

STATE OF HAWAII

SPECIAL POINTS OF INTEREST:

- * The DVR Comprehensive Service Center for Deaf, Hard of Hearing and Deaf-Blind Persons
- * Social Workers Make the Difference
- * Housing First Initiative

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Across DHS: Island to Island

SPRING 2014

Celebrating CWS Social Workers

It Takes an 'Ohana (ITAO), a program of Family Programs Hawai'i, has started celebrating Child Welfare Services (CWS) social workers who make significant contributions to children, youth and families. Members of the ITAO advisory committee, social workers, CWS aids, Guardian Ad Litem (GAL)/CASA and youth nominate social workers who "go above and beyond the essential and demanding functions of their jobs to meet the needs of children and youth," explains Judith Wilhoite, Chair of the ITAO Advisory Council. Also a family advocate, Wilhoite says "the positive impact of social workers is immeasurable." The Kaukini Award represents a social worker's dedication and selfless service to a person or ideal of great value. This year, the ITAO advisory committee made surprise visits to three O'ahu and Hawai'i Island social workers' offices to present the Kaukini Award.

Dina Koyanagi, Supervisor at O'ahu CWS Unit 1, was recognized for her work on behalf of resource families, foster children and youth. With tears in her eyes, Dina told the group she "really cares about the kids, and loves working with wonderful, committed people. The best results come when resource care givers (RGs), GALs and the DHS work as a team." Dina has been with CWS for 25 years, but this was the first time she had met many of the RGs.

Deborah Yoshizumi, Child/Adult Protective Services Specialist at East O'ahu CWS Unit 3, was recognized for supporting families, children and youth – day or night. Clients and resource families say Deborah changed their lives: she is easy to talk with; returns calls on time; makes sure that families have the information they need to help the children in their home; and she keeps in touch with the kids after they age out. "I always felt like me and the resource caregivers are a team. I can't do my work without them," said Deborah. "I count on the RGs to help me so I can help the kids." Deborah has been with CWS for 13 years.



CWS Supervisor Dina Koyanagi receives lei from CWS Administrator, Tonia Mahi.

(Social Workers, continued on page 2)



CWS Specialist Deborah Yoshizumi receives her Kaukini Award from ITAO Chair, Judith Wilhoite

Nora Kaaua, East Hawai'i CWS Unit 1, was recognized for her many years of outstanding service to resource families and foster children. East Hawai'i families report that Nora always approaches the families with kindness, love and concern. Other traits that families appreciate about Nora are her sense of humor and timely follow-up with families. "I really enjoy working with my resource parents and appreciate all that they do for our children. While I am looking forward to spending more time with my family, I will miss my wonderful co-workers." Nora has been with CWS for more than 29 years and will retire in July 2014.



Nora Kaaua <R> with ITAO Chair, Judith Wilhoite

The Kaukini award originates in the chant, "Ike ia Kaukini he Lawai'a Manu." Kaukini was a legendary bird catcher of Waipi'o Valley. He and his wife Pokahi were chosen by the gods to become the adoptive parents of the infant girl Lauka'ie'ie who would, in time, become one of the guardian goddesses of hula. Their devotion to the girl became symbolic of dedication, burden, and delight ~ all rolled up in one. Such service can be characterized as luhi (laborious...to care for and attend with affection; a child raised with devoted care). It can be exhausting, but it is always inspired and rejuvenated by love, and it is always its own best reward. The chant calls on us to see, know, and understand these parents and to follow their lead by identifying and serving our own "luhi" with the same determined, joyful purpose. ~ Bishop Museum Archives

