds to third party borrowers including for-profit and not-for-profit developers and corporations. Eligible lending activities are centered on economic revitalization and community development uses.

Leeward Coast Community Benefits Program

To offset the impact of the Waimanalo Gulch landfill on adjacent Leeward Coast communities, in FY 07, Mayor Mufi Hannemann dedicated a \$2.0 million community benefits program.

To ensure that these funds are expended in a manner that is reflective of the needs of the communities, a Community Benefits Advisory Committee was convened to solicit, review and select projects that are seeking funding for necessary community-based programs and services.

Of the \$2.0 million, \$1.0 million is administered by the Department of Parks and Recreation for improvements to parks in target communities. The remaining \$1.0 is administered through a formal Request for Proposal (RFP) process by the Department of Community Services for grants to private and/or community-based non-profit organizations (CBOs), for programs and services that address problems or concerns in the following communities: Kalaeloa, Kapolei, Honokai Hale/Nanakai Gardens, Ko Olina, Nanakuli, Maili, Waianae, Makaha and Keaau. This program has continued annually and the following were the projects that were selected for funding in FY 2009 through the grants program:

<u>Organization</u>	<u>Activity</u>
Boys and Girls Club of Honolulu	Design and Construction costs related to the completion of the Leadership in Energy & Environmental Design for the NFL Yet-Hawaii Project in Nanakuli
Corvette Center Ministries	Maintain and expand multi-dimensional transitional program for homeless residents
Dyslexia Tutoring Center of Hawaii.....	Provide multi-pronged approach to address dyslexia for affected youth

Easter Seals Hawaii	Install audio visual computer for education and training for ESH service providers, staff, and community service providers
Friends of Kapolei Hale.....	Provide social, educational, cultural events and activities to instill community and family pride
Habitat for Humanity Leeward Oahu	Support program aspects of the Homebuilding Program for 4 homes for eligible very-low income families
Hawaii Family Services.....	Improve quality of life for 50 children and youth who are being raised by grandparents and other relatives
Hawaii Speed and Quickness.....	Conduct speed/agility clinics for youth and Coach/Parent clinics
Hoolana	Provide academic enrichment program for academically challenged and economically disadvantaged students
Leeward Kai Canoe Club	Implement the Na Opio program for youth to provide healthy, educational extension program alternatives
Makana O Ke Akua	Provide structured transitional homes for recovering substance abuse offenders
Nanakuli High & Intermediate School PTSA	Implement the School/Community Services, Pride and Beautification Program
Oahu Society for the Prevention of Cruelty to Animals	Open a no-kill shelter to provide sanctuary for abused, neglected, homeless animals
Special Olympics Hawaii	Provide fitness care, sports training, competitions, health screenings for intellectually challenged children, youth, adults and families
United States Veterans Initiative.....	Provide substance abuse and after care case management services to homeless military veterans
Valley of Rainbows	
Making Dreams Come True	Implement the annual educational/leadership youth conference; provide support for the annual Waianae Coast Sunset on the Beach
Waianae Coast Coalition	Implement a planning project to establish a Small Business Incubator
Waianae Community Outreach.....	Fund improvements to the emergency shelter; purchase 2 vehicles
Waianae Community Outreach.....	Funds to maintain staff, increase benefits, train essential staff
Waianae Hawaiian Civic Club	Continue efforts to implement a signage project for the Leeward Coast
Waianae High School Alumni and Community Foundation.....	Implement the Waianae Coast Digital Media Halau for youth to continue educational paths
Waimanalo Construction Coalition	Enroll participants in public and private training programs for commercial driver licenses; construction
Westside Athletics Foundation	Assist youth organizations to set and achieve goals for advancement of communities, promote healthy family activities, good citizenship, sportsmanship and education
Young Women's Christian Association.....	Implement Ways to Work loan program for low-income families

Child Care in the Parks

The City's Child Care in the Parks program was conceptualized in 1988 when affordable early education and care services were identified as a need for employees of the City and County of Honolulu. This need was addressed with the construction of the first employer-sponsored child care center in the state of Hawaii on the top of the City's parking lot, named the Early Education Center.

The City also designated facilities at city parks for child care programs: Lanakila District Park, Swanzy Beach Park, Kauluwela District Park, Dole Playground, Halawa District Park, Waipahu District Park and Waianae District Park. The City requires the program operators to provide free and/or partially subsidized child care services to least 50 percent of the children participating at each project site.

In the years of 1990 to 2000, the City worked with private developers to set aside parcels of land in larger housing developments for child care centers to be located next to public/private park parcels. Consequently, land has been dedicated for child care centers in major housing projects in Waipio, Mililani Mauka, Ewa, Ko Olina, Maili Kai and Kunia.

Friends of Honolulu Hale

The Planning Section also manages the Friends of Honolulu Hale (FHH) volunteer services program. The primary function of the FHH program is to develop and coordinate volunteer services for city departments by maintaining a pool of available volunteers.

GRANTS RESEARCH & DEVELOPMENT

This section assists the department in identifying, applying for and obtaining Federal, State and private grants consistent with the service priorities of the department. It also matches community based nonprofit organizations with potential funding sources and grant opportunities found through specialized research software. In addition, this section continues to coordinate grants research and resource development to support the continuation and enhancement of programs and services for agencies of the City and County of Honolulu.

Honolulu SPF

In 2009, the City and County of Honolulu was awarded \$313,950 to build capacity to address the issue of underage drinking at the county level. The initiative that has developed from this grant is called the "Honolulu SPF," which stands for *Strategic Prevention Framework*, a prevention model that emphasizes sustainability of efforts and cultural competence. The Honolulu SPF has worked closely with the Oahu chapter of the Hawai'i Partnership to Prevent Underage Drinking (HPPUD), and has offered trainings, open to the community, in a variety of skills and evidence-based program curricula.

Honolulu Forever Young

The Honolulu Forever Young awards are part of the City and County of Honolulu's campaign to change the perception of retirement and aging. Nominees must be 65 years of age or older, gainfully employed at least 19 hours per week, and reside in the City and County of Honolulu. Award recipients are selected based on the cumulative successes of their careers, their contributions to our community through mentoring, philanthropy, and volunteerism, and their healthy lifestyle.



2009 Honolulu Forever Young Honorees L to R: Oz Stender, Danny Kaleikini, The Honorable Walter Kirimitsu, Sister Alicia Lau, Andrew Friedlander, and Lawrence Okinaga. Photo with Debbie Kim Morikawa, Director of Community Services (Left), Mayor Mufi Hannemann (Middle), and Kirk Caldwell, Managing Director (Right).

The second annual awards luncheon was held on September 23, 2009 at the Hawaii Prince Hotel. The honorees were Mr. Andrew D. Friedlander, Co-founder and Principal Broker, Colliers Monroe Friedlander; Mr. Daniel Kaleikini, Ambassador of Aloha, World of Aloha; The Honorable Walter S. Kirimitsu, President, Saint Louis School; Sister Alicia Damien Lau, OSF, Chief Operating Officer, Oahu Care Facility, Pearl City Nursing Home, Community Case Management Corporation, Kulana Malama, and Kokua Nurses; Mr. Lawrence S. Okinaga, Partner, Carlsmith Ball LLP; and Mr. Oz Stender, Trustee at Large, Office of Hawaiian Affairs.

In addition to these six awards, the judging committee recommended an additional award to acknowledge individuals who meet all of the award criteria and score at the top of the judges' lists, but due to their affiliations with program sponsors, are not eligible for consideration for a Honolulu Forever Young Award. The recipients of the 2009 'Oihana Maika'i Award were Mr. John Henry Felix, Chairman and CEO, Hawaii Medical Assurance Association; and Ms. Frances Kirk, Executive Vice President, Outrigger Activities Center/Outrigger Entertainment.

STUDENT INTERNSHIPS

The Youth Services Center serves as an educational training site for future social workers schooled at the University of Hawaii and Hawaii Pacific University. Interns pursuing their bachelors and masters degrees in social work provide case management services, counseling and guidance, and high school diploma instruction and tutoring. They also participate in staff meetings and professional development training that enable them to contribute to discussions and learn about the youth and workforce development needs of our client population and the local community.

Highlights of FY 2010

- The program provided internship opportunities to five students
- Interns provided 1,400 hours of services

THE OAHU WORKFORCE INVESTMENT BOARD (OWIB):

Marilyn A. Matsunaga, Executive Director

The Oahu Workforce Investment Board invests in human capital

We believe that a vibrant workforce plays an integral role in the well being of the local economy. To support our local economy, the Oahu Workforce Investment Board (OWIB) collaborates with industry leaders and government to help Oahu's business grow, train and sustain a globally competitive workforce. We partner with the City's Oahu WorkLinks system which operates seven One Stop Centers around Oahu. Together, we bridge the gap between job opportunities and creating a pool of workers who are qualified or can be trained to fill them.

This "bridge" provides:

- A solid menu of job training, education and employment services for everyone with a special emphasis in assisting low income adults, workers who have been laid-off from their jobs (displaced homemakers and self-employed individuals also may qualify for these services), at-risk youth and veterans.
- Financial aid to those enrolling in training at institutions who participate in the Eligible Training Providers (ETP) program. Examples of this training span everything from computer technology and software skills to nurse aide certifications to office

technology to auto mechanics and more. These training opportunities enable people to embark on new career paths. This means that a person who was an airline customer service representative may be able to enter a new career in the retail industry or a person who is a laid off electrician may gain additional certifications to move their career up to the next level.

The nation's local workforce investment boards and one-stop centers were established by the federal Workforce Investment Act of 1988. OWIB is a volunteer advisory board whose members are appointed by the mayor. Its partner, Oahu WorkLinks' lead agency WorkHawaii, is a division of the City and County of Honolulu's Department of Community Services.

OWIB is involved with:

The Tourism Workforce Advisory Council -- The mission of the Council is to develop and improve the quality of Hawaii's tourism industry workforce and encourage opportunities for career development and upgrading for present and future employees.

Step Up Hawaii -- It is a community-wide campaign of [Hawai'i P-20 Partnerships for Education](#). It promotes career and college readiness for Hawaii's high school students. It has been designed to prepare students for success upon graduation from high school, whether they choose to enroll in college or enter the workforce. Upon graduation, students who earn the BOE Step Up Diploma are rewarded with special incentives, such as special consideration for scholarships, admission into Hawai'i colleges, and job application advancement with various employers.

Hawaii's Energy Sector Strategies Grant is focused on developing green industries in Hawaii to meet Hawaii's energy needs. It will provide people with the opportunity to learn new green-focused skills to provide them long-term, career development jobs in green industries and industries with a green-layer. The grant not only provides training but also creates a green training infrastructure.

Subcommittee on Volunteers and Workforce -- Hawaii Host Committee for APEC 2011. This subcommittee is one of several subcommittees helping prepare the community to host the Asian Pacific Economic Cooperative's meeting in Honolulu in 2011. The goal of the committee is to ensure a sufficient and well-trained workforce that exhibits hospitality infused with Hawaiian cultural values.

Projects include:

Job Search Tool: OWIB brought a new "tool" (TORQ) to help job seekers and business. TORQ is an analytical tool that matches workforce to occupations based on abilities, skills and knowledge instead of just someone's job history. By doing so, it opens up job possibilities beyond traditional career paths while also helping business see new strategies for training, restructuring or growing their employee skill set. TORQ is located at the Oahu WorkLinks one-stop centers.

