



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES

P. O. Box 339
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Aloha! Welcome to the State of Hawaii Department of Human Services (DHS) website. Our agency is entrusted with improving the lives of the most vulnerable and needy adults and children across the Islands.

As the second-largest State department, DHS manages an annual budget of nearly \$2.6 billion. Our employees work hard to provide timely, efficient and effective programs, benefits and services that empower clients to achieve self-sufficiency, self-determination, independence, healthy lifestyles and personal dignity.

The DHS administers four human services divisions: [Benefit, Employment and Support Services Division \(BESSD\)](#), [Social Services Division \(SSD\)](#), [Med-QUEST Division \(MQD\)](#), and [Division of Vocational Rehabilitation \(DVR\)](#). For detailed Division accomplishments visit their respective web pages.

The DHS also has four administratively attached agencies and commissions: [Hawaii Public Housing Authority \(HPHA\)](#), [Office of Youth Services \(OYS\)](#), [Hawaii State Commission on the Status of Women \(HSCSW\)](#) and [State Commission on Fatherhood \(SCF\)](#).

During the Abercrombie Administration the DHS successfully accomplished the following:

Leveraging Funding Streams

- Between Fiscal Years (FY) 2012 and 2015 the DHS will have increased its federal revenues by 21%. In FY 2012 the DHS received federal funds to support its programs and operations for vulnerable populations in the amount of \$1.2 billion. In FY 2015, federal funds will increase to \$1.5 billion.

General Assistance and Social Security Income

- The Legislature approved a DHS budget request of \$500,000 to continue legal services to assist clients to apply for social security benefits. These legal services help disabled persons to transition from State funded programs to federally funded programs that also provide a higher monthly benefit amount. As a result of assistance to qualifying individuals, in FY 2013, the Social Security Administration reimbursed the State \$1.6 million for state-funded interim aid to disabled clients.

Transforming Government

- Developed and implemented a long-term strategy for an integrated IT system (KOLEA) to replace DHS' 25 year-old legacy IT systems, building upon and maximizing all available matching federal funds. The Med-QUEST Division (MQD) successfully launched Phase I of the KOLEA project on October 1, 2013. Over the next two years the KOLEA platform will be extended to DHS' Social Services and Benefits Employment and Support Services Divisions. KOLEA will allow DHS to provide improved and integrated services to Hawaii's beneficiaries across DHS Divisions and facilitate the seamless flow of information within and without the Department. While ensuring security, KOLEA also will improve timeliness and accuracy of services and minimize duplication of effort and expenditures.
- Developed and implemented a monitoring system to track payments to DHS' vendors. The monitoring system significantly improved timely payments to DHS vendors.
- Implemented the Limited English Proficiency (LEP) Project to advance the DHS' compliance with federal and State law to provide timely and meaningful access to services for limited English proficient beneficiaries, including the translation of DHS' vital documents. The services provided by the LEP Project also played a key role in the dissolution of the 2008 Monitoring Resolution Agreement between the Civil Rights Office for the U.S. Department of Health and Human Services and the DHS.
- Created and published the annual DHS Data Book. The Data Book provides useful statistical information on DHS programs and populations served. It is utilized by social service providers, legislators, and students for reports, grant applications, and other purposes.

By working closely with our many community partners, the DHS is able to:

- Help clients escape poverty and achieve full employment;
- Prevent abuse and neglect among children and vulnerable adults;
- Strengthen families and promotes positive youth development;
- Provide public health insurance for low-income adults and children; and
- Empower people with disabilities so they can enter or re-enter the workforce.

You can learn more about these programs, benefits and services by exploring the DHS website. Please contact us if you believe we can help you or your family.

Patricia McManaman, Director, Department of Human Services