2014 Legislative Session — Successful Administrative Bills

Bill	Number	Title	Lead Div/ Branch	Admin Bill
HB	1539 HD1 SD2 CD1	RELATING TO THE HAWAII PUBLIC HOUSING AUTHORITY'S ADMINISTRATION OF THE HOUSING CHOICE VOUCHER PROGRAM. Requires surrender of housing voucher upon vacancy of unit by last original household member. Allows surviving minor to retain voucher until age 21.	HPHA	Legislative version of HMS-12
HB	2262 HD2 ACT 27 4/23/14	RELATING TO REPORTING DEATHS TO STATE AGENCIES. Authorizes the Department of Health (DOH) to disclose lists of names of persons whose deaths have been recorded by DOH, to state agencies that maintain official lists of persons and are prohibited by federal law from sharing information from the lists. Effective upon approval. ** Helps decrease Division costs	MQD	BUF-05 (14)
HB	2293 HD2 SD2 CD1	RELATING TO THE HOSPITAL SUSTAINABILITY PROGRAM. Continues the Hospital Sustainability Program by extending the sunset date of the Act to June 30, 2015, updating the referral dates in the statute, and revising the funding amount for the Hospital Sustainability Program for fiscal year 2014-2015. Exempts the Hospital Sustainability Program Special Fund from the central service assessment.	MQD	HMS-05 (14)

(2014 Bills continued on page 10)

Finally, A Place of Our Own

After 40 years of lobbying, and three commissioned studies between 1976 and 2009, the Department's Division of Vocational Rehabilitation (DVR) has opened a resource center that members of the deaf, hard of hearing and deaf-blind communities can call their own.

"This was an incredible community effort," said Susan Foard, DVR Assistant Administrator. "But success also required unwavering support from the DVR administration. Staff Specialist, Eleanor Macdonald, and DVR Administrator, Albert Perez, were vital to the development of the Comprehensive Service Center for Deaf, Hard of Hearing and Deaf-Blind Persons (CSC) and its literacy classes."

In early 2013, State Senator Suzanne Chun Oakland and State Representative Mele Carroll introduced legislation for the CSC, and requested funding. The DHS strongly supported the legislation.

Governor Neil Abercrombie established the CSC when he signed Act 218 in to law on June 27, 2013. Coincidentally, that same date also would have been the 133rd birthday of Helen Keller, the first deaf-blind person to earn a Bachelor of Arts degree. Ms. Keller was an internationally recognized American author, political activist, and lecturer.

The CSC officially opened March 1, 2014. On March 28, Pastor Daryl Wilford officiated at the blessing of the new office space, located at 200 North Vineyard Boulevard. More than 100 people attended including consumers, family members, children, senior citizens, community leaders and government officials. Senator Chun Oakland, Representative Carroll and DHS Director Patricia McManaman were recognized for their support of the CSC. Senator Chun Oakland said, "The CSC happened because the community worked together."



(L) Albert Perez, DVR Administrator and (R) Robert Simpson, Deaf Section Supervisor stand at the CSC reception desk. The staff offices and classrooms are located behind them.



Pastor Daryl Wilford



DHS Continues to Provide Benefits to COFA Residents

Attorney General David M. Louie announced that Hawai'i will continue to provide health benefits to Compact of Free Association (COFA) residents until a full and final resolution of the issues in *Korab v. McManaman* is reached. "The State will make sure that COFA residents continue to have uninterrupted access to their health benefits while this lawsuit is pending," said Attorney General Louie. In early April 2014, the Ninth Circuit ruled that when Congress enacted the Welfare Reform Act of 1996 and eliminated all federal funding for health benefits for COFA residents, the State of Hawai'i could not be mandated to fund the federal government's portion of the benefits. The Ninth Circuit's decision confirms that the federal government cannot impose a duty on States to perform a function for which it does not provide funds. This ruling was a preliminary finding by the appellate court; other proceedings may occur.

Creating & Gaining Access

Access to community services and resources is a constant challenge for individuals who are blind or sight-impaired. The population's basic needs fall outside the mainstream and require alternate provisions. Thanks to the work of one determined DHS Staff Specialist, Katie Keim, the Division of Vocational Rehabilitation (DVR) has broken down some of those barriers. "From the beginning, I had to find "workarounds" at the DHS and ways to initiate accessibility for everyone, not just those of us with disabilities," explains Katie. "There has been progress, but we still have a ways to go, and it will take commitment from our leaders, to continue the (accessibility) work."

"The DHS is currently working toward department-wide accessibility," says DHS Director Patricia McManaman. "The DVR webpage (on the DHS website) and many vital DHS documents are now formatted for accessibility."