Job Communication Tool: The OWIB has a newly re-designed website-- www.owib.org. The website provides unemployment insurance benefits, job search workshops, and other information. The website ranks amongst the top 100 most visited sites of the City & County of Honolulu.

Jobs – Healthcare Industry: Ulu Pono Project: Kapiolani Community College partnered with OWIB and Oahu WorkLinks (OWL) in obtaining a \$1.7 million grant to train workers in the health care industry, focusing on Certified Nursing Assistants; Pharmacy Technicians; Medical Billing and Coding; Medical Assisting and Dental Assisting. Four hundred and nine (409) people are projected to be trained and the grant will be effective to 2/15/12. OWL will provide employment counseling and follow up to graduates to connect them to job openings in HireNet.

ELDERLY AFFAIRS DIVISION

Elizabeth Bethea, County Executive on Aging

The Elderly Affairs Division (EAD) is the designated Area Agency on Aging (AAA) and serves as the City and County of Honolulu's focal point for older adults and, now, people of all ages with disabilities. The agency is part of a national network of 56 state units on aging, 650 area agencies on aging, 244 Native American aging programs, and two Native Hawaiian organizations created by the Older Americans Act of 1965.

Each of Hawaii's counties has a designated area agency on aging. All four agencies work closely with the State Executive Office on Aging, the State's link to the federal Administration on Aging in the U.S. Department of Health and Human Services.

The mission of EAD is to plan and develop a coordinated and comprehensive system of services for those 60 years and older, and those of any age with disabilities. These services enable older and disabled persons, who may be frail or have limited economic or social support systems, to live independently in the community for as long as possible. Information and assistance services are also provided to increase access to available services.

People's ability to access information and services for older adults and those with disabilities continues to be extremely critical as more family caregivers of all ages are called upon to provide care, both locally and long-distance. To assist in this effort, the Older Americans Act was amended in 2000 to include funding to expand services to family caregivers, as well as to grandparents or other relative caregivers age 55 and older who provide primary care for relative minors until their 18th birthday.

For more than three years, EAD has been working in close collaboration with the State Executive Office on Aging and county Area Agencies on Aging in the development of strategies to implement the Administration on Aging's national initiative to establish Aging and Disability Resource Centers in every state. Earlier this year, EAD began operating its "virtual" Aging and Disability Resource Center website that will further expand information and assistance services to older adults, persons with disabilities and their caregivers.

The division carries out a number of functions to accomplish its mission. These activities include:

- planning
- service development
- community education

- advocacy and coordination
- contracting for gap filling services
- senior volunteer recognition

Following the late 2009 retirement of Karen Miyake, EAD's County Executive on Aging who had been with the agency for 31 years, a new County Executive was hired at the beginning of 2010. A new Budget Analyst and a new Chief Planner were also hired around that time. Simultaneously, EAD's receipt of additional federal grants created the need for several other positions to be created and filled. With this influx of new people, new programs and a greatly expanded service population within a relatively short period of time, EAD has been challenged to embrace change and uncertainty, and to become an active partner in the planning of its own future. How the agency goes about adapting and growing along new lines will be the subject of next year's annual report.

More specific information about EAD's goals and objectives may be found in the Four Year Area Plan on Aging October 1, 2007 – September 30, 2011. An Executive Summary, as well as the complete text, is available at www.elderlyaffairs.com.

Significant Achievements in Fiscal Year 2010

- Completed 30 contracts with 13 public and non-profit agencies
- Completed implementation of the fourth year Healthy Aging Partnership grant. Additional ARRA funds were received to continue plans for sustainability through March 31, 2012. The Chronic Disease Self-Management Program (CDSMP) expanded to include Arthritis Self-Management (ASMP) and Diabetes Self-Management (DSMP.) The Honolulu partners were able to send 12 individuals to be trained as Master Trainers in April 2010. In addition, EAD received an additional evidence-based grant to include Enhanced Fitness (EF) that will be implemented by partnering with two contracted service providers.
- Made significant progress toward reshaping its Information and Assistance Unit to better serve the public through the development of a virtual Aging and Disability Resource Center, improving training opportunities for staff and expanding other initiatives in partnership with others to provide additional service to older adults living in the capture areas.

Aging Network Service System

In FY 2010, a wide range of services for older adults were funded through 30 contracts with 13 public and non-profit agencies. In addition to administering contracts, EAD provided direct services through its Information and Assistance Unit. Agencies and the services they provided included:

<u>Organization</u>	<u>Activity</u>
Alu Like	Chronic Disease Self-Management Program (CDSMP); Arthritis Self-Management Program (ASMP); Diabetes Self-Management Program (DSMP)
Alzheimer's Association - Aloha Chapter	Caregiver Support: Training
Catholic Charities Hawaii	Lanakila Multi-purpose Senior Center: Health Screening, Physical Fitness/Exercise, Health Education/Promotion, Education/Training, Recreation; Para-Professional Services: Counseling, Escort, Literacy/Language Assistance; Kupuna Care Transportation; Transportation; Housing Assistance: Information and Linkage; Respite Services: Respite Linkages, Information & Assistance, Counseling
Child and Family Service Honolulu Gerontology Program	Respite Care: Counseling, Respite Linkage, Access Assistance; Health Maintenance & Wellness: Health Screening, Health Education/Promotion, Counseling; Case Management; Case Management for Abused Elders; Caregiver Support: Access Assistance: Counseling, Supplemental Services, Support Groups, Training; Chore; Homemaker
Elderly Affairs Division Department of Community Services	Information and Assistance, Outreach, Caregiver Access Assistance, Caregiver Information Services
Hawaii Family Services, Inc.	Caregiver Support: for Grandparents Caring for Grandchildren Support Groups, Counseling, Education/Training
Hawaii Meals on Wheels, Inc.	Home-Delivered Meals
Honpa Hongwanji Mission of Hawaii Project Dana	Attendant Care; Caregiver Support: Support Groups, Counseling
Kokua Kalihi Valley Elderly Services	Case Management, Caregiver Support: Education/Training, Support Groups, Respite; Health Maintenance: Health Screening, Health Promotion, Counseling
Lanakila Pacific	Congregate Meals: Meals, Nutrition Education, Recreation, Outreach
Lanakila Meals on Wheels	Home-Delivered Meals: Meals, Nutrition Counseling, Nutrition Education, Outreach
Moiliili Community Center Senior Support Center	Socialization Activities, Transportation
Multi-purpose Senior Center	Health Screening, Physical Fitness/Exercise, Health Education/Promotion, Escort, Assisted Transportation, Transportation, Friendly Visiting, Literacy/Language Assistance, Telephone Reassurance, Education/Training, Counseling, Information & Assistance, Recreation, Volunteer Opportunities
ORI Anuenue Hale, Inc.	Caregiver Support: Education/Training, Support Groups

St. Francis Health Services for Seniors.....Personal Care

University of Hawaii at Manoa

William S. Richardson School of Law

University of Hawaii Elder Law Project

(UHELP).....Legal Assistance; Caregiver Services: Information Services

Waikiki Health Center

Waikiki Friendly NeighborsAttendant Care

Funding for programs came from several sources:

- Federal Older Americans Act (OAA) Title III funds through the Administration on Aging to provide support services to older adults and family caregivers
- Federal OAA Title IV funds to embed evidence based healthy aging programs in the Aging Network
- Federal OAA Title IV and Centers for Medicare and Medicaid Services grant funds to develop a virtual Aging and Disability Resource Center
- Federal Community Development Block Grant (CDBG) funds from the City and County of Honolulu to provide supportive services to frail older adults
- Federal National Association of Area Agencies on Aging (n4a) and National Tele-communications and Information Administration (NTIA) funds to assist older adult in Digital Television (DTV) conversion
- Federal Medicare Improvements for Patients and Providers Act (MIPPA) funds for Medicare part D enrollment assistance and low-income subsidies
- State funds via the Executive Office on Aging for Kupuna Care, senior center, and elder abuse programs
- County funds supporting program administration and Information and Assistance

The FY 2010 budget was \$6.7 million. Provision of services resulted in:

- 5,686 older adults receiving a variety of registered services providing in-home and community based care such as meals, personal care and transportation
- Approximately 70,100 older adults receiving additional services such as counseling, health promotion, housing and legal-assistance
- Approximately 43,300 receiving information and assistance and outreach services
- Approximately 1,400 family caregivers receiving a variety of assistance from case management to supplemental services
- 3,036 family caregivers receiving information services

Of those older adults and their caregivers receiving registered services:

- 69% cannot perform one or more ADLs (Activities of Daily Living include bathing, grooming, toileting, dressing, eating and mobility) or IADLs (Instrumental Activities of Daily Living include shopping, meal preparation, laundry, telephoning, transportation, cleaning) necessary for independent living
- 8% live in rural areas as defined by the Administration on Aging
- 82% are considered minority
- 25% are considered low-income minority
- 76.3% received one service, 18.0% received two services, 4.5% received three services and 1.2% received four or more services.
- 33% received services for 10 to 12 months in the fiscal year, 11% received services for 7 to 9 months, 15% received services for 4 to 6 months and 40% services for 1 to 3 months during fiscal year 2010.

Kupuna Care Program

The Kupuna Care Program, a collaboration of the State Executive Office on Aging and the county Area Agencies on Aging, provides assistance to frail older adults who cannot live at home without adequate help from family and/or formal services. To be eligible for Kupuna Care services, an older adult must:

- be a U.S. citizen or legal alien
- be 60 years of age or older
- not be covered by any comparable government or private home and community based services
- not reside in an institution such as an intermediate care facility (ICF), skilled nursing facility (SNF), adult residential care home (ARCH), hospital or foster family home
- have two or more ADLs or IADLs or significantly reduced mental capacity
- have at least one unmet need in performing an ADL or IADL

On Oahu, seven state-funded long-term care services were available in FY 2010 to help older adults avoid premature institutionalization. The following services were provided by eight contracted provider agencies:

<u>Kupuna Care Services</u>	<u>Persons</u>	<u>Units</u>	<u>Average Per Person</u>
Attendant Care	675	42,585.50	63 hours
Case Management.....	675	13,083.75	19 hours
Chore.....	96	329.25	3 hours
Home Delivered Meals	1,318	175,605.00	133 meals

Homemaker.....	74	557.00	8	hours
Personal Care.....	464	25,259.00	54	baths
Transportation.....	418	22,817.00	55	1-way trips

Due to limited staff, client satisfaction surveys were not conducted by EAD this year for clients who received Kupuna Care services. However, all contracted service providers conducted their own surveys. The majority of the respondents reported a high level of satisfaction with services received and indicated the service met their needs; respondents said that receiving the service allowed them to remain at home, they rated the service they received as good to excellent, and said they would recommend the service to others.

Service Providers continued in their efforts to keep pace with their on-going waitlists for services. The average number of people waiting for services at the end of each quarter was 566. The chore and homemaker programs had the largest average number of clients, 144, on the waitlist at the end of each quarter, followed by Kupuna Care, Transportation with 88, and personal care services with 69. Waitlists are generally symptoms of an expanding elderly population, static funding, and difficulty in hiring and retaining qualified staff. However, in FY 2010, waitlists were greatly influenced by the decision of a long-time service provider to discontinue providing chore/homemaker services, and two service provider agencies taking on this challenge for the first time. The Aging Network continued to advocate for increased funding through legislation due to growing concerns that home and community-based services for frail elders are not being adequately funded. This prompted the successful passage of SB 2469 (The Emergency and Budget Reserve Fund) which included funding for Kupuna Care, ADRCs, Healthy Aging and Senior Centers. This Bill became law without the Governor's signature, becoming Act 191 on July 6, 2010.

