

Chapter 3 Department of Community Services

The Department of Community Services (DCS) administers federal, state, and county funded programs to meet human service, workforce, and housing needs of economically challenged individuals and families with special needs in the City and County of Honolulu. The common objective across all divisions includes addressing homelessness with emphasis on layering programs for added value and improved outcomes. The WorkHawaii Rent-to-Work Program demonstrates a collaboration of workforce development, housing rental subsidy, and supportive case management to foster self sufficiency rather than reliance on long-term government subsidy.

DCS administration oversees the following divisions.

Community Assistance	Community Based Development	Elderly Affairs	WorkHawaii	Office of Grants Management
<ul style="list-style-type: none">Administers rental subsidies, home rehabilitation, and home ownership loans to low and moderate income families	<ul style="list-style-type: none">Administers grants for housing assistance, community development, and persons experiencing homelessness	<ul style="list-style-type: none">Administers grants for older adults, caregivers, and people with disabilities	<ul style="list-style-type: none">Administers grants for employment and job training, youth development programs, and housing support	<ul style="list-style-type: none">Administers the city's Grants In Aid (GIA) Fund that provides monies to non-profit organizations serving the community

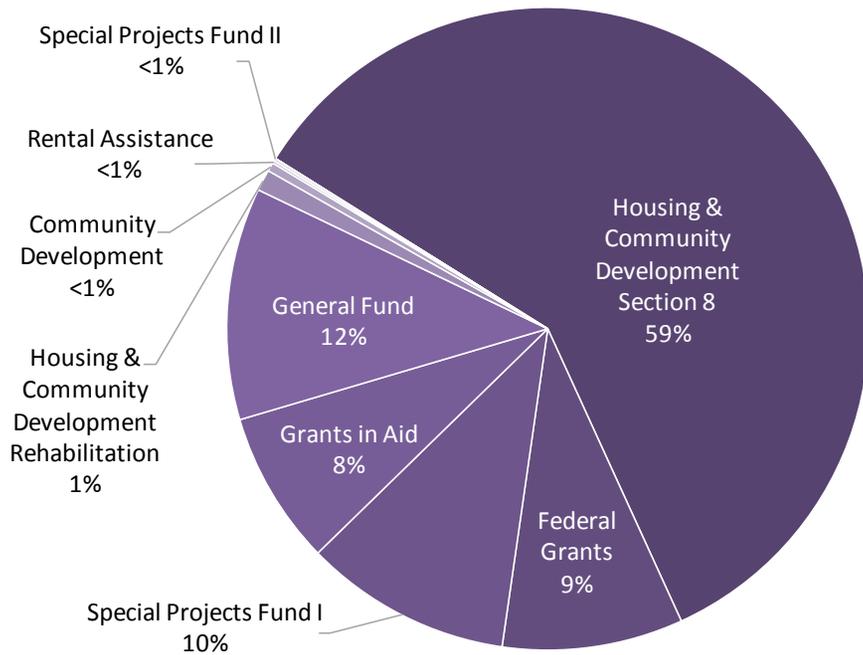


A community partner creating opportunities to improve the quality of life for the people of O`ahu.

