



**State of Hawaii  
Department of Human Services  
Social Services Division**

**PURCHASE OF SERVICE  
DIRECTORY**

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\*Under certain circumstances these programs will accept clients who are self-referred or referred by other community agencies as well as clients referred by the DHS.

**PURCHASE OF SERVICES (POS) UNIT  
CONTACT INFORMATION:**

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Purchase of Services Unit  
1010 Richards Street, Room 216  
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Fax: (808) 586-5700

| OVERVIEW OF PROVIDERS BY GEOGRAPHIC AREA                    |                          |   |   |                                    |                                      |                                      |                               |                                      |         |                               |
|---|--------------------------|---|---|------------------------------------|--------------------------------------|--------------------------------------|-------------------------------|--------------------------------------|---------|-------------------------------|
| SECTION I: CHILD WELFARE SERVICES (CWS) BRANCH              |                          |   |   |                                    |                                      |                                      |                               |                                      |         |                               |
| SERVICE   | HAWAII                   |   | KAUAI   | LANAI                              | MAUI                                 | MOLOKAI                              | OAHU                          |                                      |         |                               |
|   | EAST                     | WEST  |   |                                    |                                      |                                      | CENTRAL                       | HONOLULU                             | LEEWARD | WINDWARD                      |
| Community-Based Homes & Support Services                    |                          | The Salvation Army - Family Intervention Services | Hale 'Opio Kauai, Inc.  |                                    |                                      | Maui Youth and Family Services, Inc. |                               |                                      |         | Hale Kipa, Inc.               |
| Comprehensive Counseling and Support Services (CCSS)        | P.A.R.E.N.T.S., Inc.     | Catholic Charities Hawaii                         | Child and Family Service  | see LISS                           | Child and Family Service             | see MISS                             |                               | Catholic Charities Hawaii            |         |                               |
| Domestic Violence Services for Families                     | Child and Family Service | Child and Family Service                          | Child and Family Service  | Parents and Children Together      | Parents and Children Together        | Child and Family Service             | Parents and Children Together | Child and Family Service             |         | Parents and Children Together |
| Domestic Violence Shelter and Transitional Housing Services | Child and Family Service | Child and Family Service                          | Young Women's Christian Association (YWCA) of Kauai                             |                                    | Women Helping Women                  | Molokai Community Service Council    |                               | Child and Family Service             |         | Parents and Children Together |
| Family Strengthening Services (FSS)                         | Child and Family Service | Friends of the Future                             | Child and Family Service  | see LISS                           | Parents and Children Together (PACT) | see MISS                             |                               | Parents and Children Together (PACT) |         |                               |
| Family Wrap Hawaii  |                          |   | Effective Planning and Innovative Communication (EPIC) a.k.a. EPIC 'Ohana, Inc. |                                    |                                      |                                      |                               |                                      |         |                               |
| Fingerprinting Services                                     |                          |   | Fieldprint, Inc.  |                                    |                                      |                                      |                               |                                      |         |                               |
| Hawaii Foster Youth/Young Adult Advisory Council (HFY/YAAC) |                          |   | Effective Planning and Innovative Communication (EPIC) a.k.a. EPIC 'Ohana, Inc. |                                    |                                      |                                      |                               |                                      |         |                               |
| Home Visiting Services (HVS)                                | Child and Family Service | Family Support Services of West Hawaii            | Child and Family Service  | Maui Family Support Services, Inc. | Maui Family Support Services, Inc.   | Maui Family Support Services, Inc.   | Parents and Children Together | Child and Family Service             |         | Parents and Children Together |

| OVERVIEW OF PROVIDERS BY GEOGRAPHIC AREA  |   |                                    |   |                                      |      |                           |         |          |         |          |
|---|---|------------------------------------|---|--------------------------------------|------|---------------------------|---------|----------|---------|----------|
| SECTION I: CHILD WELFARE SERVICES (CWS) BRANCH  |   |                                    |   |                                      |      |                           |         |          |         |          |
| SERVICE   | HAWAII  |                                    | KAUAI   | LANAI                                | MAUI | MOLOKAI                   | OAHU    |          |         |          |
|   | EAST  | WEST                               |   |                                      |      |                           | CENTRAL | HONOLULU | LEEWARD | WINDWARD |
| Human Trafficking Services  | Susannah Wesley Community Center  |                                    |   |                                      |      |                           |         |          |         |          |
| Independent Living Collaborator   | Effective Planning and Innovative Communication (EPIC) a.k.a. EPIC 'Ohana, Inc. |                                    |   |                                      |      |                           |         |          |         |          |
| Independent/Interdependent Living (IL)/Higher Education (HE)/Imua Kakou (IK) Services | The Salvation Army - Family Intervention Services                               | Maui Family Support Services, Inc. | Hale 'Opio Kauai, Inc.                              | Maui Youth and Family Services, Inc. |      | Hale Kipa, Inc.           |         |          |         |          |
| Infants/Toddlers with Special Health Care Needs                                       |   |                                    |   |                                      |      | Catholic Charities Hawaii |         |          |         |          |
| Intra-Familial Sexual Abuse Treatment Services (IFSATS)                               | Child and Family Service  | Child and Family Service           | Young Women's Christian Association (YWCA) of Kauai | Child and Family Service             |      | Child and Family Service  |         |          |         |          |
| Kauai Drop-In Center  |   |                                    | Blueprint for Change                                |                                      |      |                           |         |          |         |          |
| Lanai Integrated Services System (LISS)   |   |                                    |   | Parents and Children Together (PACT) |      |                           |         |          |         |          |
| Legal Services for Immigrants Experiencing  | Legal Aid Society of Hawaii   |                                    |   |                                      |      |                           |         |          |         |          |
| Legal Services in Domestic Violence Shelters  | Legal Aid Society of Hawaii   |                                    |   |                                      |      |                           |         |          |         |          |