Katie lost her sight in 1995 at the height of her career in the garment design industry. Leaders in organizations serving individuals with disabilities quickly recognized Katie's unique perspective as a formerly non-disabled professional adult who became disabled. She says she received repeated requests to consult for organizations, individuals and agencies. In 2003, she accepted a job with the DVR "because I wanted to remove barriers and misperceptions about blindness, and to support change. VR became a new design medium for me. I previously created freedom of movement in garments; in VR I designed and created opportunity for freedom through hope and possibility."

Katie started her VR career at the Ho'opono Services for the Blind Branch, which provides comprehensive and specialized services across the State for consumers who are blind, both deaf and blind, or visually impaired. Services are provided free of charge. Under the leadership of former Ho'opono administrator Dave Eveland, Katie helped implement the New Visions program for the blind. She taught blindness skills such as cane travel, computer technology and Braille. "Katie was a ray of sunshine," Eveland told the DHS via satellite phone from the Appalachian Trail. "Katie always had a positive attitude and was a great role model, especially for the girls. She provided hope for the future."

Katie was the first blind DVR staff member to actively develop outdoor wilderness experiences for blind youth. She says it was an opportunity to build positive attitudes of opportunity and "can do" philosophies, and to break down personal barriers and misperceptions of "cannot do" as a blind person. "I always tried to depersonalize a tough moment regarding misperceptions about disability issues and to make it an educational moment."



Katie Keim and her husband, Virgil Stinnett, at Katie's March 2014 retirement party

After five years at Ho'opono, Katie transferred to the DVR administrative offices. As a consumer liaison and statewide program specialist, she continued to advocate for access to programs, documents, websites, forms and accommodations. Katie retired from the DVR in March 2014.

(Creating Access, continued on page 8)

Recommendations to Strengthen Hawai'i's Juvenile Justice System

Hawai'i's Juvenile Justice Working Group released its comprehensive package of policy recommendations to the Governor, the Judiciary and Senate and House leaders in early January 2014. The 24 recommendations aim to: reduce recidivism and rehabilitate more youth; leverage and reallocate resources across the juvenile justice system to maximize the effectiveness of Hawai'i's correctional dollars and placement options; and ensure that Hawai'i's policies and practices are grounded in data and evidence.

The policy recommendations are projected to reduce the HYCF average daily population 60 percent by 2019.

~ Hawai'i Juvenile Justice Working Group

The recommendations follow months of collaboration led by co-chairs DHS Deputy Director Barbara Yamashita, Senior Family Court Judge R. Mark Browning, and the House Committee on Human Services Chair, Representative Mele Carroll. "The recommendations focus resources on protecting public safety and more effectively using bed space at the Hawai'i Youth Correctional Facility (HYCF)," says Yamashita. "They also aim to strengthen community supervision and probation practices across the Hawaiian islands, to increase resources and access to critical mental health and substance abuse services, and to sustain effective, proven practices."

Currently, the HYCF costs taxpayers \$199,000 per bed, per year. And while Hawai'i has reduced commitments to the HYCF by 41 percent in the last decade, there are still many youth who could be more effectively supervised and rehabilitated with the right alternatives in their own communities. Under the recommendations, youth convicted of misdemeanor offenses would not be eligible for commitment to the HYCF on O'ahu, thereby allowing them to remain on their home island with family, and to participate in less costly, more effective community-based alternatives. This approach allows the state to focus the HYCF on youth who require the most serious interventions, and to reinvest the savings into community resources across the State.

Taken together, the policy recommendations are projected to accelerate current trends, and reduce the HYCF average daily population 60 percent by 2019. This shift will allow the closure of the Ho'okipa Makai cottage during the 2015 fiscal year, and save Hawai'i taxpayers several million dollars over the next five fiscal years.

The 20-member working group was launched in August 2013. It included representatives of local government, prosecutors, law enforcement, probation, non-profit service providers, and other key juvenile justice stakeholder groups. The group received technical assistance from The Pew Charitable Trusts' public safety performance project. The full report is posted at <http://governor.hawaii.gov/wp-content/uploads/2013/12/JJRI-Working-Group-Final-Report-Final.pdf>.