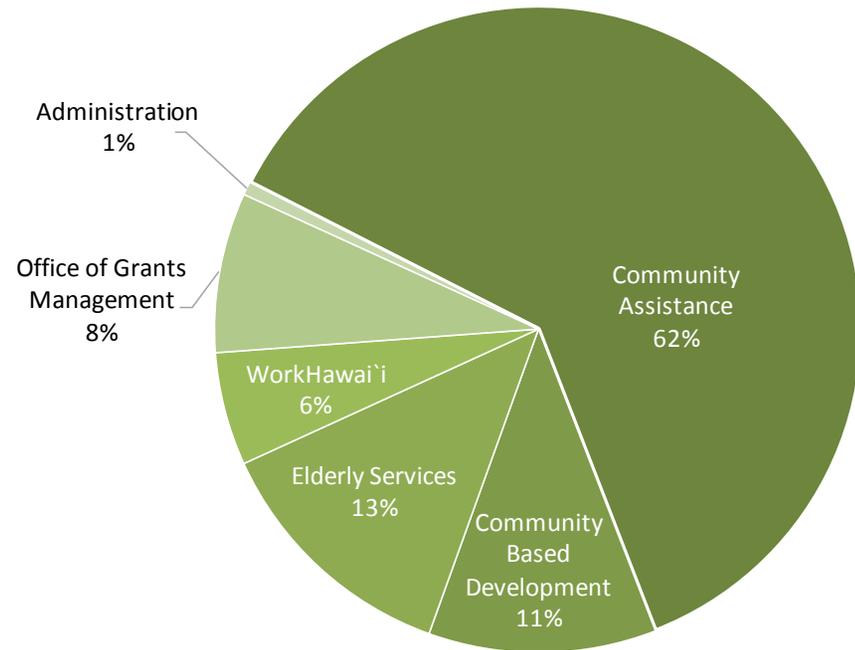
Mission Statement

Spending and Staffing

Fund Sources¹



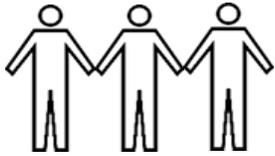
Fund Uses¹



	Total Operating Expenditures (\$ millions) ²	Total Revenues (\$ millions)	Staffing		Overtime Expenditures ³	
			Total Authorized FTE	Total Vacant FTE	Total	Non-Holiday
FY 2015	\$82.34	\$67.10	244.8	115.3	\$9,069	\$9,069
FY 2016	\$91.62	\$71.06	244.8	106.3	\$26,494	\$26,494
FY 2017	\$100.35	\$73.76	244.8	91.5	\$15,202	\$15,202
FY 2018	\$93.60	\$84.15	260.8	139.8	\$27,771	\$27,372
FY 2019	\$101.60	\$79.27	253.0	120.5	\$134,741	\$134,488
Change from last year	9%	-6%	-3%	-14%	385%	391%
Change over last 5 years	23%	18%	3%	5%	1386%	1383%

Source: Department of Budget and Fiscal Services. ¹Percentages do not total 100% due to rounding. ²DCS notes that 81% of the operating expenditures are attributable to federal, state, and city costs to service providers who assist at-risk community members. ³Overtime pay is established by bargaining unit agreement, as applicable.

Spending and Staffing



Total Vacant FTE

120.5 FTE ▼ **14%**

The number of vacant FTE decreased 14% from 139.8 FTE in FY 2018 to 120.5 FTE in FY 2019. The department attributes the decrease to aggressive recruitment efforts.



Overtime Expenditures

\$135 K ▲ **385%**

The increase in overtime expenditures from FY 2018 to FY 2019 can be attributed to the low unemployment rate limiting the pool of qualified and available recruits. This causes vacancies, which drives the overtime expenditures.

Five Year Trend



- Total operating expenditures increased 23% from \$82.34 million to \$101.60 million over the last five years. The department attributes this to increased funding for grant programs related to rental assistance, caregiver support, and homeless initiatives.

National Community Survey



In FY 2019, 95% of Honolulu residents said the impact of the homeless population on the community is a *very important* or *essential* issue.

FY 2019 ACCOMPLISHMENTS

- Completed Four-Year Area Plan which serves as a blueprint to create an accessible, age-friendly, person-centered, and caregiver supportive community that encourages active and healthy living across the aging continuum
- Provided rental assistance and case management support to veterans and youth experiencing homelessness

CHALLENGES MOVING FORWARD — FY 2020

- Taking care of an aging population with a shortage in healthcare workers
- Collaborating resources with health care to address service-resistant and mentally ill persons experiencing homelessness

Community Assistance Division

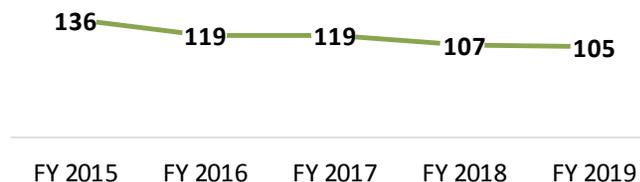
The Community Assistance Division (CAD) manages programs that provide rental assistance to lower income families; preserves decent, safe, and sanitary housing for low, moderate, and gap-group income households; and assists lower income families to achieve economic self-sufficiency and homeownership.

The Section 8 Housing Choice Voucher Program enables low-income families, earning 30% of the median income, to rent housing units in the private rental market. In FY 2019, the CAD Section 8 Program processed 448 applications, a 54% decrease from last fiscal year and a 51% decrease from the past five fiscal years. The department explained processing applications decreased as the Congressional appropriations remained level and current tenants maintained occupancy; therefore, there was a lack of capacity for new tenants.

The Family Self-Sufficiency (FSS) Program is a voluntary program designed to help participating Section 8 families transition from government subsidies into social and economic self-sufficiency by providing counseling, career guidance, life coping workshops, and other resources. In FY 2019, 105 families participated in the FSS Program.