| OVERVIEW OF PROVIDERS BY GEOGRAPHIC AREA  |   |      |       |       |                           |                          |                           |  |                        |          |
|---|---|------|-------|-------|---------------------------|--------------------------|---------------------------|--|------------------------|----------|
| SECTION I: CHILD WELFARE SERVICES (CWS) BRANCH  |   |      |       |       |                           |                          |                           |  |                        |          |
| SERVICE   | HAWAII  |      | KAUAI | LANAI | MAUI                      | MOLOKAI                  | OAHU                      |  |                        |          |
|   | EAST  | WEST |       |       |                           |                          | CENTRAL                   | HONOLULU                                       | LEEWARD                | WINDWARD |
| Molokai Integrated Services System (MISS)   |   |      |       |       |                           | Child and Family Service |                           |  |                        |          |
| Multi-Disciplinary Team (MDT) and Consultation Services   | Child and Family Service                      |      |       |       |                           |                          |                           |  |                        |          |
| Neighborhood Place Services   | (Blueprint for Change) Neighborhood Place of: |      |       |       |                           |                          |                           |  |                        |          |
| `Ohana Conferencing   | Puna  | Kona |       |       | Wailuku                   |                          | Kalihi                    |  | Waianae                |          |
|   | Catholic Charities Hawaii                     |      |       |       | Catholic Charities Hawaii |                          | Catholic Charities Hawaii |  |                        |          |
| Permanency Support Services   | Catholic Charities Hawaii                     |      |       |       |                           |                          |                           |  |                        |          |
| ICAMA/PSS   | Catholic Charities Hawaii                     |      |       |       |                           |                          |                           |  |                        |          |
| Promoting Safe and Stable Families  | P.A.R.E.N.T.S., Inc.                          |      |       |       |                           |                          |                           |  |                        |          |
| Psychological Evaluation, Mental Health Assessments, and Consultation Services                  | Family Programs Hawaii                        |      |       |       |                           |                          |                           |  |                        |          |
| Receiving Home (a.k.a. Ma`ili Receiving Home, Ho`omalua O Na Kamali`i)                          |   |      |       |       |                           |                          |                           |  | Family Programs Hawaii |          |
| Residential Substance Abuse Treatment Services for Women and Their Children (a.k.a Women`s Way) |   |      |       |       |                           |                          |                           | The Salvation Army - Family Treatment Services |                        |          |

| OVERVIEW OF PROVIDERS BY GEOGRAPHIC AREA  |                                    |                           |                          |       |                          |         |  |          |         |
|---|------------------------------------|---------------------------|--------------------------|-------|--------------------------|---------|--|----------|---------|
| SECTION I: CHILD WELFARE SERVICES (CWS) BRANCH  |                                    |                           |                          |       |                          |         |  |          |         |
| SERVICE   | HAWAII                             |                           | KAUAI                    | LANAI | MAUI                     | MOLOKAI | OAHU   |          |         |
|   | EAST                               | WEST                      |                          |       |                          |         | CENTRAL  | HONOLULU | LEEWARD |
| Resource Family Recruitment, Training, Home Study, and Support including Ohana Navigator services a.k.a Kinship Navigator |                                    |                           |                          |       |                          |         |  |          |         |
|   | Partners in Development Foundation |                           |                          |       |                          |         |  |          |         |
| Substance Abuse Assessment and Monitoring System (SAAMS)  | Lokahi Treatment Center            | Lokahi Treatment Center   | Women in Need (WIN)      |       | Aloha House, Inc.        |         | The Alcoholic Rehabilitation Services of Hawaii, Inc.,<br>a.k.a Hina Mauka |          |         |
| Teen Dating Violence Prevention and Intervention Services   |                                    |                           |                          |       |                          |         | Domestic Violence Action Center  |          |         |
| Voluntary Case Management Services (VCM)  | P.A.R.E.N.T.S., Inc.               | Catholic Charities Hawaii | Child and Family Service |       | Child and Family Service |         | Parents and Children Together  |          |         |

| OVERVIEW OF PROVIDERS BY GEOGRAPHIC AREA                                     |                                 |      |       |       |      |         |         |          |         |
|--|---------------------------------|------|-------|-------|------|---------|---------|----------|---------|
| SECTION II: ADULT PROTECTIVE & COMMUNITY SERVICES (APCS) BRANCH              |                                 |      |       |       |      |         |         |          |         |
| SERVICE  | HAWAII                          |      | KAUAI | LANAI | MAUI | MOLOKAI | OAHU    |          |         |
|  | EAST                            | WEST |       |       |      |         | CENTRAL | HONOLULU | LEEWARD |
| Nurse Aide Training and Competency Evaluation Program Certification Services |                                 |      |       |       |      |         |         |          |         |
|  | Community Ties of America, Inc. |      |       |       |      |         |         |          |         |



**SECTION I:  
CHILD  
WELFARE  
SERVICES (CWS)  
BRANCH**

**COMMUNITY-BASED HOMES & SUPPORT SERVICES (CBHSS)**  
**a.k.a. ON-CALL SHELTERS**

**Purpose:**

To provide emergency sanctuary and support services for children in need of a temporary placement

**Goals:**

- To prevent abuse, neglect, or exploitation of children by providing emergency shelter, crisis intervention, treatment, and counseling services
- To prevent unnecessary family breakup or prolonged separation of children from parents by providing services aimed at strengthening family functioning

**Target Population:**

Children ages 12-17 reported to Child Welfare Services (CWS) due to abuse, neglect, or threatened harm who need temporary, out-of-home care

**Service Activities:**

- Basic sanctuary services (i.e. food, shelter, 24-hour supervision, transportation, activities, etc.) for up to 30 days, with extensions subject to the DHS' approval
- Assessment, support, and counseling
- Difficulty of Care (DOC) supervision, should a child require more intensive care, including maintaining the child in the placement for at least 24 hours with additional staffing, if necessary, so that the DHS social worker can make alternative plans for the child

**Geographic Coverage:** Statewide

**PROVIDERS:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>                                     | <b>PHONE</b>                              | <b>FAX</b>     |
|------------------------|---|---|----------------|
| East Hawaii            | The Salvation Army - Family Intervention Services | (808) 959-5855 ext.19                     | (808) 959-2301 |
| West Hawaii            | The Salvation Army - Family Intervention Services | (808) 331-1674                            | (808) 331-1679 |
| Kauai                  | Hale `Opio Kauai, Inc.                            | (808) 245-2873                            | (808) 245-6957 |
| Maui                   | Maui Youth and Family Services, Inc.              | (808) 579-8414 ext.8105<br>(808) 579-8406 | (808) 579-8426 |
| Oahu                   | Hale Kipa, Inc.                                   | (808) 589-1829 ext.155                    | (808) 699-2444 |

## **COMPREHENSIVE COUNSELING AND SUPPORTIVE SERVICES (CCSS)**

### **Purpose:**

To promote the safety, permanency, and wellbeing of children and families by addressing the range of family system problems that place children at risk of child abuse and neglect or result in maltreatment.

### **Goals:**

There are three broad outcome domains in the continuum of child welfare services: safety, permanency, and child and family well-being. Additionally, the principles of family-centered and strengths/needs-based practice are important elements in service provision.