(L) Family Court Judge R. Mark Browning with (R) Kat Brady, Coordinator of Community Alliance on Prisons

Housing is a Basic Human Right



The DHS Homeless Programs Office (HPO), the Governor's Hawai'i Interagency Council on Homelessness (HICH), and the Department of Health (DOH) are striving to match complex client needs with available community resources.

The "Hawai'i Pathways Project," adopts a "Housing First" approach to provide intensive case management and wraparound services for individuals who are chronically homeless with co-existing substance abuse, or co-occurring substance use and mental health disorders. The initiative is funded through a three-year \$2.1 million grant, awarded by the federal Substance Abuse and Mental Health Services Administration (SAMHSA) to the DOH, Alcohol and Drug Abuse Division (ADAD). The "Housing First" model is based on the belief that housing is a basic human right.

"The DOH and the HPO have the Governor's full support for this systematic transformation to end homelessness among those who have been homeless on our streets for the longest time," explained Colin Kippen, the Governor's Coordinator on Homelessness. Also the Chair of HICH, Kippen says "these individuals are the sickest and consume the most public resources as they cycle through our 9-1-1, emergency rooms, hospitals, jails, and streets."

The Hawai'i Pathways Project is based on the "Housing First" model, which has been successful in 40 cities across the United States as well as Canada, Spain, Portugal, Japan, and the Netherlands. "The emphasis is on changing current practices, thinking and values associated with homelessness," explained Lori Tsuhako, HPO Administrator.

Providers from across Hawai'i attended a "Housing First" training held at the Queen's Medical Center in February 2014. "While the island of O'ahu has the largest population of homeless individuals, the Neighbor Islands also have their share of homeless and would benefit from this innovative model," said Tsuhako.

The keynote speaker at the Hawai'i training was Dr. Sam Tsemberis, founder of "Pathways to Housing, Inc.," a non-profit organization that created the "Housing First" program. His model is a national best practice and the only evidence-based program recognized by the National Registry of Evidence Based Programs and Practices of SAMHSA. "Ending homelessness is the easiest part of the job," explained Tsemberis. "The real challenge is providing the support services to treat severe mental health and addiction problems. When a person is living at home, treatment has a much better chance of success."



In Hawai'i, "Housing First" means that housing will be provided with no preconditions on chronically homeless individuals to cease or reduce their alcohol or drug use. Assertive Community Treatment and Intensive Case Management will be used to assist those enrolled in "Housing First" to reduce and address their specific substance abuse and mental health issues. Under the terms of the SAMHSA grant, the HICH will assist in building partnerships, infrastructure, and practices that will help to improve the housing and treatment of this target population.

Dr. Sam Tsemberis (L) is the founder of "Pathways To Housing", a "Housing First" approach. He presented the keynote address at the February 2014 Hawaii training, and emphasized that "housing is a human rights issue." Governor Abercrombie made the opening remarks.



KOLEA Project Update

The Med-QUEST Division (MQD) and its contractor KPMG continue to build and improve the new eligibility system, KOLEA. Recent updates are described below.

Training KPMG staff recently visited MQD eligibility offices at Kapolei, Dillingham, and on the Neighbor Islands to discuss planned changes to long-term care, as well as system issues and workarounds with eligibility workers. Training on the new functionality for long-term care has been completed and KPMG staff will visit the MQD offices to provide support.

Production Support The March 2014 production support for KOLEA included implementation of the 2014 Federal Poverty Guidelines (FPL) and resource updates. Effective April 1, the updated FPL table is being used to determine initial eligibility and to make re-determinations. To improve usability, changes also have been made to the worker and public portals of KOLEA.

Design and Development The Go Live date for Release 2.1 (Wave 1) was May 3rd; the Release 2.1 (Wave 2) Go Live date is scheduled for August 23rd. Release 2.1 included Long-Term Care (LTC) and Remote ID Proofing. When implemented, KOLEA will support the end-to-end business process of clients requesting and receiving long-term services and support.

When logged into the KOLEA worker portal, users will be able to schedule interviews and generate confirmation notices, and access required supplemental forms. Remote ID Proofing helps to confirm from an independent source, Experian, the identity of individuals requesting a user account on the client portal. Once "proofed" the individual can complete an application on-line.