The Rehabilitation Loan Program assists low and moderate income homeowners by providing zero interest loans to renovate their units. Rehabilitation loans approved and funded in FY 2019 totaled \$396,867 a decrease of 45% from \$720,941 funded in FY 2018. The department stated strict requirements by the State Historic Preservation Division requiring justification of rehabilitation work by a certified architectural historian has added complexity to the approval process. In addition, Rehabilitation Loan

**Family Self-Sufficiency Program
Families Participated**



Source: Department of Community Services

Program rules and regulations make contracting with Hawai'i State licensed contractors more difficult.

CAD accounted for 62% of the department's FY 2019 operating expenditures. In FY 2019, CAD's operating expenditures included \$54.6 million of rental subsidies and \$8 million of operating expenses totaling \$62.6 million.

	Operating Expenditures (\$ millions)	Section 8 Housing Choice Voucher Program			Family Self-Sufficiency Program		Rehabilitation Loans Approved and Funded
		Families Served	Wait-Listed Applicants	Applications Processed	Families Participated	Families Completed 5-Year Program	
FY 2015	\$48.63	3,486	2,194	906	136	13	\$1,276,450
FY 2016	\$54.55	3,709	1,924	269	119	14	\$834,704
FY 2017	\$55.92	3,617	1,871	115	119	13	\$2,033,682
FY 2018	\$55.46	3,547	1,798	976	107	8	\$720,941
FY 2019	\$62.61	3,784	1,515	448	105	10	\$396,867
Change from last year	13%	7%	-16%	-54%	-2%	25%	-45%
Change over last 5 years	29%	9%	-31%	-51%	-23%	-23%	-69%

Source: Department of Budget and Fiscal Services and Department of Community Services.

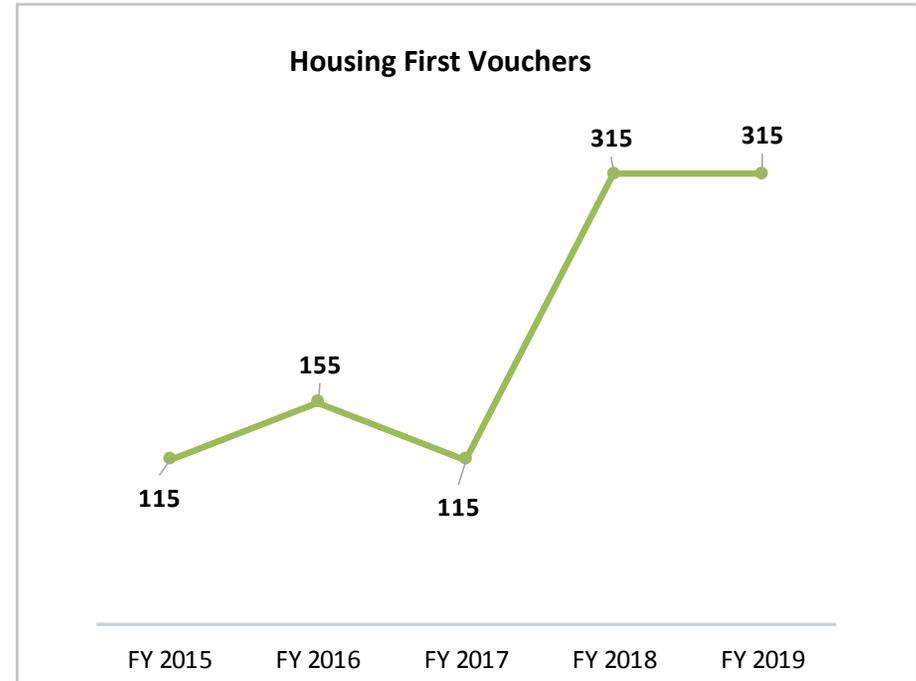
Community Based Development Division

The Community Based Development Division (CBDD) administers grant funds for persons experiencing homelessness, affordable housing development and rehabilitation, and special needs housing facilities. It also identifies alternative funding sources to leverage with city resources. The division's operating expenditures increased 4% from \$11.14 million in FY 2018 to \$11.55 million in FY 2019.

The Housing First program offers rental assistance and case management support to 315 chronically homeless families. A University of Hawai'i evaluation documented year four results and found that 84% of participants had not returned to homelessness.

CBDD, with the support of the Community Assistance Division, opened the Pūnāwai Rest Stop, a hygiene center serving persons experiencing homelessness. From January to June 2019, 50,222 services were delivered, including showers, laundry, mail service, and case management.