Reauthorization of the Older Americans Act in 2000 included funding for the National Family Caregiver Support Program, which provides support for family caregivers providing assistance to older adults. The program also allows up to 10 percent of NFSCP funds to be used to assist those 55 and older who provide custodial care for minor relative children. To be eligible for most national family caregiver services, a person must be an unpaid family caregiver of any age. A grandparent or other relative caregivers of minors must be 55 years of age or older and responsible for the care of a minor relative child, 18 years of age or younger.

The following services were provided by nine contracted agencies and EAD staff:

<u>Caregiver Services</u>	<u>Persons</u>	<u>Units</u>	<u>Average Per Person Unit</u>
Access Assistance.....	536	540.00	1 contact
Case Management.....	93	3,621.00	39 hours
Counseling - Individual.....	455	2,641.00	6 sessions
Counseling - Support Groups.....	157	1,103.00	7 sessions
Caregiver Support.....	49	239.00	5 sessions
Education/Training.....	380	1,334.00	4 sessions
Information Services.....	3,034	85.00	0.03 presentations
Respite - In Home.....	32	5,183.00	162 people/session
Supplemental Service - Assistive Devices.....	7	8.00	1 hours
Supplemental Service - Incontinence Supplies.....	5	5.00	1 request
Supplemental Service - Nutritional Supplement.....	3	3.00	1 request
Supplemental Service - Others.....	10	17.00	2 request

The following is a list of other activities engaged in by EAD staff under the NFSCP:

- Participated in three health fairs, John A. Burns School of Medicine, Senior Fair and the Family Caregivers' Awareness Day at the Capitol.
- Participated in the statewide Caregivers Coalition and its Advocacy Committee to support legislative bills, resolutions and other activities.

EAD staff member Kelly Yoshimoto chats with Lions Club volunteer Masa Tasaka at the 44th Annual Mayor's Senior Recognition Program.



- Served on the Grandparents Caring for Grandchildren Task Force. Final report presented to the JLCAIP/Kupuna Caucus July, 2010.
- Participated and provided information to the Joint Legislative Committee on Aging in Place.
- Planned and co-chaired four *Caregiver Informational Series* with AARP held at Mission Memorial Auditorium. Approximately 450 total caregivers in attendance.
- Contributed ideas for topics and appeared on *KHON2's The Elderhood Project* to promote family caregiver support.
- Planned and served as co-chair of the annual Family Caregiver Awareness Day and Resource Fair at the Capitol.
- Two staff trained to lead the "Powerful Tools for Caregivers" workshop. Co-facilitated the 6-week evidence-based program for caregivers caring for family members with Parkinson's disease at Kapiolani Community College.

Other Aging Network Services

Other services supported with federal Older Americans Act funds to help older adults 60 years and over maintain their independence in FY 2010 included:

<u>Services</u>	<u>Persons</u>	<u>Units</u>	<u>Average per person</u>
Congregate Meals.....	1,049.....	73,502.00.....	70 meals
Counseling.....	854.....	4,251.00.....	5 hours
Escort.....	25.....	314.00.....	13 1-way trips
Health Education/Promotion.....	340.....	1,182.00.....	3 sessions
Health Screening Maintenance.....	340.....	1,134.00.....	3 hours
Home-delivered meals.....	556.....	70,100.00.....	126 meals
Housing Assistance.....	419.....	4,363.00.....	10 hours
Information & Assistance.....	6,196.....	14,029.00.....	2 contact
Legal Assistance.....	375.....	1,534.00.....	4 hours
Literacy/Language Assistance.....	26.....	293.00.....	11 hours
Nutrition Counseling.....	158.....	162.00.....	1 hour
Nutrition Education.....	8,336.....	783.00.....	0.09 people/session
Outreach.....	42,336.....	28,001.00.....	1 contact
Recreation.....	3,114.....	7,439.00.....	2 hours
Transportation.....	505.....	14,282.00.....	28 1-way trips

No State-funded Grants in Aid (GIA) were awarded in FY 2010 for Senior Centers. This forced the two programs to raise funds in order to minimize the effects on their clients. In addition, there will be no GIAs for these programs in FY 2011, which will result in reduced service levels in the future. Base funding provided by the State for two Senior Centers resulted in provision of the following services:

<u>Senior Center Services</u>	<u>Persons</u>	<u>Units</u>	<u>Average Per Person</u>
Assisted Transportation.....	22.....	514.00.....	23 1-way trips
Counseling.....	68.....	273.00.....	4 hours
Education Training.....	627.....	242.00.....	0 people/session
Escort.....	20.....	123.00.....	6 1-way trips
Exercise/Physical Fitness.....	859.....	1,915.00.....	2 sessions
Friendly Visiting.....	28.....	200.00.....	7 visits
Health Education/ Promotion.....	614.....	137.00.....	0 people/session
Health Screening/Maintenance.....	300.....	1,935.00.....	6 hours
Information & Assistance.....	81.....	1,284.00.....	16 contacts
Literacy/Language Assistance.....	26.....	293.00.....	11 hours
Recreation.....	1,233.....	2,462.00.....	2 hours
Telephone Reassurance.....	21.....	2,596.00.....	124 calls
Transportation.....	289.....	4,194.00.....	15 1-way trips
Volunteer Opportunities.....	228.....	16,561.00.....	73 hours

The City and County of Honolulu awarded \$49,289 in Community Development Block Grant funds to Moiliili Community Center for FY 2010. These funds were used to assist in funding their Senior Support Center. A total of 20 frail older adults, ranging in age from 79 to 95 years, received approximately 1,394 hours of service. This program primarily targeted those who would otherwise be homebound or institutionalized. Activities focused on memory, motor skills and movement, which included chair exercises, arts and crafts, music therapy and signing, and games that challenge participants mentally.

The State continued to fund Project REACH (Responsiveness, Encouragement, Assistance through Counseling and Help), a case management program for older adults who are likely to be or have been abused but, for various reasons, are not able to be assisted by the State's Adult Protective Services unit. Services provided by this program included:

<u>REACH Services</u>	<u>Persons</u>	<u>Units</u>	<u>Average Per Person</u>
Project REACH.....	73.....	2,276.25.....	31..hours

Healthy Aging Partnership – Empowering Elders Project

In FY 2006, EAD collaborated with the state Executive Office on Aging and other Hawaii area agencies on aging to successfully apply for a grant from the Administration on Aging to develop healthy aging programs for Hawaii's seniors. The division was awarded a portion of the grant to implement Stanford University's Chronic Disease Self-Management Program (CDSMP). This

is an evidence-based program that provides education, training and support to persons with chronic conditions to assist them in managing their own care.

Results for FY 2010, the third full year of implementation, have been overwhelmingly positive. All counties have seen a number of classes being offered over the course of the year. In addition, other Evidenced Based self-management programs have been introduced for Arthritis (ASMP) and Diabetes (DSMP). On Oahu, a total of 340 people have completed the six week courses: CDSMP – 286, DSMP – 24, and ASMP – 30.

CHRONIC DISEASE SELF-MANAGEMENT PROGRAM (CDSMP)

At the six month follow-up survey follow-up results included:

- average age 75.61 years
- 34 % Filipino, 29.3 % Native Hawaiian, 19.7 % Japanese and 17.8 % Caucasian
- 59.8% have hypertension, 45.6 % arthritis, 31.1 % diabetes and 21.6 % heart disease.

Positive outcomes included:

- improvement to their general health
- reduced health distress, shortness of breath and pain
- more time spent in aerobic exercises
- better ability to cope with symptoms
- slightly less disabled
- increased self-efficacy
- reduced physician visits
- reduced hospitalizations
- fewer nights spent in the hospital when hospitalized

Additional follow-ups are planned.

DIABETES SELF-MANAGEMENT PROGRAM (DSMP)

The initial course for the Diabetes Self-Management Program was completed by 17 people at two sites. Satisfaction surveys were completed by eight participants at one site with the following results:

- average age 66.31 years
- 45.5 % Native Hawaiian, 18.2 % Caucasian, 12.1% Filipino and 9.1% Japanese
- 66.7% have Diabetes Type II, 63.6% Hypertension, 18.2% Heart Disease and 33.3% Arthritis

Participant responses to the satisfaction indicators: satisfaction with the workshop, increased contact with buddies, confidence in using new skills, confidence in creating an action plan and confidence in managing their own health – all exceeded 9.25 on a scale of 1-10, in which 10 was the maximum.

Satisfaction and follow-up surveys will continue as the courses are completed.

ARTHRITIS SELF-MANAGEMENT PROGRAM (ASMP)

The initial course for the Arthritis Self-Management Program was completed by 24 people at two sites. Satisfaction surveys were completed by 21 participants at two sites with the following results:

- average age 72.51 years
- 17.6 % Filipino, 8.8 % Caucasian, 70.6 % Japanese and 2.9 %Native Hawaiian
- 15.2% have Type II Diabetes, 72.7% Arthritis, 45.5% Hypertension, and 24.2% Heart Disease.

Participant responses to the satisfaction indicators: satisfaction with the workshop, increased contact with buddies, confidence in using new skills, confidence in creating an action plan and confidence in managing their own health – all exceeded nine on a scale of 1 – 10, in which 10 was the maximum.

Satisfaction and follow-up surveys will continue as the courses are completed.

Other activities engaged in by EAD staff under the CDSMP included:

- Panel and table top presentations to Kupuna Caucus legislative committee on the results shown by these programs, at Hawaii Pacific Gerontological Society's Bi-annual meeting, and at the American Society on Aging and National Council on Aging
- Five EAD staff completed CDSMP training as Master Trainers
- Served on planning committee and attended the Good Health Physical Activity & Nutrition (PAN) Forum

Program Monitoring

All 13 contracted service providers were monitored through monthly, quarterly, and annual narrative, statistical and financial reports. Written reports and computerized data transfer were augmented by on-site assessments to assist providers to improve the quality of service delivery, as well as to monitor contract compliance. Bi-monthly meetings with contracted agencies provided an open forum for communication and collaboration, strengthening coordination of services to the elderly.