Future Functionality: Enterprise Content Management (ECM) MQD staff are developing an electronic document system that allows users to scan and upload documents, and to view them electronically. BESSD staff are implementing a similar ECM system, which is providing key insights into future ECM functionality. This collaboration is laying the groundwork for a cohesive document management system.

To learn more about the KOLEA portal [visit www.mybenefits.hawaii.gov](http://www.mybenefits.hawaii.gov)



DHS Reorganization & New Hires

(Creating Access, continued from page 4)

The re-organization of the Management Services Office (MSO) is official. Effective January 2014, functions of the Management Services Offices were separated and re-aligned into two staff offices.

Budget, Planning and Management Office (BPMO)

Ms. Susan Fernandez, Program and Budget Analyst Manager, is staff officer of the new Budget, Planning, and Management Office (BPMO). The BPMO is home to the Budget Staff, Planning Staff, and the Program and Management Evaluation Staff.

Audit, Quality Control and Research Office (AQCRO)

Paul Sasaki, Business Management Officer, is staff officer of the new Audit, Quality Control, and Research Office (AQCRO). The AQCRO is home to the Financial Evaluation Staff, Quality Control Staff, and the Research Staff.



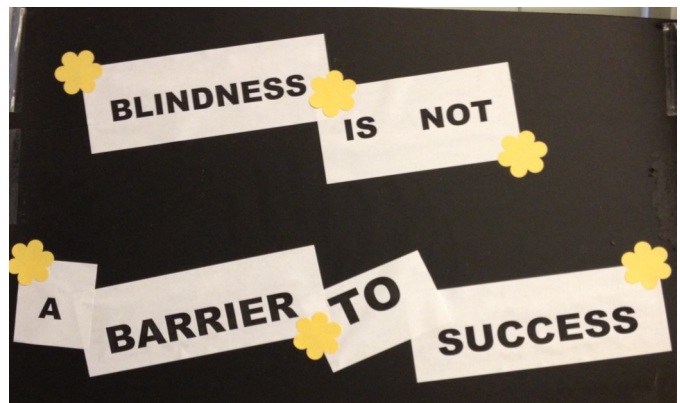
The DHS Welcomes

R. Malia Taum-Deenik (DIR) - Transition Team Specialist/Special Projects Coordinator; Complaints Liaison

Ken Kitamura (FMO) – Fiscal Management Officer

Noreen Tolentino (MQD) – Eligibility Program Specialist III, Training Office

Allan Sagayaga (MQD) - Eligibility Program Specialist III, Training Office



Current DVR administrator Albert Perez says “She’s good. She will be missed.” Clients and staff at Katie’s March retirement party acknowledged Katie’s positive impact and influence in the blind community.

Katie’s DVR legacy includes a two-year legislative effort to initiate and implement the Statewide Independent Living Council (SILC) to meet Federal regulations in Hawai’i statutes. Recognized for her ability to network nationally and to strengthen Hawai’i’s programs within the DVR, she also served as a member of the National Coalition of State Rehabilitation Councils’ (NCSRC) steering committee during its inception. Hawai’i was one of the founding states of NCRSC, which is now recognized by Rehabilitation Services Administration (RSA), the DVR’s federal oversight agency.

“The DVR was never a ‘job’ for me, it was a cause,” says Katie. “Many of today’s successful blind individuals were once the DVR’s blind youth clients. They now work, pay taxes and live as fully contributing citizens.”

While enjoying retirement, Katie says she will continue to be a private advocate for accessibility, and to live in Hawai’i. “It is home and my lifestyle!”

ALOHA & MAHALO, KATIE !!

Celebrating 50 Years of Supporting Hawai'i Women and Girls

The Hawai'i State Commission on the Status of Women (HSCSW) celebrates its 50th birthday this year. Established in May 1964, the Commission serves as a clearing house of resources, services and advocacy for Hawai'i's women and girls. The HSCSW also serves to assist in legislative advocacy and implementation. 2014 is dedicated as "Year of the Girl."

The HSCSW commissioners advocate for pay equity, and introduce legislation relating to health, human services, human trafficking, domestic violence and education. In 2013 the Commission testified on landmark bills related to breastfeeding in the work place, marriage equality and a bill relating to hospital emergency compassionate care for sexual assault victims. In 2013, Governor Neil Abercrombie signed the Emergency Contraception Bill into law.