Pūnāwai Rest Stop



Source: Department of Community Services

	Operating Expenditures (\$ millions)	Housing First Vouchers	CDBG ¹ Grants	CDBG ¹ Funds
FY 2015	\$11.04	115	8	\$5,287,000
FY 2016	\$12.42	155	8	\$5,282,337
FY 2017	\$16.79	115	8	\$5,963,635
FY 2018	\$11.14	315	4	\$15,530,800
FY 2019	\$11.55	315	2	\$2,511,023
Change from last year	4%	0%	-50%	-84%
Change over last 5 years	5%	174%	-75%	-53%

Source: Department of Budget and Fiscal Services and the Department of Community Services. ¹In FY 2019, the majority of CDBG grants funds were directed to city-owned capital improvement projects and the purchase of Honolulu Fire Department engine apparatus.

Elderly Affairs Division

The Elderly Affairs Division (EAD) is the designated Area Agency on Aging (AAA) for the island of O`ahu. The division's mission is to develop a comprehensive and coordinated system of services that assist older adults in leading independent, meaningful, and dignified lives in their own homes and communities for as long as possible.

EAD coordinates advocacy efforts on behalf of elders by encouraging community partnerships to improve and expand services and contracts with agencies to provide direct services to O`ahu's kupuna and their caregivers.

Types of services offered by EAD:

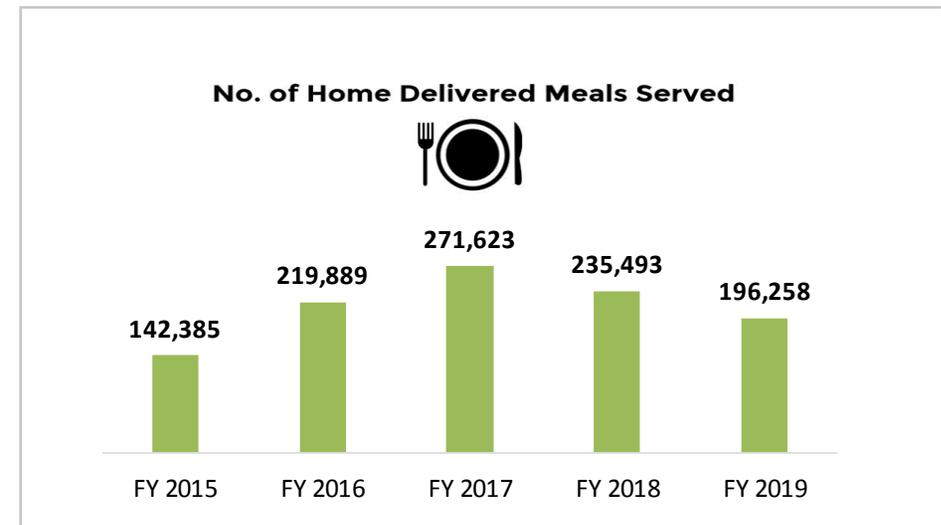
- Case Management
- Personal Care
- Health Promotion
- Transportation
- Housing and Legal Information
- Caregiver Services
- Home Delivered and Congregate Meals

EAD also operates a Senior Helpline for telephone consultation, information and referrals, and conducts assessments of frail and homebound seniors.

Senior Helpline: (808) 768-7700

The number of seniors and caregivers served decreased 13% from 8,176 in FY 2018 to 7,135 in FY 2019. The department reports that workforce shortages with service provider organizations limits the ability to meet the demand for program services.

Counseling, health, promotion, housing and legal information, and assistance units delivered increased 18% over the last fiscal year from 65,095 to 76,673. The department explained that the increase reflects the growing older adult population in Honolulu and the division's focus on supporting community education and outreach activities.



Source: Department of Community Services.

	Aging Network Service System							
	Operating Expenditures (\$ millions)	Sub-Recipient Grants Service Dollars Awarded (\$ millions)	Total Program Service Contracts	Total Seniors and Caregivers Served ¹	Total Independent Seniors Receiving at Least One (1) In-Home Service ²	Counseling, Health Promotion, Housing, Legal, Information and Assistance Units Delivered ²	Total Home Meals Delivered ³	Total Persons Enrolled in the Home Delivered Meals Program ¹
FY 2015	\$5.88	\$6.09	---	5,150	2,976	53,311	142,385	1,346
FY 2016	\$9.48	\$6.98	10,524	6,787	3,559	63,384	219,889	1,645
FY 2017	\$11.79	\$10.22	24,571	8,025	3,227	81,346	271,623	1,838
FY 2018	\$11.06	\$7.53	30,671	8,176	3,229	65,095	235,493	1,433
FY 2019	\$12.90	\$7.13	27,554	7,135	2,503	76,673	196,258	1,274
Change from last year	17%	-5%	-10%	-13%	-22%	18%	-17%	-11%
Change over last 5 years	119%	17%	---	39%	-16%	44%	38%	-5%

Source: Department of Community Services and Budget and Fiscal Services. ¹Total unduplicated households. ²Each household may receive one or more services each year. ³Includes duplicated households. Eligibility for Homebound Meals is based on meeting Hawai'i's Kupuna Care criteria, age 60 or older, and experiencing other limitations.