### **Target Population:**

- Children who are reported to Child Welfare Services (CWS) as being harmed or threatened with harm by a family member
- Families with children at risk of abuse and/or neglect who are referred by CWS, Voluntary Case Management (VCM), or Family Strengthening Services (FSS)

### **Service Activities (settings may include in-home, community, individualized, or group):**

#### **1. Comprehensive Counseling and Support Services (CCSS)**

- Service assessments within 30 days of referral to evaluate the individual's strengths, needs, and ability to protect children, and to determine appropriate services
- Individualized program plan within 30 days of referral that provides each family clear goals, objectives, services/interventions, ongoing feedback, and progress reports
- Crisis intervention 24/7 to prevent placement, support reunification, or prevent placement disruption, including assessment, crisis management, counseling, role modeling, education, resources and referrals, and concrete services and assistance to meet identified needs
- Counseling/clinical therapy for families and children to assist with problem solving, communication, coping, and behavior management through individual/conjoint/family counseling, skill building, child development education, behavioral management training, and clinical therapy
- 'Ohana Time/Visitation Supervision Services in the family home, a designated "safe home," or other safe place in the community to provide supervised visits between children in foster care and their parents or other family members (e.g., siblings)
- Individual and group skill building to increase child-parent bonding, understanding of child development and the impact of substance abuse, mental health challenges, and domestic violence on their children, and to provide post-reunification support
- Transportation services for medical appointments, therapy appointments, court hearings, unsupervised/supervised visits, and other identified needs

2. **Intensive Home-Based Services (IHBS)**- see page for more information and Provider listing.
3. **Monthly Worker Visits** provides face-to-face contact with children and parents/resource caregivers to continually assess child safety and ensure safety, permanency, and wellbeing outcomes for children.

**Geographic Coverage:** See below

(See Lanai Integrated Services System (LISS) for Lanai and  
Molokai Integrated Services System (MISS) for Molokai)

**PROVIDERS:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>             | <b>PHONE</b>   | <b>FAX</b>     |
|------------------------|---------------------------|----------------|----------------|
| East Hawaii            | P.A.R.E.N.T.S., Inc.      | (808) 934-9552 | (808) 934-9553 |
| West Hawaii            | Catholic Charities Hawaii | (808) 327-2740 | (808) 327-2749 |
| Kauai                  | Child and Family Service  | (808) 245-5914 | (808) 245-8040 |
| Maui                   | Child and Family Service  | (808) 877-6888 | (808) 877-6860 |
| Oahu                   | Catholic Charities Hawaii | (808) 527-4618 | (808) 527-4619 |

## **DOMESTIC VIOLENCE SERVICES FOR FAMILIES (DVSF)**

### **Purpose:**

To provide supportive and advocacy services to afford survivors the opportunity to break the cycle of violence in their lives and address the impact of domestic violence on their children, support the emotional wellbeing and resilience of children, and afford batterers the opportunity and skills to make behavioral changes to discontinue the use of violence and control tactics in their relationships and their lives

### **Goals:**

- To promote survivor safety and independence
- To strengthen child resilience
- To engage and hold batterers accountable to make positive behavioral changes to end violence

### **Target Population:**

- Families referred by the Department of Human Services (DHS) Child Welfare Services (CWS), Voluntary Case Management Services (VCM), and Family Strengthening Services (FSS) who are in need of services to address domestic violence
- Self and other-source referrals for clients/families not known to CWS/VCM/FSS may be served based on service/capacity availability basis provided that CWS/VCM/FSS referrals are priority and shall not be displaced, and contract funding shall not be increased due to services provided to self and other referrals

### **Service Activities:**

- Individual services for survivors, batterers, and children:
  - a. Intake within three (3) working days of referral
  - b. Assessment within two (2) weeks of referral
  - c. Crisis/emergency intervention services
  - d. Case management, including referrals and linkages
  - e. Safety plan within two (2) weeks of assessment
  - f. Service plan within two (2) weeks of assessment
  - g. Discharge plan to CWS/VCM/FSS within one (1) week of discharge
  - h. Individual support/education sessions
- Group services:
  - a. Survivors support/education groups
  - b. Children's support/education groups
  - c. Batterers Intervention Program groups - Minimum of two (2) hours/week for 24 weeks
- Limited Therapeutic/Clinical counseling services (up to six (6) sessions without prior approval):

- a. Individual counseling
- b. Family counseling
- c. Therapeutic visitation
- Support services:
  - a. Program and/or public transportation
  - b. Individual and/or group childcare
  - c. Supervised visitation and child/ren exchanges
  - d. Advocacy
  - e. TRO assistance if not otherwise available
  - f. Outreach if intensive services completed or not required, including hands-on parenting instruction, practical life skills, etc.

**GEOGRAPHIC COVERAGE:** See below

**PROVIDERS:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>                 | <b>PHONE</b>   | <b>FAX</b>     |
|------------------------|-------------------------------|----------------|----------------|
| East Hawaii            | Child and Family Service      | (808) 935-2188 | (808) 961-2073 |
| West Hawaii            | Child and Family Service      | (808) 323-2664 | (808) 323-2999 |
| Kauai                  | Child and Family Service      | (808) 245-5914 | (808) 245-8040 |
| Lanai                  | Parents and Children Together | (808) 244-2330 | (808) 244-2254 |
| Maui                   | Parents and Children Together | (808) 243-2330 | (808) 243-2254 |
| Molokai                | Child and Family Service      | (808) 877-6888 | (808) 877-6860 |
| Central Oahu           | Parents and Children Together | (808) 832-0855 | (808) 832-0853 |
| Leeward Oahu           | Child and Family Service      | (808) 681-1586 | (808) 440-4782 |
| Windward Oahu          | Parents and Children Together | (808) 832-0855 | (808) 832-0853 |

## **DOMESTIC VIOLENCE SHELTER AND TRANSITIONAL HOUSING SERVICES**

### **Purpose:**

To provide crisis shelter, transitional housing, and supportive and advocacy services to help prevent future incidents of domestic violence and to afford survivors the opportunity to break the cycle of violence in their lives

### **Goals:**

To promote survivor and child safety, emotional wellbeing, and independence and to strengthen child resilience through safe housing, services, and supports

### **Target Population:**

Adults, with or without children, who are at risk of or who are survivors of domestic violence and require emergency shelter to ensure their safety and/or transitional housing to extend housing and support services to achieve stability and independence