Program Development and Coordination Activities

The following is a listing of other activities performed by the staff in support of the delivery and coordination of services to older adults during FY 2010:

Completed/Ongoing:

- Continued implementation of the agency's *Four Year Area Plan on Aging* for the period October 2007 through September 2011
- Coordinated presentations at the Hawaii Pacific Gerontological Society Conference and the American Society on Aging and National Council on Aging conferences, as well as many workshops
- Continued partnerships with the University of Hawaii at Manoa, Hawaii Pacific University and the Community Colleges for placement of seven student interns; the interns complete various projects to improve EAD's services to the public, and to provide the students with completion of their degree program learning objectives
- Partnered with AARP in the development of the *Caregiver Informational Series* to be held quarterly in FY 2010
- Conducted contract negotiations and developed contract amendments for 32 home and community based services and two senior center programs based on proposals submitted by each agency and evaluations done on the performance of each service provider for FY 2010.
- Required all proposers to include an Emergency Preparedness Plan for their agency and case managed clients, if applicable, as well as a Language Access Plan

Collaborated with:

- Hawaii Aging Network: advocacy and support for Older Americans Act and aging issues
- Statewide partners to plan implementation of the Aging and Disability Resource Center (ADRC) concept in Hawaii. This one-stop entry into long-term care for older adults, caregivers and persons with disabilities builds upon the strengths of EAD's Information and Assistance Unit. Honolulu's ADRC is a virtual resource center providing information about long-term care options and assistance with gaining access to public and private long-term care services.
- Executive Office on Aging with applications for Medicare Improvement for Patients and Providers Act (MIPPA),
- CMS Hospital Discharge Planning, Aging and Disability Resource Center (ADRC), and Chronic Disease Self-Management Program (CDSMP) grants.
- Hawaii Pacific University and the University of Hawaii at Manoa and its Community College System to place practicum student interns working on undergraduate or Master of Social Work programs in appropriate activities at EAD.

Technical assistance was provided to:

- Service Providers in the implementation of contracted services
- KGMB television on its *Genius of Aging* programming
- Service Providers via a network-wide training for their line staff on assessing ADL/IADL's to make appropriate referrals to home delivered meals programs
- KHON2 television for its *Elderhood Project*
- Honolulu Police Department to educate and train new recruits on aging issues
- Honolulu Fire Department to intervene on behalf of caregivers and/or older adults who frequently call 911 for assistance when they fall or have other difficulties
- Prosecuting Attorney's Office to assist its Elder Justice Unit

Participated in advisory councils, boards and planning groups:

- Aging and Disability Resource Center State Advisory Board and subcommittees
- Adult Protective Services and Elder Justice Unit planning group
- Caregiver Informational Seminars
- Department of Transportation Services Committee on Accessible Transportation
- Department of Transportation Services Coordinated Transportation Strategies and Options subcommittee
- Department of Health Disability & Communications Access Board
- Falls Prevention Consortium
- Foster Grandparents Advisory Council
- Grandparents Raising Grandchildren Task Force
- Ha Kupuna: Native Hawaiian Resource Center Advisory Council
- HAP-EE Statewide Healthy Aging Partners – Empowering Elders Steering Committee
- Hawaii Family Caregiver Coalition
- Healthy Aging Partners (both in Honolulu and Statewide)
- Hui Kokua Advisory Council
- Joint Legislative Committee on Aging in Place
- Kupuna Caucus
- National Association of Area Agencies on Aging
- Oahu Geriatric Mental Health Hui
- Ohana Women's Health and Wellness Program

- Project OASIS (Oahu Adult Specialized Services) Advisory Council
- Physical Activity and Nutrition Committee and conference planning committee
- State Highway Safety Planning
- University of Hawaii at Manoa – Department of Public Health Community Advisory Council
- Walk Wise Hawaii

Ongoing trends reported by staff and service providers in FY 2010 included:

Increasing:

- numbers of older adults, especially the number of older old (85+ years), resulting in the need for services to address intensive, one-on-one assistance, multiple services and follow-up to deal with their increased frailty and chronic conditions.
- high number of day care level clients inappropriately being dropped off to spend all day at senior centers
- Demand for:
 1. services - especially chore, home-delivered meals, personal care and transportation services (especially for specialized trips), caregiver assistance, legal assistance for both clients and caregivers, health maintenance classes and other types of preventive services
 2. services not currently funded for the gap group, such as placement, money management, in-home attendants, and dementia assistance
 3. case management assistance for complicated, multiple need cases
 4. affordable rental units, as well as service coordination and/or services in elderly housing projects
 5. chore/homemaker because the new provider delivering the service is unable to meet the need, including those clients transferred from the previous agency
- Need for:
 1. additional funding for services at all levels, as fixed program costs, especially fuel and energy costs, insurance, salaries and benefits, continue to climb
 2. augmentation of volunteer programs as the economy and resultant loss of jobs cause volunteers to reduce or even eliminate their volunteering
 3. counseling and placement services as more families become unable to care for their aging loved ones
 4. caregiver support services, including legal assistance for new caregivers
 5. support for grandparents caring for minor grandchildren
 6. more focus on prevention programs
 7. more Senior and Respite Companions: as the cadre of volunteers age themselves, their health issues become more pronounced, and the programs struggle with recruitment issues
 8. language assistance
 9. low cost respite services for increasing number of caregivers trying to care for elders who are becoming increasingly frail
- Continued need for:
 1. long-term counseling for persons with behavioral or mental problems
 2. assistance with medication management
 3. prevention of caregiver burnout
 4. donated items such as nutritional drinks, incontinence supplies, durable equipment, mobility devices, safety equipment, toiletries and clothing
 5. services, especially adult day care, on weekends and holidays as well as evening hours
 6. specialized transportation services, especially shopping
- Shortage of:
 1. staffing, especially of multi-lingual workers
 2. volunteers for almost every program
- Staff retention issues as long time employees leave for other jobs
- Additional requirements for those seeking affordable rentals such as minimum income, credit, rental history and criminal background checks resulting in the denial of rentals to those who fail any portion of the check

Emerging:

- Increased frailty of clients at the time they first request services
- Homelessness among the elderly
- Financial abuse, ID theft, exploitation and neglect of seniors, not only by strangers, but by family members
- Personal care clients who need the assistance of more than one personal care assistant at a time
- Possible need to reduce service to rural areas due to fuel costs and economies of scale
- Increasing staff education in the areas of physical assistance to clients and abuse

- Difficulty in getting clients and their caregivers to provide complete and accurate information due to their concerns regarding identify theft
- Increasingly complex needs of clients requiring case management, so that more hours are spent with each client and follow-up is needed for a longer period of time
- Length of waitlists and the increased time it takes to begin services
- Increased awareness by those outside the Aging Network of the rapidly growing number of older adults who need service
- Number of “younger” elders (60-65 years of age) seeking assistance due to financial and health related problems
- More people using the Internet to locate caregiving information and service providers
- Increased requests for informational products in languages other than English

As the population of frail elders increase and additional funding for programs decrease, we need to work more proactively and develop more low-cost prevention programs, such as CDSMP and Fall Prevention programs, which will decrease the burden of medical costs on the community

Senior Information and Assistance (I&A) Program

EAD's I&A Unit provides outreach, information and referral services to the public. Bilingual staff members provide individualized assistance, particularly for isolated, low-income, and frail older adults and their families who have difficulty accessing services. Seniors and their caregivers living in rural areas are also a priority for outreach.

In FY 2010, more than 34,527 people were reached through:

- satellite offices in Kahuku, Hauula and the newly established Leahi office, providing face-to-face assessments and assistance
- I&A workers staffing satellite City Hall walk-in sites
- outreach visits to church groups, group dining programs, open markets, senior centers and clubs, housing projects and stores
- participation and exhibits at community fairs and AARP tax sites
- home visits to conduct needs assessments and complete applications for assistance for various services for frail elders
- group presentations
- calls to the Senior Helpline
- website and email correspondence

Aloha Pumehana, EAD's quarterly newsletter, continued its 24th year of publication with distribution averaging 5,500 copies each quarter. In addition, e-mail newsletters have been instituted for those with computer access. Topics covered included:

- Hurricane preparedness tips
- 2010 Census
- ADRC Website
- CDSMP
- Warning signs of Alzheimer's Disease

I&A staff publication activities for the year included:

- 82,400 copies of the 2010-2011 Senior Information and Assistance Handbook
- 1,400 copies of the Senior Recognition Program booklet
- 4,000 copies of Caring About Growing Older
- 3,000 copies of the Family Caregiver Guide
- 15,000 copies of the Agencies that Care About Growing Older information sheet
- 37,000 copies of the Family Caregiver Series brochures

In-Service training program continued for I&A staff included:

- Medicare Improvements for Patients and Providers Act (MIPPA)
- DHS Placement Services (Care Homes/RACCP)
- Powerful Tools for Caregivers Training
- Evercare/Secure Horizons Medicare plan
- DCAB for TTY phone
- DCAB for Civil Rights
- MACS Intake and Assessment Training Tool development
- SAMS IR Consumer Call Management
- Catholic Charities Hawaii Transportation Assessment
- Chronic Disease Self-Management Leader training

EAD continued to provide technical and programming assistance to disseminate information more widely to older adults and their caregivers, including through KHON's Elderhood Project.

In addition, I&A workers staffed exhibits at 11 fairs and conferences, gave 10 presentations to groups of seniors, caregivers and other interested audiences, and participated in several television programs.

The Social Work Internship Program included a total of 5 MSW students, two from Hawaii Pacific University and three from the University of Hawaii at Manoa.

Expanded outreach to rural areas continued through EAD's satellite offices at Kahuku Hospital and the Hauula Oahu Work Links

office. In addition, EAD established an office at Leahi Hospital, and discussions are underway with St. Francis to develop a satellite office in West Oahu/Ewa. These satellite offices will allow EAD to re-establish collaborations with community hospitals and Public Health Nurses for the betterment of older adults in the capture areas. Satellite offices are also an excellent way to embed EAD's presence and services in the most isolated rural communities, where it is most difficult for frail elders and people with disabilities to access services.

I&A staff completed development of a common client assessment form (MACS form), including a streamlined electronic version that automatically populates intake/assessment forms of EAD's service providers.

I&A continued partnerships with the Honolulu Fire Department and the Honolulu Police Department to refer elders who frequently call first responders for non-emergency assistance.

Creation of a new position, Senior Service Specialist, to take on the more difficult cases that I&A encounters.

All major publications continue to be placed on EAD's website, www.elderlyaffairs.com. In addition, The Oahu Housing Guide, an online guide about senior housing, continues to be updated on a quarterly basis.

Aging and Disability Resource Center (ADRC)

The Administration on Aging (AoA) has long sought to establish a "no wrong door" approach to access services for the disabled and older adults and their caregivers. EAD has been part of the development of this initiative in Hawaii for the last three years, working with the State Executive Office on Aging (EOA) and the other county Area Agencies on Aging (AAA). The initial three year ADRC Implementation grant provided funding for the start-up of ADRC programs by the AAAs, and building of a statewide ADRC website. The ADRC Coordinator who was instrumental in developing EAD's virtual (web-based) ADRC vacated the newly created position at the end of FY 2010; the position has now been made a regular, temporary County position dependent on federal funding.

For the next five years, EAD, EOA and the other three county AAAs will be engaged in the ADRC Expansion project. Since early 2010, the AAAs have engaged in an intensive five year planning process facilitated by a consultant retained by EOA. This process has included a one-day kick-off conference, six months of two and a half hour webex meetings held one to three times per week, and submission of a staffing request to AoA, with estimated staff positions needed in order to achieve ADRC "fully functioning criteria" within the next five years.

EAD has received two other grants that are tied to the ADRC Expansion grant: the Hospital Discharge grant and the Medicare Improvements for Patients and Providers Act (MIPPA) grant. EAD's I&A Section has implemented services and programs to fulfill the requirements of these grants, basing most of those services in its rural satellite offices around Oahu. A temporary MIPPA Coordinator position has been created to provide Medicare Part-D counseling.