On March 11, 2014 the Hawai'i State House and Senate honored the current and former executive directors of the HSCSW. The ceremonies were held in both chambers <Left to Right>

*Leslie Wilkins, Chair, 1997-2002, 2012-present
Cathy Betts, Executive Director, 2011-present
Allicyn Tasaka, Executive Director, 1999-2004
Faye Kennedy, Commissioner, 1993-1995
Pam Ferguson-Brey, Executive Director, 1993 - 1995*



Current and former commissioners attended the celebration and cheered from the House gallery <Back to Front>

***First row:** Lisa Ellen Smith (Kauai Commissioner), Amy Monk (O'ahu Commissioner), Amy Agbayani (former Commissioner)*

***Second row:** Margaret Masunaga (former Hawai'i Island Commissioner), Joan Husted (former Chairperson), Marsha Joyner (former Commissioner), Nana Kawasaki-Jones (Secretary), Judy Kern (O'ahu Commissioner), Marilyn Lee (O'ahu Commissioner), Carmille Lim (O'ahu Commissioner), Elena Cabatu (Hawai'i Island Commissioner), Sherry Campagna (YWCA), Nancy Kreidman (former Commissioner)*

***Third row:** Kat Brady (former Commissioner), Judge Sandra Simms (former Commissioner)*



Across DHS: From Island to Island

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Neil Abercrombie, Governor

Patricia McManaman, Director

Barbara Yamashita, Deputy Director

Dedicated to Improving People's Lives

(Bills continued from page 2)

HB	2298 HD1 ACT 36 4/23/14	RELATING TO NOTICE TO CHILDREN PURSUANT TO THE CHILD PROTECTIVE ACT. The court, after a chapter 587A, Hawaii Revised Statutes, petition has been filed, shall issue a summons requiring the presence of the parents and other persons to be parties to the proceeding, except the child. The petitioner is to notify the child of the hearing no less than twenty-four hours prior to the hearing.	SSD / CWSB	HMS-14 (14)
HB	2490 HD2 SD2 CD1	RELATING TO JUVENILE JUSTICE. Enhances the juvenile justice system by concentrating secure bed space on serious juvenile offenders. Strengthens juvenile probation to ensure judges have sentencing options such as informal adjustment that keep youth safely and effectively in their communities. Requires a risk and needs assessment to be conducted for each minor prior to disposition. Enhances interagency collaboration by establishing performance measures and a statewide juvenile justice interdepartmental cluster to provide coordinated services to certain youth within family court. Establishes a juvenile justice oversight advisory council.	OYS	Priority bill for OYS
SB	2057 SD2 HD1 CD1	RELATING TO THE NURSING FACILITY SUSTAINABILITY PROGRAM. Amends Act 156, Session Laws of Hawaii 2012, as amended by Act 142, Session Laws of Hawaii 2013, to continue the Nursing Facility Sustainability Program by extending the sunset date of the Act, updating the referral dates in the statute, and appropriating funding out of the nursing facility sustainability program special fund for fiscal year 2014-2015. Exempts the nursing facility program special fund from central services expenses assessed under section 36-27, Hawaii Revised Statutes.	MQD	Legislative version of HMS-06
SB	2346 SD1 HD2 CD1	RELATING TO AGING. Appropriates general funds to provide ongoing financial support to healthy aging programs and services. Requires the Executive Office on Aging to conduct a public education and awareness campaign on long-term care and appropriates general funds for its support and evaluation. Effective July 1, 2014.	MQD	Added assistance for elderly Medicaid recipients
SB	2609 SD1 HD2 CD1	RELATING TO MINIMUM WAGE. Increases minimum wage rate to \$8.20 per hour beginning on 01/01/15, \$9.15 per hour beginning on 01/01/16, and \$10.10 per hour beginning on 01/01/17. Repeals the tip credit. Authorizes the department of labor and industrial relations to adjust the minimum hourly wage to the nearest 5 cents based on the Honolulu region consumer price index beginning on 09/30/17 and on September 30 of each year thereafter to take effect on the following January 1.	BESSD ACCSB CWSB MQD DVR DIR	Good for everyone