### **Service Activities:**

- 24-hour hotline
- Transportation to the shelter, as needed
- Emergency shelter (up to 120 days without prior authorization), including food and other essentials
- Transitional housing services, as available
- Individual services for adults and children at least once per week, including assessment, case management, service and safety planning, discharge planning, information and referral services, and advocacy
- Group sessions offered for survivors at least once per week, with evidence-based curriculum to address domestic violence dynamics, communication skills, effects domestic violence exposure on children, healthy child development, survivor self-care and self-esteem, etc.
- Group sessions offered for children designed to strengthen resilience by reducing risk factors and increasing competence, self-esteem, parent-child bonding, and social activities in the school and community
- Outreach, follow-up, and transportation as resources permit

**GEOGRAPHIC COVERAGE:** See below

**PROVIDERS:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>                                       | <b>PHONE</b>   | <b>FAX</b>     |
|------------------------|---|----------------|----------------|
| East Hawaii            | Child and Family Service                            | (808) 959-8864 | (808) 961-2073 |
| West Hawaii            | Child and Family Service                            | (808) 322-7233 | (808) 323-2999 |
| Kauai                  | Young Women's Christian Association (YWCA) of Kauai | (808) 245-5959 | (808) 245-5961 |
| Maui<br>Lanai          | Women Helping Women                                 | (808) 579-9581 | (808) 249-8147 |
| Molokai                | Molokai Community Service Council                   | (808) 567-6888 | (808) 567-9076 |
| Oahu                   | Parents & Children Together (PACT)                  | (808) 526-2200 | (808) 526-2400 |
|                        | Child and Family Service                            | (808) 841-0822 | (808) 681-5280 |



## **FAMILY STRENGTHENING SERVICES (FSS)**

### **Purpose:**

To provide a community-based intervention designed to strengthen families reported to Child Welfare Services (CWS) for child abuse and/or neglect who are assessed as low risk

### **Goals:**

To provide voluntary services and referrals to community resources to strengthen and divert families from the CWS system when risk of harm is assessed to be low to moderate

### **Target Population:**

Families whose children are reported to the Department of Human Services (DHS) as harmed or threatened with harm caused by a family member and who are assessed to be at low or moderate risk for immediate harm and the family has sufficient strengths and resources to deal with them through extended family and/or community resources.

### **Service Activities:**

- Safety and strengths/needs assessment
- Information and referral to community resources
- Individual Program Plan (IPP)
- Individual and group skill building
- Monthly face-to-face contact
- Follow-up contact 30 days after case closure
- Individual/family counseling
- Problem-solving counseling
- In-home monitoring, education, and support for up to six (6) months

**Geographic Coverage:** See below

### **PROVIDERS:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>                       | <b>PHONE</b>   | <b>FAX</b>     |
|------------------------|-------------------------------------|----------------|----------------|
| East Hawaii            | Child and Family Service            | (808) 935-2188 | (808) 961-2073 |
| West Hawaii            | Friends of the Future               | (808) 331-8777 | (808) 331-8774 |
| Kauai                  | Child and Family Service            | (808) 245-5914 | (808) 246-8040 |
| Maui                   | Parent and Children Together (PACT) | (808) 243-7001 | (808) 243-7005 |
| Oahu                   | Parent and Children Together (PACT) | (808) 841-2245 | (808) 842-9604 |

## **FAMILY WRAP HAWAII (FWH)**

### **Purpose:**

To support families and promote positive family outcomes, prevent the removal of children from their birth families, and reduce children's time in foster care in coordination and partnership with other agencies and community resources

### **Goals:**

To keep Child Welfare Services (CWS) children with their birth family, reunify them with their birth family, or achieve permanency with caregivers by providing family engagement and support, family team facilitation, and coordination functions utilizing high fidelity Wraparound planning processes, including individual, intensive, comprehensive, integrated, and creative treatment, intervention, and support services

### **Target Population:**

Children referred by CWS in the areas of the five-year pilot Waiver project (Oahu, East Hawaii, and West Hawaii) who meet the following criteria:

- The child has been in care at least nine (9) months;
- Reunification with parents/guardians is not likely;
- The child is involved with or in need of services from two (2) or more agencies;
- The child's and the family's needs are not being met, which is a barrier to reunification; and
- The child and the parents/guardians are willing to participate in the process.

### **Service Activities:**

Family Wrap Hawaii is a family-centered, strengths-based, needs-driven planning process that:

- Accepts referrals from CWS and responds by engaging the child and family to meet to develop an individualized, culturally relevant plan by:
  - Making initial phone contact with the family within 24 hours of referral to engage and inform them about the process
  - Making initial face-to-face contact with the child and family within 14 calendar days, based on the needs of the child/family
  - Obtaining signed consent forms, as appropriate
  - Contacting all Family Wrap Partners within five (5) business days to schedule the first Family Wrap Meeting at a date, time, and location that accommodates the family's and Partners' preferences and availability and is within 30 calendar days of the parents' signed consent
- Facilitates the planning process to develop a Family Wrap Plan to address areas including:
  - Intensive engagement services, such as assessment, crisis stabilization, safety planning, respite care, and resource needs, to transition the child back into the home or a less restrictive setting and maintain a successful outcome;

- Intensive coordination of service interventions leading the family to healthy functioning, improved mental health, and self-sufficiency;
- Formal support, including home-based and community-based professional and non-professional services;
- Developing, coordinating, and identifying informal supports and services as well as developing the child's/family's knowledge, skills, and abilities to continue to access services and supports after Family Wrap Hawaii services end.
- Helps the family develop and write up the Plan within 60 days of the parents' signed consent and provides follow-up, including:
  - Providing copies of the initial and revised Plans within two (2) weeks after each meeting
  - Contacting all Partners within seven (7) business days prior to the next meeting to support follow through with tasks/activities identified for the Partners and to include information at the next meeting
- Helps the family and Partners develop a Family Wrap Transition Plan to support the family and planning process when formal Family Wrap Meetings end, including:
  - A crisis plan for the family to access Partners in the event of escalating or changing needs
  - A network of formal and informal supports for the child and family
  - A Plan, training, and assistance for the Partners to continue to support the family in a coordinated, family-driven manner, including consultation when needed, to support ongoing collaboration
- Administers flexible funding when no other funding is available to help the family achieve a specific outcome identified in the Plan
- Contacts the Coordinating Committee for consultation to identify solutions when there are barriers to implementing the Plan
- Provides training on Family Wrap Hawaii and the Wraparound model to community and government agencies

**Geographic Coverage:** Oahu and East/West Hawaii

**PROVIDERS:**

| GEOGRAPHIC AREA          | AGENCY   | PHONE          | FAX            |
|--------------------------|--|----------------|----------------|
| East/West Hawaii<br>Oahu | Effective Planning and Innovative Communication, Inc. (EPIC), a.k.a. EPIC 'Ohana, Inc. | (808) 838-7752 | (808) 838-1653 |

## **FINGERPRINTING SERVICES**

### **Purpose:**

To provide FBI fingerprinting services for the Department of Human Services (DHS).