The Mayor's 44th Senior Recognition Program

This year's program, *Healthy Living by Sharing Aloha*, was held on April 8, 2010, at the Hawaii Convention Center. Mayor Hannemann addressed the 79 senior volunteers nominated for recognition, and more than 1,100 well wishers, including appointed and elected officials, family and friends. Four exemplary Honolulu senior-friendly businesses were honored with *Lei Hulu* awards for their contributions to benefit seniors: Longs Drugs nominated by Project Dana, Oceanic Time Warner Cable nominated by Hawaii Meals on Wheels, Ward Centers nominated by Catholic Charities Hawaii, and Alan Wong's Restaurants nominated by Moiliili Community Center.

Hawaii Medical Service Association and First Hawaiian Bank provided major financial support to the program. HMSA also sponsored the Akamai Living Lifetime Achievement Awards. Many new supporters joined the event to make it a huge success. The six seniors who won the Outstanding and Akamai Living awards were once again recognized by the Honolulu City Council on May 12, 2010. The outstanding male and female winners were also honored at the statewide recognition luncheon at Washington Place on May 20, 2010.



Mayor Mufi Hannemann, Jan Katada of First Hawaiian Bank and County Executive on Aging Elizabeth Bethea congratulate Irmgard Hormann, EAD's 2010 Outstanding Female Volunteer



Mayor Mufi Hannemann, County Executive on Aging Elizabeth Bethea and Cliff Cisco of HMSA congratulate Yoshio "Rusty" Nagawa, EAD's 2010 Outstanding Male Volunteer

COMMUNITY ASSISTANCE DIVISION

Gail Kaito, Administrator

The objectives of the Community Assistance Division are to provide rental assistance to eligible low-income families; preserve decent, safe and sanitary housing for low, moderate, and gap-group income households; and assist lower and gap-group income families to achieve homeownership.

RENTAL ASSISTANCE PROGRAMS

Rental assistance programs accounted for \$45.1 million of the division's \$52.9 million FY10 Operating Budget. Rental subsidies amounted to \$41.5 million of the budget. The Rental Assistance Branch, with offices in Honolulu and Kapolei, administers the federally funded Section 8 tenant-based Housing Choice Voucher Program and the Moderate Rehabilitation Program by processing applications submitted by individual families for rental subsidies allocated by the U.S. Department of Housing and Urban Development (HUD).

Housing Choice Voucher Program

The Section 8 program's primary focus is to assist extremely low-income families (established at 30% of the median income). The program assists families of two or more persons, individuals who are 62 years of age or older, persons with a disability who are unable to engage in substantial gainful employment, persons displaced by government action and other single individuals. Approximately 4,500 applicants are currently on the Section 8 wait list.

Under the Housing Choice Voucher Program, new families to the program or an existing family who moves to a new unit must pay between 30-40% of their adjusted monthly income towards their share of the rent and utilities. After the first year of the lease, the 40% maximum no longer applies and the family's share of the rent payment may be increased. This enables the tenant to have the added option of remaining in the unit in spite of a rent increase. In all cases, the rent of the unit must also be reasonable as compared to other comparable unassisted units.

To assist the hundreds of families seeking affordable rental units throughout the island, the Rental Assistance Branch, in collaboration with the State Section 8 office and the Honolulu HUD office, conducted its annual landlord informational workshop in May 2010 to inform and encourage landlords to participate in the Section 8 program. Additional assistance was provided to Section 8 families through tenant coaching and other housing placement services offered by the branch's Landlord Specialist, and through linkages with the Legal Aid Society of Hawaii and state Section 8 offices to share rental information.

The Section 8 Program successfully applied for a new Family Unification Program grant in partnership with the State of Hawaii, Department of Human Services (DHS) and the nonprofit agency Hale Kipa. The purpose of the Family Unification Program is to promote family unity by providing low-income families with the opportunity to remain living together with housing choice vouchers. These vouchers are given to families that are in danger of having a child put in out-of-home care because of a lack of adequate housing. Housing choice vouchers can also be used for individuals 18-21 years old leaving foster care at age 16 or older and who would otherwise lack adequate housing. On Oahu, DHS has identified the youth leaving DHS's foster care system to be in greatest need of these vouchers.

Significant Achievements in FY 2010

- 3,950 families were served.
- Approximately 1,700 landlords participated in the program.
- \$41.5 million in rental subsidies was provided.
- 30 new applications were processed and 22 new vouchers issued for the Family Unification Program.
- 7,350 residential inspections were completed.
- Staff conducted 4,450 client placements and re-examinations.
- 598 applications were canceled.
- 221 families ended their Section 8 participation.

Moderate Rehabilitation Program

This program provides project-based Section 8 rental assistance to housing projects, which have been rehabilitated and made available for rental to very low-income families. The City currently administers the Moderate Rehabilitation Program for the 40-unit Academy Gardens Apartment designed for people who are elderly and persons with disabilities.

Family Self-Sufficiency (FSS) Program

The FSS Program is a voluntary program designed to help participating Section 8 families ease off of government subsidies and transition into a life of social and economic self-sufficiency. These families participate in various counseling, career guidance, resource and life coping workshops as stated in their Individual Training and Services Plan. An FSS Contract of Participation is also executed by the head of household for a five year commitment to the FSS Program. Over time, as the head of household or family's allowed earned income increases (due to new employment, a promotion or better paying job) the family's share of rent increases and the housing subsidy decreases. A portion of those housing subsidy savings that would accrue to the City may be set aside into an "escrow" savings account for the family to use at the completion of their contract. However, the family has to be free from welfare assistance to be eligible to receive the escrow savings.

Program participation incentives include:

- (1) Financial assistance for tuition and books for school or job training programs;
- (2) Guidance and counseling on attainment of higher education goals and/or completion of academic degrees;

- (3) Support assistance for items such as bus passes for transportation to and from school and work, childcare financing, work/uniform allowance, exams for health/drug testing, etc.;
- (4) Specialized workshops with agencies that will help the family cope with issues of violence and abuse (domestic, sexual, substance, child, gang, workplace, etc.), budget, credit, time management, self-esteem building and others;
- (5) Referrals to agencies that offer matched finances Individual Development Accounts (IDA), small loans with banks, specialized programs for FSS, etc.;
- (6) An FSS Escrow Savings Account for the FSS family;
- (7) Referrals to agencies that will help FSS families with credit counseling, repair and assistance; and/or
- (8) Referrals to agencies that will assist FSS families in eventual homeownership.

Significant Achievements in FY 2010

- 212 families participated in the FSS program.
- 20 FSS families successfully completed their FSS goals, graduated from the program and received a total of \$208,022 in escrow savings.
- Three of the graduates became homeowners. Two of the three are subsidy free.



Family Self Sufficiency class.

Housing Preservation and Opt-Out Program Conversions

These HUD programs provide protection to residents of certain HUD-subsidized projects when the owners of the project either prepay their mortgages or choose to opt-out of their Section 8 project-based contracts. The City and County of Honolulu administers the special-funded Section 8 tenant-based assistance being offered to these eligible low-income families. There were no housing preservation and opt-out program conversions during the past fiscal year.

Homeownership Option Program (HOP)

The Homeownership Option Program (HOP) allows eligible Section 8 families to apply their Section 8 Housing Choice Voucher Program assistance towards Homeownership Assistance rather than rent. Over 4,500 Section 8 families were invited to attend HOP informational meetings in May 2004. Of the 272 families who applied for the program, 209 have been determined eligible. During the past year, these families received a variety of case management services, credit repair counseling, money management education and referral to homebuyer education classes before embarking on their search for a home to purchase. All families were contacted to update their financial readiness status for homeownership.

Significant Achievements in FY 2010

- 100 families received services from this program.
- Three families achieved homeownership.



Leilani Pacheco, homeowner who purchased on her own through the Family Self Sufficiency Program.

City Housing Rental Assistance Program

While \$41.5 million in rental subsidies was financed with federal funds, over \$192,000 was provided by the City from its Rental Assistance Fund to provide rental assistance to low-income families in City-owned or sponsored rental properties (up to 80% of the median income). The City Housing Rental Assistance Program was established to implement Chapter 5, Revised Ordinances of Honolulu. Rental assistance payments of up to a maximum of \$170 per month may be made on behalf of an eligible participant. Anyone receiving other state or federal rental assistance is not eligible.

Significant Activities in FY 2010

- An average of 68 tenants per month was assisted at the Westloch Elderly project.
- An average of 32 tenants received monthly rental assistance at Kailua Elderly Lani Huli).
- Five tenants received monthly rental assistance at the Manoa Gardens Elderly project.
- Approximately \$192,000 in rental assistance funds was expended.

REHABILITATION AND LOAN PROGRAMS

The Rehabilitation Loan Branch (Branch), with offices in Honolulu and Kapolei, administers the City's Residential Rehabilitation Loan program, the Honolulu Solar Roof Initiative Loan program, and Down Payment Loan program. The branch also supports state and federal agencies at disaster assistance centers and provides emergency disaster relief loans to rehabilitate properties affected by declared disasters. Additionally, in agreement with the State Department of Hawaiian Home Lands (DHHL), the branch assists in the administration of DHHL's Native American Housing Assistance Self Determination Act (NAHASDA) home repair loan program.

In FY 2010, \$1.8 million was available for rehabilitation loans and \$2.0 million for down payment loans. The primary target groups were low-income homeowners and low-income, first-time homebuyers, respectively. The City's current loan portfolio consists of 543 loans with a total outstanding balance of approximately \$16.1 million. A private lender, under an agreement with the City, provides loan servicing for 185 of the loans amounting to approximately \$6.0 million. All other loans are serviced in-house and consist of 358 loans with an outstanding balance of approximately \$10.1 million.



Jerilyn Anderton, our first Department of Hawaiian Homelands homeowner.

Significant Achievements in FY 2010

- 115 applications were received and processed.
- 39 down payment loan applications were approved and funded for a total of \$1.96 million.
- 19 new residential rehabilitation loans were approved and funded for low-income homeowners for a total of \$2.45 million.
- Two commercial loans were approved for \$608,300.

Rehabilitation Loan Program

This program provides housing rehabilitation loans (0% to 2%) to owner-occupant homeowners with incomes up to 80% of the median income for Oahu. The installation/replacement cost of Energy Star compliant appliances is eligible under this program.

Honolulu Solar Roofs Initiative Loan Program

This program was established through a partnership with Hawaiian Electric Company to provide low interest loans (0% and 2%) for low- to moderate-income homeowners to cover the cost of installing a solar water heating system.

Down Payment Assistance Program

This program was established to assist first-time homebuyers with their purchase of a home by providing down payment assistance needed to qualify for a mortgage. Buyers must be in the low-income category (within 80% of median) and not have owned a property within the last three years. The program also is available to assist eligible Section 8 participants under the Section 8 Homeownership Option Program (HOP).

COMMUNITY BASED DEVELOPMENT DIVISION

The Community Based Development Division (CBDD) works in partnership with the private for-profit and nonprofit sectors and other government agencies to address affordable and special needs housing and shelter and supportive services for people in need. CBDD secures and administers competitive homeless assistance grant funds under the U.S. Department of Housing and Urban Development's Continuum of Care Program for persons experiencing homelessness; provides continued emphasis on fair housing awareness; attracts and secures funding and financing for community development and housing from alternative sources in order to maximize the leveraging of City resources; and coordinates the implementation of the Community Development Block Grant (CDBG), HOME Investment Partnerships (HOME), Emergency Shelter Grants (ESG), Housing Opportunities for Persons with

AIDS (HOPWA), Continuum of Care (COC), Homeless Prevention and Rapid Re-housing (HPRP), and Community Development Block Grant-Recovery (CDBG-R) programs.