WorkHawaii

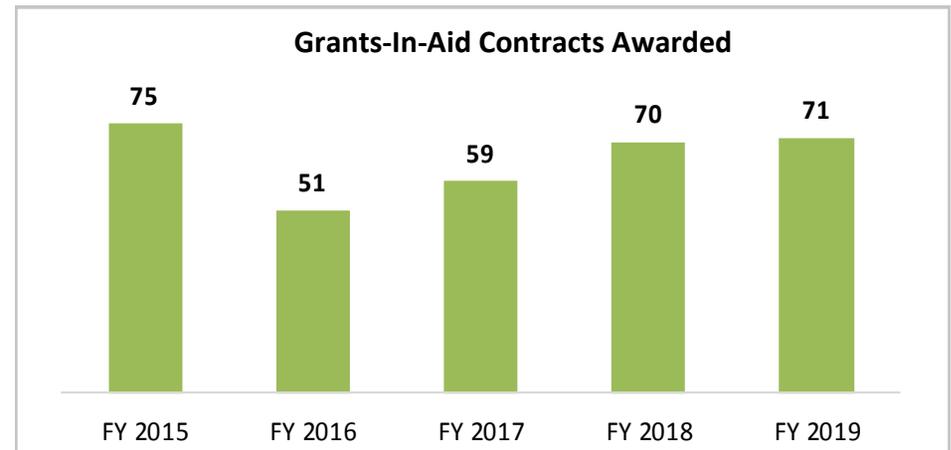
The WorkHawaii Division is the lead agency for the American Job Center Hawai'i Partner Network (AJCH). The AJCH Comprehensive Center provides business services and workforce development services for youth, job seekers, and workers, especially individuals with barriers to employment.

In FY 2019, WorkHawaii job seekers served increased 101% from the previous year from 6,281 to 12,639. The division explained WorkHawaii is serving more businesses and job seekers through hiring events, workshops, and its resource center through the American Job Center Hawai'i (AJCH). WorkHawaii and AJCH partner agencies created a business engagement team to conduct business outreach and WorkHawaii staff increased outreach efforts to potential job seekers.

AJCH hosted the Transportation Security Administration's February one-day recruitment event, which was attended by 420 applicants. Other customized mini job fairs organized by AJCH staff were attended by federal, state, and private employers from different industries including tourism, construction, finance, education, hospitality, manufacturing, fashion, healthcare, and management. There were over 1,000 attendees and 220 clients were offered jobs.

Office of Grants Management

The Office of Grants Management administers the city's Grants-In-Aid Fund. In FY 2019, \$7.6 million was appropriated for tax-exempt, non-profit organizations that provide services for economically and/or socially disadvantaged populations or for public benefit in the areas of the arts, culture, economic development, or the environment. In FY 2019, the office executed 71 contracts, which represented the highest monetary value and the most number of awards in a single year since the program's inception in FY 2013.



Source: Department of Community Services

	Operating Expenditures		WorkHawaii			Office of Grants Management	
	WorkHawaii (\$ millions)	Office of Grants Management (\$ millions)	Homeless Families Receiving Rental Subsidies	Companies Served	Job Seekers Served ¹	Grants in Aid Contracts Awarded	Total Amount Awarded (\$ millions)
FY 2015	\$8.02	\$7.91	87	931	34,856	75	\$5.44
FY 2016	\$6.10	\$8.19	80	1,051	19,553	51	\$6.78
FY 2017	\$7.57	\$6.81	118	589	12,343	59	\$6.27
FY 2018	\$7.14	\$7.87	48	604	6,281	70	\$7.24
FY 2019	\$5.74	\$8.13	65	919	12,639	71	\$7.60
Change from last year	-20%	3%	35%	52%	101%	1%	5%
Change over last 5 years	-28%	3%	-25%	-1%	-64%	-5%	40%

Source: Department of Budget and Fiscal Services and Department of Community Services. ¹FY 2015 includes job seekers who attended job fairs as well as center users, although in recent years, the program focused on center users.

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