### **Goals:**

To ensure the health, safety, and wellbeing of children served by the DHS, as required by statutes and administrative rules, by conducting criminal history record checks on service providers who care for them

### **Target Population:**

- Resource caregivers and all adult household members residing in resource homes licensed by the DHS, Child Welfare Services (CWS)
- Employees of Child Caring Institutions (CCIs)
- Employees, resource caregivers, and all adult household members residing in resource homes licensed by Child Placing Organizations (CPOs)

### **Service Activities:**

- Provide a secure, web-based registration\* and scheduling data center which is available 24/7, 365 days per year except for scheduled maintenance periods to book, cancel, and change appointments
- Schedule FBI fingerprinting collection appointments using valid documents to verify the applicant's identity
- Collect the required demographic information, consents, and authorizations
- Obtain fingerprint collections and transmit fingerprint images to the Hawaii Criminal Justice Data Center (HCJDC) through provider's network of fingerprinting sites
- Allow CWS access to the website to review the status of any case, including missed and rescheduled appointments, Bad Print Returns (BPRs), date fingerprint sample submitted to the HCJDC, and date results received
- Establish a toll-free call center or Hawaii phone number to assist applicants with website navigation, registration, scheduling, and canceling appointments, as needed

\*For Molokai and Lanai, fingerprints may be obtained via portable livescan or "ink and roll" fingerprint cards

**Geographic Coverage:** Statewide

### **PROVIDER:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>    | <b>PHONE</b> | <b>FAX</b> |
|------------------------|------------------|--------------|------------|
| Statewide              | Fieldprint, Inc. | 877-614-4364 | None       |

## **HAWAII FOSTER YOUTH COALITION / YOUNG ADULTS** **ADVISORY (HFY/YAAC)**

### **Purpose:**

- To develop and sustain a statewide youth advisory council that will provide a voice for youth in advocacy, policy, system improvement, services and legislative education
- To provide outreach and supportive services for youth currently or formerly in foster care

### **Goals:**

To provide improved opportunities for youth input and leadership development and increase peer outreach and support to systemically improve Child Welfare Services (CWS) in supporting/promoting the successful transitioning of youth from foster care to interdependent self-sufficiency, the successful reunification with birth family or other permanency arrangements, and the maintenance of supportive birth family connections

### **Target Population:**

- Council and Council Members:
  - Youth ages 14 through 18, who are currently or were formerly in out-of-home placement, under the placement responsibility and care of the Department of Human Services (DHS)
  - Young adults, ages 18 through 26, who were formerly under the placement responsibility and care of DHS/CWS or who are in the Young Adult Voluntary Foster Care Program
- Outreach and support services:
  - All children, youth, or young adults who have had any involvement with the CWS system

### **Service Activities:**

- Council:
  - Provision of a council structure allowing youth/young adults who are currently or were formerly in DHS foster care an opportunity for input to advise the DHS on issues including foster care policies, practices, services, and legislative matters
  - Provision of a venue and forum for youth/young adults who are currently or were formerly in DHS foster care to exchange ideas, develop leadership skills and form informal support systems
  - Collaboration with the DHS, Judiciary, other stakeholders, providers, and community partners
  - Participation in activities including the DHS/collaborative workgroups, events, programs, Continuous Quality Improvement (CQI) processes, trainings, and conferences in order to be a “voice” for and on behalf of children/youth/young adults who are currently or were formerly in DHS foster care on issues including relative placement/connections; social capital; diversity; lesbian, gay, bisexual,

transgender and questioning (LGBTQ) youth/young adults; and transitioning out of care

- Legislative advocacy
- Outreach and support:
  - Assistance to the DHS in providing peer support and outreach to children/youth/young adults who are currently or were formerly in DHS foster care
  - Collaboration to help identify and/or develop resources children/youth/young adults who are currently or were formerly in DHS foster care
  - Direct peer outreach and support including areas of runaway prevention, awareness and readiness building regarding continuing education, training, and employment

**Geographic Coverage:** Statewide

**PROVIDER:**

| GEOGRAPHIC AREA | AGENCY   | PHONE          | FAX            |
|-----------------|--|----------------|----------------|
| Statewide       | Effective Planning and Innovative Communication, Inc. (EPIC)<br>a.k.a. EPIC 'Ohana, Inc. | (808) 838-7752 | (808) 838-1653 |

## **HOME VISITING SERVICES (HVS)**

### **Purpose:**

To promote positive parent-child relationships and provide support for families with children ages zero to three (0-3) to reduce parental/environmental stressors which are directly related to child maltreatment

### **Goals:**

- Reduce incidents of child abuse and neglect
- Increase in family self-sufficiency
- Reduction of stressors and risk to children
- Improved child adjustment and achievement

### **Target Population:**

Families with children zero to three (0–3) years of age who:

- Have confirmed reports of child abuse, neglect, or threatened harm;
- Have been referred by the Department of Human Services (DHS) Child Welfare Services (CWS), Voluntary Case Management Services (VCM) or Family Strengthening Services (FSS); and
- Would benefit from a home visiting program focused on parenting and child development

### **Service Activities:**

Services may continue up to six (6) months after DHS, VCM, or FSS case closure.

- Comprehensive assessment of children's and parents' strengths and needs, including parents' ability to protect children
- Linkage and coordination with appropriate community resources to facilitate services
- Parental life skills training, such as parenting education, understanding the dynamics of abuse, building child protective abilities, understanding child development stages, and enhancing child management skills
- Counseling services, therapeutic interventions, and support services
- Skill building, including communication skills, problem solving skills, coping skills, and behavior management training
- Home visiting, including the development of a Family Support Plan (FSP); coordination of services by the Clinical Specialist, Family Health Specialist (RN), and Family Support Worker; and promoting positive parent-child interaction and a positive environment for child development
- Home visits to follow up on information and referral activities and family and child development issues
- Identification, assessment, and monitoring of the health status and health care needs, including pre-natal care, immunizations, regular check-ups, dental care, nutrition, and hygiene

**Geographic Coverage:** See below

**PROVIDERS:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>  | <b>PHONE</b>   | <b>FAX</b>            |
|------------------------|--|----------------|-----------------------|
| East Hawaii            | Child and Family Service   | (808) 935-2188 | (808) 961-2073        |
| West Hawaii            | Family Support Services of West Hawaii                                 | (808) 326-7778 | (808) 334-4134        |
| Kauai                  | Child and Family Service   | (808) 245-5914 | (808) 245-8040        |
| Lanai                  | Maui Family Support Services, Inc.                                     | (808) 565-7484 | (808) 565-7484 ext.51 |
| Maui                   |  | (808) 242-0900 | (808) 249-2800        |
| Molokai                |  | (808) 553-8114 | (808) 553-8115        |
| Oahu                   | Leeward - Child and Family Service                                     | (808) 681-3500 | (808) 681-6353        |
|                        | Honolulu, Windward, North Shore - Parents and Children Together (PACT) | (808) 841-2245 | (808) 842-9604        |