SPECIAL NEEDS HOUSING AND COMMUNITY DEVELOPMENT

The Division administers projects which received appropriations in Fiscal Year 2010 of more than \$13,975,000 to assist families who are homeless and other persons and families with special needs, including people who are elderly, people with a mental illness and/or substance addictions, as well as providing general community services, and developing housing units and community facilities.

Affordable and Special Needs Housing

The Division administered grants and loans to nonprofit providers awarded CDBG and HOME funds for the development of new units and the renovation and preservation of existing housing. The Division also provides and secures technical assistance for nonprofit organizations that are inexperienced in housing development and preservation activities.

Organization

Activity

Ongoing Projects:

Coalition for Specialized Housing.....Hale Mohalu II, a low-income rental housing complex, will feature 332 rental units for seniors and families in Pearl City. Funds are being provided for design and planning activities, and to undertake site work and the Phase I construction of two seven-story buildings with 163 one-bedroom rental units for senior citizens.



Hale Wai Vista, located in Waianae, addresses the critical and urgent need for permanent low-income rental units along the Leeward Coast. Upon completion, the two- and three-bedroom affordable housing complex will include a multipurpose community center, playground and picnic area, parking spaces for tenants and visitors, and supportive services available on-site.



A secured play area for children and picnic facilities for residents is located adjacent to the seven-story Hale Wai Vista I.

Construction on the 50-unit Sea Winds commenced in October 2009. The project will include 20 studio units and 30 two-bedroom townhomes. Completion is scheduled for March 2011.



Habitat for Humanity Leeward OahuLoan of \$900,000 towards acquisition of a site for construction of “Kaukamana Hale,” a project with approximately 25 affordable, self-help, for-sale, single family homes.

Housing Solutions, Incorporated.The 50-unit Sea Winds is currently under construction and upon completion will provide short-term transitional housing for the homeless, and long-term affordable rental housing targeted to families who have transitioned from homelessness. The rental housing complex will also include an integrated program of supportive services.

IHS, the Institute for Human ServicesRenovations related to the two IHS Emergency Homeless Shelters include installation of a solar water heating system, and upgrades of lighting fixtures and ventilation systems.

Pacific Housing Assistance CorporationVillas at Malu’ohai is a new 72-unit affordable rental housing project. Funds are being provided for construction.

River Street ResidencesA permanent supportive housing project to address chronic homelessness in downtown Honolulu and Chinatown. The River Street Residences are proposed to be developed on City-owned land on River Street near Vineyard Boulevard.

Completed Units:

Hawaii Housing Development Corporation....Hale Wai Vista is a 216-unit affordable family rental housing complex in Waianae. Phase I, consisting of 84 units, was completed in February 2010 and leasing followed shortly thereafter. Phase II is currently under construction.

The Division also assists organizations in securing additional funding from the Department of Housing and Urban Development through its Section 202 (elderly housing) and Section 811 (housing for persons with disabilities) programs, the federal and state low-income housing tax credit program and the state rental housing loan funds, private lenders and corporate donors.

Community Facilities

The Division administered contracts to nonprofit organizations awarded Community Development Block Grant funds to undertake the development of new community facilities and the renovation of existing facilities. The Division also provides and secures technical assistance to nonprofit organizations that are inexperienced in facilities development and renovation activities.

<u>Organization</u>	<u>Activity</u>
Boys and Girls Club of Hawaii	Construction of the Youth Education Town in Nanakuli.
Catholic Charities Hawaii	Renovation of the program service center.
Easter Seals Hawaii	Construction of a facility in the Kapolei area that will provide services for the disabled.
Goodwill Industries.....	Construction of the Ohana Career and Learning Center in Kapolei
Honolulu Community Action Program (HCAP) ..	Renovation of HCAP Waianae District Center.
Independent Living Waipahu, Inc.	Renovation of the Hale Kuha’o rental complex specially designed for persons with disabilities.
Moiliili Community Center	Accessibility improvements to the bathrooms on the second and third floors of the Moiliili Community Center’s main building.
Pacific Housing Assistance Corporation	Construction of an elderly community and service center in Iwilei.
Waianae Coast Comprehensive Health Center	Expansion and upgrades to the emergency medical services facility.

FAIR HOUSING

The Fair Housing Officer promotes fair housing awareness through information workshops and meetings to the general public and to organizations working in the housing field. The Fair Housing Officer reviews complaints and coordinates with appropriate agencies to assist persons with fair housing issues. The City’s Fair Housing Officer:

- Received approximately 50 concerns (less than half of prior years), relating to possible housing discrimination, landlord-tenant regulations, Section 8 policies and regulations, and the availability of affordable housing.
- Conducted two fair housing presentations to approximately 100 interested property managers, security staff, tenant advocates and government housing staff emphasizing the need to accommodate people with physical and mental disabilities, limited English proficiency, cultural diversity and comfort animals.
Published two full page newspaper notices in English, Chinese, Tagalog, and Korean languages as outreach to limited-English proficiency groups.
- Conducted two fair housing presentations to potential Section 8 housing providers.
- Advocated for a Section 8 voucher holder that was being terminated by the Section 8 program.
- Continued previous year’s intake protocol and orientation of potential complainants to reinforce existing intake procedures used by the State of Hawaii Civil Rights Commission in its pursuit of fair housing complaints.
- Updated the Language Access Plan to direct the department’s approach towards serving non-English speaking citizens.

PROGRAMS SERVING PEOPLE EXPERIENCING HOMELESSNESS

The Division participates in the Hawaii Interagency Council on Homelessness and Partners in Care, an Oahu group of homeless service providers, government agencies and other interested entities that coordinate services to people experiencing homelessness provided through the Continuum of Care.

Housing Ready Certificate Program

The Division designed a program to assist families who are homeless and have completed a program of transitional housing, but faced barriers in securing permanent housing due to poor credit and/or rental histories. The Housing Ready Certificate Program certifies that the family has completed the transitional housing program and is ready to move into permanent housing. The City worked with homeless service providers who certified the participating families, and committed to ongoing support of the families when they moved into housing. The Hawaii Housing Development Corporation agreed to accept the certification for its Hale Wai Vista, Phase I project. As of May 2010, 11 families have used the Housing Ready Certificate to obtain permanent housing at Hale Wai Vista.

Continuum of Care and Shelter plus Care

Each year, the Division works with nonprofit shelter and service providers to prepare the City’s annual competitive grant application for the Department of Housing and Urban Development’s (HUD) Continuum of Care (COC) homeless program. HUD awarded the Honolulu Continuum of Care \$8,323,988 in January and \$500,375 in June 2010.

The Division also oversees the administration of 316 Shelter Plus Care rental assistance slots for persons who are homeless and have a disability, funded in the amount of approximately \$4,900,000 per year, as well as approximately \$318,000 per year in Supportive Housing Program grants.

<u>Organization</u>	<u>Activity</u>
Catholic Charities People Empowerment Program.....	Continue the People Empowerment Program which provides education, employment training, and life skills training at the Ma’ili Land Transitional Housing Project.
Child and Family Services Domestic Abuse Shelters and Transitional Apartments	Provide services to victims of domestic violence at two emergency shelters and one transitional housing project on Oahu.
Gregory House Programs Residential Programs.....	Transitional housing, tenant-based rental assistance, and supportive services to persons with HIV/AIDS and one or more co-occurring conditions including substance abuse and mental illness.
Gregory House Programs Shelter Plus Care	Provide tenant-based rental assistance to persons with HIV/AIDS.
Hale Kipa Transitional Living Program for Youth Adults	Continue a program that provides outreach, supportive services, and transitional housing to at-risk youth.
Ho’omau Ke Ola Supportive Housing Program	Continue a program that provides transitional housing and supportive services to homeless persons with chemical addictions.
Housing Solutions – Vancouver House.....	Continue transitional housing for homeless families.
Institute for Human Services Home at Last	Provide rental assistance to chronically homeless individuals with disabilities.
Institute for Human Services No Place Like Home	Provide rental assistance to chronically homeless individuals with disabilities.
Kalihi-Palama Health Center New Beginnings	Provide rental assistance to persons with mental illness.
Legal Aid Society of Hawaii Homeless Holistic Legal Services Program.....	Legal services to sheltered and unsheltered persons who are experiencing homelessness.
Mental Health Kokua – Safe Haven.....	Continue the operations of Safe Haven, a program that provides outreach, transitional housing and follow-up services to persons with severe mental illness.
Parents and Children Together Ohia Shelter.....	Provide shelter and services to victims of domestic violence.
Salvation Army – ATS Homeless Offenders Treatment.....	Treatment and transitional housing to homeless ex-offenders with substance abuse conditions.
Steadfast Housing Ahukini Group Home.....	Housing operating costs for a group home for persons with severe and persistent mental illness.
Steadfast Housing – Headway House.....	Housing operating costs for a permanent supportive housing project for persons with severe mental illness.
Steadfast Housing – Kaukama Group Home	Housing operating costs for a group home for persons with severe and persistent mental illness.

Steadfast Housing Komo Mai Group Home	Housing operating costs for a group home for persons with severe and persistent mental illness.
Steadfast Housing – Shelter Plus Care 1 ...	Provide rental assistance to persons with mental illness.
Steadfast Housing – Shelter Plus Care 3 ...	Provide rental assistance to persons with mental illness.
United States Veterans Initiative Kalaeloa Permanent Housing for Homeless Veterans with Disabilities.....	Continue a permanent supportive housing program for veterans experiencing homelessness.
United States Veterans Initiative Veterans In Progress.....	Continue the Veterans In Progress transitional housing project for veterans experiencing homelessness at Kalaeloa.
United States Veterans Initiative Permanent Supportive Housing for Homeless Veterans and Families	Provide permanent supportive housing to chronically homeless veterans with disabilities and homeless families with children that have experienced long-term homelessness and have an adult household member with a disability.

Housing Opportunities for Persons with AIDS

The Division administers grant funds under the Housing Opportunities for Persons with AIDS (HOPWA) program. The City, in FY 2010, awarded a total of \$459,237 for tenant-based rental assistance to approximately 30 households, housing-related supportive services, emergency assistance, and case management services for persons with HIV/AIDS and their families.

<u>Organization</u>	<u>Activity</u>
Gregory House Programs.....	Tenant-based rental assistance, short-term rent, utility and mortgage payments, and housing-related supportive services for persons with HIV/AIDS and their families.
Life Foundation.....	Supportive services for persons with HIV/AIDS.

Emergency Shelter Grants

For FY 2010, the City awarded \$861,076 to 11 shelter and service providers for 12 projects to provide emergency and transitional housing and supportive services to individuals and families experiencing homelessness. The Division also provides technical assistance to nonprofit agencies and monitors the implementation of their programs.

<u>Organization</u>	<u>Activity</u>
Catholic Charities (Maili Land).....	Operating expenses related to Maili Land facility, a family transitional shelter.
Child and Family Services	Operating expenses related to domestic abuse shelters.
Hale Kipa Inc.	Operating expenses and essential services related to a transitional living program.
Hoomau Ke Ola.....	Essential services related to homeless substance abusers on the Waianae Coast.
Housing Solutions Loliana	Operating expenses and essential services related to the Loliana facility, a transitional shelter.
Housing Solutions Vancouver.....	Essential services related to the Vancouver facility, a transitional shelter.
Institute for Human Services.....	Operating expenses related to the Sumner Street facility, an emergency shelter for men.
Kahumana	Operating expenses related to the Kahumana transitional shelter.
Kalihi Palama Health Center.....	Essential services related to health clinic services at the IHS Women and Families Shelter.
Mental Health Kokua.....	Essential services related to the Safe Haven transitional shelter.
U.S. Vets.....	Essential services.
Windward Spouse Abuse Shelter.....	Operating expenses related to a domestic violence shelter.

Community Services

The Division administered community services contracts to nonprofit providers awarded Community Development Block Grant and City funds to provide public services.

<u>Organization</u>	<u>Activity</u>
Family Promise of Hawaii.....	Assist families with children experiencing homelessness by helping them transition to sustainable independence.
Domestic Violence Action Center... ..	Staffing and overhead to provide support, crisis intervention, safety planning, risk assessments, representation in court, education and participation in community efforts for victims of domestic violence.
Good Beginnings Alliance.....	Strengthening families of Oahu’s Keiki through family development in homeless shelters and school readiness for children in public housing.

Hawaii Family Law Clinic	Staffing and overhead to assist victims of domestic abuse by helping them obtain temporary restraining orders or protective orders against abuser in Family Court.
Hawaii Literacy	Staffing and overhead to provide literacy services including onsite libraries and computer/internet resources, child and parent education, ESL classes, life skills training and other related services to residents of Kuhio Park Terrace or Mayor Wright Housing Projects.
Helping Hands Hawaii.....	Community Clearinghouse operational costs for a program that solicits and receives donated goods to distribute to clients referred by social service agencies.
Parents and Children Together.....	Staffing to continue and expand comprehensive crisis response, care and support for victims of domestic violence.
United States Veterans Initiative.....	Staffing and overhead for the Homeless Veterans Substance Abuse Program.
Volunteer Legal Services Hawaii.....	Legal support for homeless persons in shelters and workshops which address the landlord/tenant code, consumer credit, employment, and family problems.
Adult Friends for Youth.....	Youth gang prevention and rehabilitation in public housing communities, often through meetings at local high schools.
Windward Spouse Abuse Shelter.....	Staffing and overhead for an emergency shelter and supportive services for victims of domestic violence and the homeless.
Women in Need.....	Staffing and overhead to provide supportive services for persons transitioning out of abuse shelters and substance abuse treatment facilities, as well as others at risk of homelessness.
Moiiliili Community Center	Senior Support Program provides a variety of supportive services for the elderly.

Leases of City-Owned Properties

The Division supports the need for special needs housing by administering 58 leases of City-owned properties to nonprofit organizations. The projects provide:

- 1,009 affordable rental units
- 547 elderly rental units
- 364 beds in two emergency shelters
- 96 beds in three transitional shelters
- 105 beds for persons with developmental disabilities, as well as group homes for youth at risk, persons with mental illnesses, abused spouses and respite for caregivers of persons with Alzheimer’s disease.

EWA REVITALIZATION ACTIVITIES

The Division continues its efforts to coordinate with nonprofit organizations and other city departments in the revitalization of Ewa. This function was transferred to DCS in 1998 from the former Department of Housing and Community Development.

- In conjunction with the Department of Facility Maintenance, coordinated the clean-up and maintenance of the project areas still under the jurisdiction of the City on an ongoing basis, and assist residents with permanent housing options. These areas include unsold vacant lots and unrenovated historic homes in Tenney Village and Varona Village.
- The Division has coordinated the temporary relocation of displaced residents on the Leeward Coast to vacant units in Varona Village.
- The Division continues to work with St. Francis Healthcare System to develop a residential community on the Area D property. It will include a mix of 142 market rate single family and multifamily homes, and a 148-unit affordable rental housing project for senior citizens. St. Francis will also develop a senior community center that will serve as a venue for the delivery of services to senior citizens, and a focal point for community activities. Construction of the senior rental housing and community center has been initiated.
- The Division continues to work with Hui Kauhale, a Hawaii-based nonprofit agency, to develop affordable housing at Area H. The first phase of the Area H project will provide approximately 126 much-needed affordable family rental units. Infrastructure site work has been completed and plans for the construction of the residential units are being finalized.

HOMELESS PREVENTION AND RAPID RE-HOUSING GRANTS

The City and County of Honolulu was awarded \$4,016,072 in 2009 for Homelessness Prevention and Rapid Re-housing, to help families having difficulty in paying rent to stay housed and homeless individuals and families become housed. The Division administered grants to the following eight agencies which served a total of 1,363 persons in 628 households. 256 households received a total of over \$530,000 in financial assistance and 595 households received housing relocation and stabilization services. Of the 374 people that exited the program, 174 (47%) of them exited to permanent destinations, 85 (23%) exited to temporary destinations, 3 to institutions, and 112 (30%) to unknown situations.

<u>Organization</u>	<u>Activity</u>
Catholic Charities Hawaii, Helping Hands Hawaii, IHS, The Institute for Human Services, Kalihi-Palama Health Center, and Waianae Coast Comprehensive Health Center	Provided financial assistance, case management and housing placement, data collection, and administration

Legal Aid Society of Hawaii and Volunteer
 Legal Services Hawaii Provided legal services to prevent homelessness
 Waikiki Health Center..... Provided case management and outreach, data collection, and administration

COMMUNITY DEVELOPMENT BLOCK GRANTS – RECOVERY GRANTS

The City and County of Honolulu has been awarded \$2,626,694 from the Community Development Block Grant Recovery Program (CDBG-R). The Division will help seven agencies implement community-based projects:

<u>Organization</u>	<u>Activity</u>
Hawaii Family Law Clinic	\$137,000 for legal assistance to obtain Temporary Restraining Orders for domestic violence victims
Legal Aid Society of Hawaii	\$100,000 for home preservation project
Central Oahu Youth Services Association ...	\$30,000 for repairs to the Boys' Home
Alternative Structures International	\$265,875 for renovations to Ohana Ola O Kahumana transitional housing project, Phase 1
Kokua Kalihi Valley.....	\$800,000 for renovations for a new health clinic
Gregory House Programs.....	\$298,333 for renovations to a group home complex

WORKHAWAII DIVISION

Rolanse Crisafulli, Administrator

WorkHawaii’s mission is to develop a quality workforce for Honolulu’s businesses and to empower individuals to meet the current and future needs of employers so that our economy continues to grow.

OAHU WORKLINKS ONE-STOP CENTERS

WorkHawaii is the lead agency for the Oahu One-Stop Consortium, which was formed in June 1999 to implement the federal Workforce Investment Act (WIA) in the City and County of Honolulu. The WIA provides the framework for a unique national workforce preparation and employment system designed to meet both the needs of businesses and job seekers or workers who want to further their careers. The WIA requires the establishment of a one-stop system of career centers to enable customers to easily access the information and services to meet their employment needs.

WIA funding is augmented with support from our One-Stop Partners (see list below) which allowed the WorkHawaii Division to offer services from the following eight Oahu WorkLinks one-stop centers in Fiscal Year 2010.

- Dillingham/Kalihi
- Downtown Honolulu
- Hauula
- Kaneohe
- Kapolei
- Waialua
- Waianae
- Waipahu

The centers each have their individual characteristics and have the flexibility to respond to unique community needs, while still being held to the same standard of excellence in customer service. The newest satellite center at the Hauula Civic Center provided a base for the 2010 Census workers to conduct their outreach in the Koolauloa and North Shore communities, while the Dillingham comprehensive center continued to host the AARP volunteers who provided information and services to people filing income returns during the tax season.

ONE-STOP PARTNERS

The One-Stop Partners have been successfully utilizing technology to deliver services more efficiently. HireNet Hawaii is a virtual one-stop employment system that provides a wide variety of core employment services to job seekers and employers via the internet. Job seekers are able to create and post their resumes online, find available jobs, assess their skills, get career information, review the latest labor market information data and locate suitable training.

Employers are able to post job openings, search through resumes for possible candidates and receive direct referrals from the virtual recruiter to get the best match for their positions.

The following partners contributed resources to the Oahu WorkLinks system in addition to WIA services:

- Hawaii Department of Labor & Industrial Relations, Workforce Development Division, Oahu Branch
 - Wagner-Peyser Act for labor exchange, foreign labor certification and worker re-employment
 - Veterans outreach and training
 - Migrant seasonal farm workers
 - Trade adjustment assistance and North America Free Trade Act
 - Work opportunities tax credits

- Honolulu Community Action Program Senior Community Service Employment Program
- ALU LIKE: Native American Employment & Training Program
- Hawaii State Department of Human Services, Division of Vocational Rehabilitation
- Hawaii State Department of Education Adult Community Schools
- Hawaii State Department of Human Services
 - Employment & Support Services Division, First to Work
 - Hawaii Public Housing Authority, Family Self-Sufficiency
 - Respite Companion Service Program
- Hawaii Job Corps
- University of Hawaii Community Colleges
- Hawaii State Department of Labor and Industrial Relations, Unemployment Insurance Division

WorkHawaii also collaborated with community-based and nonprofit organizations such as Pacific Gateway Center, Goodwill Industries, UH Center on Disability Studies, Parents and Children Together, Waipahu Community Association and the Waianae Coast Comprehensive Health Center to submit grant proposals, host job fairs, conduct special recruitments and other outreach events.

BUSINESS PARTNERS

Oahu WorkLinks recognizes the importance of businesses as a primary customer of the workforce investment system and continues to deliver services that support the retention and expansion of local businesses. The Business Services Section continued outreach efforts to business associations, as well as individual employers. In addition, outreach was targeted for businesses located in West Oahu to increase employment opportunities for residents who had a desire to work closer to home. Examples of new companies in West Oahu that participated with Oahu WorkLinks included Pacific Commercial, JW Marriott, Ranch House LDA, Inc., DOTS Restaurant and WCIT Architecture.

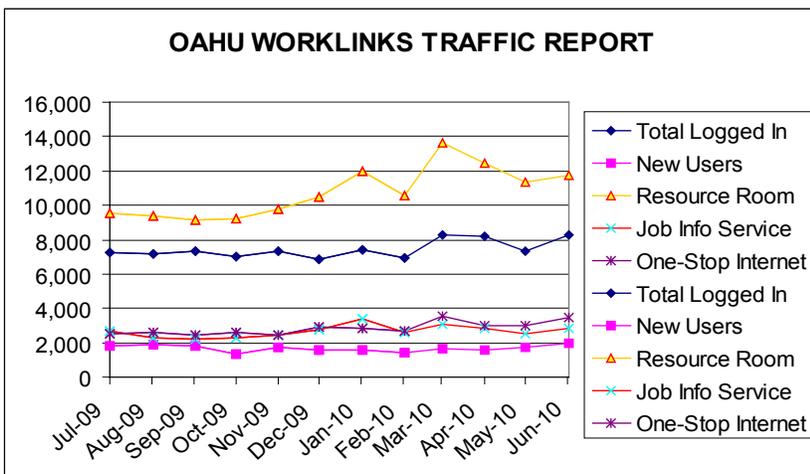
OAHU WORKLINKS SPONSORED JOB FAIRS

Oahu WorkLinks continued to co-sponsor three major job fairs in partnership with Success Advertising and other organizations at Neal Blaisdell Center in September 2009, and January and May 2010. These job fairs were a good reflection of the local hiring market and trends in the recovering economy. There was a smaller turnout of job seekers at 5,000 in May compared to the earlier job fairs, a return of recruiters from the hospitality industry, and the presence of new companies that offered job opportunities in the energy efficiency industry. The job fairs were able to attract the participation of a total of about 135 businesses, many of which were repeat customers and were pleased with the diverse and qualified applicant pool as well as the publicity and organization of the events.

Significant Achievements in FY 2010

- 89,333 visits were made to the resource rooms at the Oahu WorkLinks centers island wide by new and repeat customers
- 20,110 new customers were served on site at the centers
- 19,627 customers were served off site at job fairs, rapid response sessions, military transition assistance programs and other community events
- 31,884 customers used the job information service
- 2,262 customers attended workshops on resume writing, interviewing, career exploration, self-employment, job search and basic computer skills
- 33,992 customers indicated that they came to the centers to obtain access to the internet
- 18,751 new job openings were posted in HireNet
- 363 new businesses were outreached of which 18 new businesses signed on-the-job training contracts

OAHU WORKLINKS TRAFFIC REPORT – JULY 2009 TO JUNE 2010



- 40 individuals were placed in on-the-job training
- As a result of the on-the-job training placements, 26 businesses received 50 percent reimbursement of their payroll costs from Oahu WorkLinks during the training period

Businesses found that the partnership with Oahu WorkLinks saved them time and money. For example, WCIT Architecture saved \$23,989 and TNT Payroll saved \$19,893 in salaries by participating in the on-the-job training program. Their promoted employees received pay increases while learning new skills at work. A Marketing Manager at WCIT Architecture earned \$30.57 an hour and a Sales Manager at TNT Payroll earned \$26 an hour.

NEW PROGRAMS

RENT TO WORK PROGRAM

The Rent to Work Program (RTW) is designed to assist people experiencing homelessness in becoming stably housed and employed, while developing their work skills and ability to earn a living wage. Oahu WorkLink's RTW Program provides short-term rental assistance for individuals willing to participate in career counseling, job search and placement assistance, training, and support services. Participants are actively involved in developing their own employment and training plan to help them acquire job skills. It is an innovative use of the HOME funding available under the Tenant Based Rental Assistance program, combining rental assistance with other resources that provide employment and training services to help people experiencing homelessness become self-sufficient.

To be enrolled, applicants must meet the federal definition of homelessness; and have participated in the Oahu WorkLinks programs through attending workshops and signing an agreement to increase their income according to their individualized employment and training plan. Rental assistance may be terminated for failure to comply with the participant agreement.

Significant Achievements in FY 2010

- 233 applications were received
- 55 applicants completed the work readiness participation requirements and were referred for rental assistance
- 41 vouchers for rental assistance were issued
- 29 individuals/families were able to rent their housing units

PRISONER RE-ENTRY PROGRAM

In an effort to assist pre-release felons as they seek employment when they transition into the community, the Department of Community Services (DCS) developed and implemented a job readiness and life skills training program with very limited resources available under general funds. This was a joint project between DCS/WorkHawaii, the State's Department of Public Safety, the Federal Detention Center and the U.S. District Court, U.S. Probation Office.

The training for federal and state inmates was conducted at the Federal Detention Center. The curriculum emphasized self awareness and self development and presented tools and strategies for seeking and gaining employment while maintaining a positive attitude.

Upon completion of the training, monthly follow up meetings were held with the participants until their release. Thereafter, job search assistance and resources from Oahu WorkLinks were provided in addition to emotional support and encouragement. As they were employed, program staff continued to make follow-up contacts to prevent recidivism and to help these individuals see and acknowledge their individual worth.

Significant Achievements in FY 2010

- 11 women and eight men participated in the training
- Nine of the women were employed
- As of 6/30/10 two of the men were released and were receiving job search assistance

WORK READINESS PROGRAM FOR PEOPLE EXPERIENCING HOMELESSNESS

WorkHawaii continued our partnership with homeless service providers, churches, state and community agencies to implement the project funded under a Community Development Block Grant. People who are experiencing homelessness and have serious barriers to employment seldom access the resources and services that are available at Oahu WorkLinks. This project aimed at engaging the participation of these individuals by providing a supportive and structured environment for them to develop basic socialization and life skills, to explore their interests, to develop career goals, and to build their confidence and ease their transition to the world of work. The program provided the employment counseling, work readiness training, case management and follow up to support the individuals or families that were motivated to enroll in the Rent To Work Program. It also provided work experience training, job search and placement activities to others such as residents of Ulu Ke Kukui Transitional Shelter.

Significant Achievements in FY 2010

- 98 individuals received work readiness counseling
- 13 individuals received subsidized work experience training
- 67 individuals obtained or continued employment

NATIONAL EMERGENCY GRANT FOR ALOHA AND ATA AIRLINES

WorkHawaii's allocation for the National Emergency Grant for former Aloha and ATA Airline workers was increased to \$1,318,000. The enrollment of 421 participants exceeded the goal of 400. The dislocated workers upgraded their occupational skills in a

variety of fields such as computer applications, medical assisting, web design, digital media, network engineering, culinary arts, office administration etc.

Significant Achievements in FY 2010

- 421 individuals were enrolled
- 395 individuals received intensive services
- 262 individuals receiving training
- 115 individuals received support services
- 294 individuals entered employment

REED ACT ACTIVITIES

The 2006 Legislature appropriated monies from the unemployment trust fund (Reed Act) to the counties and workforce investment boards to carry out activities to improve employer outreach and services, labor force pool expansion, capacity building, and to fund some shared costs for the operation of the one-stop centers. The City received slightly more than \$5 million, available for use until June 30, 2010.

The City's Reed Act Plan outlines outreach efforts and enhanced services to small businesses, particularly businesses located on the Leeward side. Desired outcomes include increased employer usage of Oahu WorkLinks services such as job posting, training, referrals and hiring. To expand the labor pool, outreach was conducted to populations that are under-represented in the workforce, such as immigrants with limited English proficiency, ex-offenders, individuals with disabilities, at-risk youth, discouraged workers and people experiencing homelessness.

Career assessment, counseling, job readiness training and employment services were provided to about 802 youth and adults. Improved job matching was implemented to increase the pool of qualified job applicants to meet the needs of employers. These monies were also used to improve the technology infrastructure of the delivery system, such as replacing old computers and purchasing video conferencing equipment

Significant Achievements in FY 2010

- 363 new businesses signed letters of participation to use OWL services
- 116 were from the Leeward area
- 247 were from the Honolulu area
- 802 individuals from target populations under-represented in the workforce received career assessment, counseling and job readiness services
- 418 were adults
- 384 were youth
- 74 adults were hired after job matching
- 35 youth entered employment

ON-GOING PROGRAMS

WIA ADULT AND DISLOCATED WORKER PROGRAMS

Programs funded under the WIA provide for career counseling, case management, employment, and support services to adults and dislocated workers. Unemployed adults (age 18+) from low-income families or employed adults who have not achieved self-sufficiency are eligible for training services under the Adult program. People who are laid off as a result of business closure or downsizing are eligible for re-training and re-employment services under the Dislocated Worker program.

Under the WIA, performance outcomes are only recorded for those individuals who complete the program. The WIA has mandated performance outcomes that cover the following:

- Entered employment rate
- Employment retention rate at six months
- Average earnings at six months
- Employment and credential rate

PERFORMANCE OUTCOMES OF INDIVIDUALS WHO COMPLETED SERVICES

<u>Program</u>	<u>Negotiated</u>	<u>Actual</u>
Adult (97 individuals)		
Entered Employment Rate	65%	80.4%
Retention Rate.....	74%	88.2%
Average Earnings.....	\$10,800	\$13,808
Credential Rate	62%	80.5%



Carol Salceda, a former Aloha Airline employee, started a new career in Medical Coding at Waimanalo Health Center.



Dan Yaguwa, a former Aloha Airline employee, completed training at Honolulu Community College and began working for the City Department of Planning & Permitting.

Dislocated Worker (106 individuals)		
Entered Employment Rate	57%	86.6%
Retention Rate.....	86%	92.1%
Average Earnings.....	\$5,996	\$17,050
Credential Rate	57%	78%

Significant Achievements in FY 2010

- 204 customers enrolled in the Adult program
- 566 customers enrolled in the Dislocated Worker program
- Oahu exceeded all eight performance measures for the Adult and Dislocated Worker programs.

WELFARE PROGRAMS

The Welfare Programs Section provides employee development and job preparation services under agreements with the Hawaii Department of Human Services' Benefit, Employment and Support Services, Hawaii Public Housing, and Vocational Rehabilitation and Services for the Blind Divisions. The overall theme of the Welfare Programs Section is to provide assistance to needy families on government assistance and to end dependence by promoting job preparation and work incentives.

HO'ALA PROGRAM

The Ho'ala Program provides job preparation services for welfare recipients through an intergovernmental contract with the Hawaii State Department of Human Services' First to Work Program. The federal Budget Deficit Reduction Act of 2005 requires states to meet strict federal performance outcomes which require many of the welfare families to meet statutory work requirements.

The Ho'ala Program facilitates the successful transition of families from welfare dependence to work. An important ingredient for success is a positive attitude about one's self and life. The Ho'ala curriculum creates a learning environment that stimulates participants' willingness to learn and motivation to work. The First to Work curriculum is made up of five daily modules and are offered in an open entry and open exit format to provide the greatest customer choice. The modules are self discovery, building blocks, foundations of retention, interviewing, and fitting in. Follow-up job club services are provided to give customers an opportunity to implement and reinforce the skills and strategies they learned.

The Ho'ala Food Stamp Employment training program continues to provide a 16-hour employment assessment training for able bodied adults without dependents enrolled in the First to Work Program.

The "Ready, Set, Work" two-week Job Preparation and Life Skills training activity serves persons with disabilities at the Division of Vocational Rehabilitation. Participants experience a positive and caring learning environment, which helps to build self-confidence and prepare them to seek gainful employment.

Significant Achievements in FY 2010

- 7,298 participants were served in First to Work Ho'ala classes and job clubs
- 270 food stamp participants were served
- 1,068 individuals with disabilities were served under the "Ready, Set, Work" program



Sheldon Jardine from Kalihi, a Ho'ala graduate, worked full-time for a cleaning company in addition to starting his own business.

FAMILY SELF-SUFFICIENCY PROGRAM

WorkHawaii continues to implement the Family Self-Sufficiency (FSS) program on behalf of the State Hawaii Public Housing Authority for the State's Section 8 tenant based voucher tenants, Project Based Housing tenants and Low Income Public Housing residents. In addition, the FSS Program Coordinator provides homeownership services to all Section 8 families within the scope of the HUD initiated Homeownership Voucher Option Program (HVOP). FSS promotes employment as an avenue to establishing a government interest bearing "escrow" savings account that the family can successfully draw at the completion of their 5 year Contract of Participation. The head of household and family members are encouraged to identify with personal goals towards program incentives such as employment, education, vocational training, savings and homeownership.

Significant Achievements in FY 2010

- 7 families graduated
- 12 new families established escrow accounts with average monthly savings of \$189.58 and total \$2,275
- 2 families no longer require Section 8 assistance
- 4 families have achieved homeownership