## **HUMAN TRAFFICKING SERVICES (HTS)**

### **Purpose:**

To support suspected or identified victims of human trafficking to safely leave the trafficking situation and to assist them in addressing their immediate and long-term needs

### **Goals:**

To provide victim-centered, trauma-informed services that are individualized and responsive to the needs, values, culture, and gender identity of the victim to support victim safety, health, and wellbeing

### **Target Population:**

- Children and young adults under the age of 21 referred by Child Welfare Services (CWS) and Voluntary Case Management (VCM) as suspected or identified victims of human trafficking
- Parents/guardians/caregivers of suspected or identified victims of human trafficking referred by CWS or VCM

### **Service Activities:**

- 24/7 crisis response, including:
  - Telephone consultation for CWS/VCM staff
  - Face-to-face contact with suspected or identified victim as soon as possible and no later than six (6) hours from initial contact for a human trafficking assessment and safety planning (24 hours for Molokai and Lanai)
  - Crisis intervention, including emergency safety planning and facilitated linkages to meet the victim's immediate needs, such as food, clothing, shelter, medical/mental health services, forensic examinations/interviews, etc., as appropriate
- 24/7 intake by telephone
- Face-to-face contact with suspected or identified victim within six (6) hours for assessment and safety planning (24 hours for Molokai and Lanai)
- Human trafficking assessment
- Case management, including strengths/needs assessment, referral services, safety/service/discharge planning
- Trauma assessment and referral for treatment, as appropriate
- Service coordination with CWS, VCM, and multi-agency team members, as appropriate, including convening a multi-agency team meeting within 30 days of referral to develop a coordinated service and safety plan
- Individual counseling
- General support and advocacy
- Mentorship, as appropriate

- Services for parents/guardians/caregivers of suspected or identified victims, including:
  - Information on the impact of human trafficking on victims
  - Guidance on dealing with the effects of trauma, including appropriate interventions and responses to maladaptive behaviors
  - Psychoeducation on the dynamics of human trafficking, including indicators and risk factors
  - Group training sessions for parents/guardians/caregivers at least once per year in each of the major geographic areas (Hilo, Kona, Maui, Kauai, Honolulu, and Kapolei)

**Geographic Area:** Statewide

**Provider:**

| GEOGRAPHIC AREA | AGENCY   | PHONE          | FAX            |
|-----------------|--|----------------|----------------|
| Statewide       | Susannah Wesley Community Center<br>Subcontractors:<br>Hale Kipa - Hawaii, Kauai, Oahu<br>PACT- Maui, Oahu<br>Ola Hou Clinic - (Statewide) | (808) 721-9614 | (808) 847-0787 |

## **INDEPENDENT/INTERDEPENDENT LIVING (IL)/HIGHER EDUCATION (HE)/and IMUA KAKOU (IK) SERVICES**

### **Purpose:**

To provide voluntary care services to adolescents and young adults who are in or have exited foster care to support their well-being, permanency connections/goals, and transition to adulthood

### **Goals:**

To support the well-being, healthy development, permanency connections/goals, and transition to adulthood of young people currently or formerly in foster care by increasing protective factors and resilience, decreasing risk factors, developing independent living skills, and fostering connections to community resources and supportive people

### **Target Population:**

- Young people, ages 12-17, in foster care/out-of-home placement and under the placement responsibility of the DHS, including those with reunification or other permanency goals
- Young adults, ages 18-26 (up to the 27<sup>th</sup> birthday), who were in foster care placement and under the placement responsibility of the DHS and who:
  - Exited foster care under the placement responsibility of the DHS; or
  - Were adopted or entered legal guardianship
- Young adults, ages 18-26 (up to the 27<sup>th</sup> birthday), who were in foster care placement and under the placement responsibility of other states

### **Service Activities (dependent upon the target population):**

- Assessment of the young adult's life skills
- Individualized Case Plan establishing goals pertaining to education, employment, financial literacy and management, physical/spiritual/emotional/mental health, counseling, housing, daily living, young adult engagement, documentation, family connections and social capital, cultural connections, and transportation
- Case management services to monitor and assist with services according to the case plan; incorporate young adults in the development, implementation, and evaluation of all program services; conduct initial and ongoing assessments; and provide information and support for court hearings
- Service coordination by working collaboratively with the work group to identify and address issues affecting the target group, participating in trainings, evaluate service delivery, etc.
- Courtesy supervision
- Information and referral services

**Geographic Coverage:** See below

**PROVIDERS:**

| <b>GEOGRAPHIC<br/>AREA</b> | <b>AGENCY</b>  | <b>PHONE</b>              | <b>FAX</b>     |
|----------------------------|--|---------------------------|----------------|
| East Hawaii                | The Salvation Army - Family<br>Intervention Services | (808) 959-5855            | (808) 959-2301 |
| West Hawaii                | The Salvation Army - Family<br>Intervention Services | (808) 323-8081            | (808) 331-1679 |
| Kauai                      | Hale 'Opio   | (808) 245-2873            | (808) 245-6957 |
| Lanai, Maui, Molokai       | Maui Youth and Family<br>Services, Inc.              | (808) 579-8414            | (808) 579-8426 |
| Oahu                       | Hale Kipa, Inc.                                      | (808) 589-1829<br>ext.202 | (808) 680-9108 |

## **INFANTS/TODDLERS WITH SPECIAL HEALTH CARE NEEDS** **(ITSHCN)**

### **Purpose:**

To provide specialized supervision and foster care for drug-exposed and other medically-fragile infants and toddlers in specially-trained resource homes on Oahu until the infant or toddler is able to transition to less intensive care by returning home or being placed in other substitute placements if there are no plans for reunification

### **Target Population:**

Children from birth through age three (3) who are under the placement responsibility of the DHS and need specialized supervision and care because of complex medical conditions

### **Service Activities:**

Intensive supervision and services are to be provided for up to one (1) year until the infant or toddler is able to be reunified with his/her family or be placed for adoption or in other substitute placement which requires less intensive care, including:

- 24-hour specialized care
- Meals and adequate living and sleeping accommodations
- Transportation for essential medical/other collateral services required for the infant/toddler
- Collateral contacts with medical personnel & other community resources as needed.
- Development of an individualized, comprehensive treatment plan
- Resource parent recruitment, screening, development, licensing, and specialized training
- Monitoring and supervision of the infant's/toddler's care in resource homes and regular follow-up to assure that involved parties are following the prescribed plan and to gauge the success of the plan's implementation
- Ongoing professional counseling, consultation, and supportive services to the foster parents, including regular home visits with the foster parents, support meetings, and planned in-service training.
- Crisis intervention services as needed to assist the foster parent in serving the infant/toddler
- Arranging medical care or other consultant services
- Mentoring of the infant's/toddler's biological parent(s)/caregiver(s) by the resource family to promote bonding and child caring skills, as appropriate
- Counseling and support services to natural families or designated caregivers
- Coordination of visits with natural families or designated caregivers
- 90 days of follow up services to the infant's/toddler's parent(s)/caregiver(s) upon discharge from the program

- Short-term services for up to six (6) months, including:
  - In-home support services for active CWS families when infants/toddlers are discharged directly from the hospital to the home of the biological parents or caregivers
  - Appropriate service transitions for infants/toddlers and their biological parents/caregivers to other service providers/community agencies, as applicable

**Geographic Coverage:** Oahu

**PROVIDER:**

| GEOGRAPHIC AREA | AGENCY                    | PHONE          | FAX            |
|-----------------|---------------------------|----------------|----------------|
| Oahu            | Catholic Charities Hawaii | (808) 524-4673 | (808) 524-4629 |

## **INTENSIVE HOME-BASED SERVICES (IHBS)**

### **Purpose:**

To promote the safety, permanency, and wellbeing of children and families by addressing the range of family system problems that place children at risk of child abuse and neglect or result in maltreatment.

### **Goals:**

There are three broad outcome domains in the continuum of child welfare services: safety, permanency, and child and family well-being. Additionally, the principles of family-centered and strengths/needs-based practice are important elements in service provision.

### **Target Population:**

- Children who are reported to Child Welfare Services (CWS) as being harmed or threatened with harm by a family member
- Families with children at risk of abuse and/or neglect who are referred by CWS, Voluntary Case Management (VCM), or Family Strengthening Services (FSS)

### **Service Activities:**

- Utilizes the HOMEBUILDERS® Model of Intensive Family Preservation Services provides intensive, in-home crisis intervention, counseling, and life skills for families at imminent risk of placement or who have children in placement who cannot be reunified without intensive services.

**Geographic Coverage:** See below

### **PROVIDERS:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>             | <b>PHONE</b>   | <b>FAX</b>     |
|------------------------|---------------------------|----------------|----------------|
| East Hawaii            | P.A.R.E.N.T.S., Inc.      | (808) 934-9552 | (808) 934-9553 |
| West Hawaii            | Catholic Charities Hawaii | (808) 327-2740 | (808) 327-2749 |
| Oahu                   | Catholic Charities Hawaii | (808) 527-4618 | (808) 527-4619 |

## **INTRA-FAMILIAL SEXUAL ABUSE TREATMENT SERVICES** **(IFSATS)**

### **Purpose:**

Provide comprehensive assessment and treatment services to families/caregivers whose children are victims of intra-familial sex abuse

### **Goals:**

- To ensure and promote the child victim's and family's safety by strengthening protective factors and capacity, increasing understanding the dynamics of sex abuse, and developing a personal safety plan
- To hold offenders accountable for their actions, engage them to make positive behavioral changes, and to prevent re-abuse or risk of sexual abuse of the child by the parent/caretaker

### **Target Population:**

Families referred by Child Welfare Services (CWS), Voluntary Case Management (VCM), or Family Strengthening Services (FSS) who require services to address intra-familial sex abuse, including:

- Child victims of intra-familial sexual abuse
- Non-offending spouses, partners, and caregivers
- Adult offenders
- Sexually reactive youth
- Siblings at risk
- Adults molested as children

### **Service Activities:**

- Assessments, including psychosexual evaluations when requested by CWS or determined appropriate by the provider
- Polygraphs initially and at least once every six (6) months for adult offenders to assess compliance with treatment and supervision conditions and as appropriate for sexually reactive youth
- Individual service plans
- Group treatment, including:
  - Education, skill building, support, and self-help for pre-teen victims, teen victims, non-abusive spouses/caregivers, and siblings
  - Adult offender groups for at least one-and-a-half to three (1.5-3) hours per week as the primary mode of intervention to hold the offender solely responsible for the abuse and promote positive behavioral changes to prevent re-abuse
  - Separate treatment groups for pre-teen sexually reactive youth and teen sexually reactive youth to provide age-appropriate psycho-education regarding culturally



and developmentally inappropriate behaviors and the impact of the sex abuse on the victim

- Individual therapeutic/clinical counseling services to augment group curriculum and/or to address crisis or other personal situations that impeded the individual's achievement of identified goals
- Family therapy:
  - With the non-offending spouse/caregiver, victim, and siblings to improve communication and strengthen bonding, empathy, and protective capacity
  - With the family when the reunification is being considered and is in the best interest of the victim; services shall begin without the offender
  - To assist the family in dealing with feelings of grief, loss, or guilt and the establishment of new roles when reunification is not the goal
- Therapeutic Visits
- Progress reports for adult offenders and sexually reactive youth every three (3) months, at minimum
- Discharge and safety plans

**GEOGRAPHIC COVERAGE:** See below

**PROVIDERS:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>            | <b>PHONE</b>   | <b>FAX</b>     |
|------------------------|--------------------------|----------------|----------------|
| East Hawaii            | Child and Family Service | (808) 935-2188 | (808) 961-2073 |
| West Hawaii            | Child and Family Service | (808) 323-2664 | (808) 323-2999 |
| Kauai                  | YWCA of Kauai            | (808) 245-5959 | (808) 245-5961 |
| Lanai, Maui, Molokai   | Child and Family Service | (808) 877-6888 | (808) 877-6860 |
| Oahu                   | Child and Family Service | (808) 543-8494 | (808) 599-5711 |

## **KAUAI DROP-IN CENTER (KDIC)**

### **Purpose:**

To strengthen, support, and preserve families who are in crisis or are at risk for child abuse and neglect

### **Goals:**

- To provide assistance to families in need so that children may be cared for, as much as possible, in their own home or in the homes of relatives of other kin
- To promote the formation and maintenance of stable families through family strengthening initiatives

### **Target Population:**

Families with children under age 18 who live on Kauai and who are:

- Referred by Child Welfare Services (CWS), Voluntary Case Management (VCM) Services, or Family Strengthening Services (FSS);
- Referred by other social service agencies, schools, or hospitals; or
- Self-referred/walk-in families not known to CWS, VCM, or FSS

### **Service Activities:**

- Intake and assessment of risk, strengths, competencies, and needs
- Information and referral
- Crisis intervention, mediation, and individual/couples/family/group counseling
- Resources to meet basic needs
- Collaboration with other services providers
- Outreach services
- Childcare
- Referral to CWS if too high risk or incident of abuse/neglect occurs

**Geographic Coverage:** Kauai (See also Neighborhood Place Services and Promoting Safe and Stable Families-Upper Puna for statewide services)

### **PROVIDERS:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>        | <b>PHONE</b>   | <b>FAX</b>     |
|------------------------|----------------------|----------------|----------------|
| East Kauai             | Blueprint for Change | (808) 821-2520 | (808) 821-0625 |
| West Kauai             | Blueprint for Change | (808) 338-0252 | (808) 338-0403 |

## **LANAI INTEGRATED SERVICES SYSTEM (LISS)**

### **Purpose:**

To provide a flexible, seamless, coordinated array of service activities with a single point of entry that will enhance service delivery in areas with limited resources

### **Goals:**

- To prevent child maltreatment among families at risk through the provision of supportive family services
- To assure children's safety within the home and preserve families in which children have been maltreated when the family's problems can be treated effectively
- To address the problems of families whose children have been placed in foster care so that permanency may occur in a safe, stable, and timely manner
- To support adoptive families by providing support services as necessary so that they can make a lifetime commitment to their children

### **Target Population:**

- Families with children at risk of abuse and/or neglect who are referred by Child Welfare Services (CWS), other service providers/community agencies, or are self-referred
- Children who are reported to CWS as being harmed or threatened with harm by a family member
- Resource caregivers providing out-of-home care to children who have been harmed or threatened with harm, who are under the jurisdiction of the Department of Human Services (DHS), and who require services to maintain or preserve out-of-home placement
- Families who have assumed legal guardianship or permanent custody or adopted children who have been under the jurisdiction of the DHS

### **Service Activities (settings may include in-home, community, individualized, or group and include:**

- **Service assessments** to evaluate the individual's strengths, needs, and ability to protect children, and to determine appropriate services
- **Individualized program planning** that provides each family clear goals, objectives, services/interventions, ongoing feedback, and progress reports
- **Comprehensive Counseling and Support Services (CCSS)** for CWS families and families served by VCM Services and FSS as needed and available, including:
  - Crisis intervention/management;
  - Counseling/clinical therapy;
  - 'Ohana Time/Visitation Supervision Services;

- Individual and group skill building;
- Childcare during client services/court hearings/court-related activities; and
- Transportation services for medical appointments, therapy appointments, court hearings, unsupervised/supervised visits, and other identified needs.
- **Voluntary Case Management (VCM) Services** for children and families identified as moderate/moderately high risk, including case management, coordination of service referrals, monthly face-to-face contact with family members, and monitoring for up to 12 months.
- **Family Strengthening Services (FSS)** for children and families referred by CWS and identified as low risk and families that self-refer, including face-to-face contact with family members, individual and group skill building, information and linkage to community resources, coordination, and short term outreach services for up to six (6) months.
- **Post-Permanency Services (PPS)** for families who have adopted or assumed permanent custody/legal guardianship of children who are victims of or at risk of child abuse and/or neglect, including family support services, family preservation services, adoption promotion and support, monthly face-to-face contact with family members, information and referral, and individual and group skill building.
- **Community Outreach and Resource Centers** to provide education and outreach sessions to CWS staff and the community.

**Geographic Coverage:** Lanai

**PROVIDER:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>                        | <b>PHONE</b>   | <b>FAX</b>     |
|------------------------|--------------------------------------|----------------|----------------|
| Lanai                  | Parents and Children Together (PACT) | (808) 565-9191 | (808) 565-7168 |

## **LEGAL SERVICES FOR IMMIGRANTS EXPERIENCING DOMESTIC VIOLENCE**

### **Purpose:**

To provide expeditious legal and advocacy services to immigrant survivors of domestic violence in or eligible to stay in domestic violence crisis shelters in Hawaii administered by the Department of Human Services (DHS)

### **Goals:**

To help immigrant survivors of domestic violence in domestic violence shelters or eligible to stay in domestic violence shelters to achieve safety, emotional stability, and financial independence to reduce their stay in shelters and transition to the community

### **Target Population:**

Immigrants who have experienced domestic violence and are in need of legal and advocacy services to achieve safety and independence

### **Service Activities:**

- Evaluate immigrant survivors to determine the services needed to achieve independence
- Develop a specific 90-day advocacy service plan with the immigrant survivor
- Provide advocacy services pertaining to vocation, legal issues, immigration, benefits, health, and housing
- Coordinate with other providers to prevent duplication of services

**Geographic Coverage:** Statewide

### **PROVIDER:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>               | <b>PHONE</b>                                      | <b>FAX</b>     |
|------------------------|-----------------------------|---|----------------|
| Statewide              | Legal Aid Society of Hawaii | Oahu: (808) 536-4302<br>Toll Free: (800) 499-4302 | (808) 527-8088 |

## **LEGAL SERVICES IN DOMESTIC VIOLENCE SHELTERS**

### **Purpose:**

To provide expeditious legal and advocacy services to survivors of domestic violence in or eligible to stay in domestic violence crisis shelters in Hawaii administered by the Department of Human Services (DHS)

### **Goals:**

To help survivors of domestic violence in domestic violence shelters or eligible to stay in domestic violence shelters to achieve safety, emotional stability, and financial independence to reduce their stay in shelters and transition to the community

### **Target Population:**

Survivors who have experienced domestic violence and are in need of legal and advocacy services to be safe and support independence

### **Service Activities:**

- Evaluate survivors to determine the services needed to achieve independence
- Develop a specific 90-day advocacy service plan with the survivor
- Provide advocacy services pertaining to vocation, legal issues, benefits, health, and housing
- Coordinate with other providers to prevent duplication of services

**Geographic Coverage:** Hawaii, Kauai, Lanai, Maui, Molokai

### **PROVIDER:**

| <b>GEOGRAPHIC<br/>AREA</b>             | <b>AGENCY</b>                  | <b>PHONE</b>              | <b>FAX</b>     |
|--|--------------------------------|---------------------------|----------------|
| Hawaii, Kauai, Lanai,<br>Maui, Molokai | Legal Aid Society of<br>Hawaii | Toll Free: (800) 499-4302 | (808) 527-8088 |

## **MOLOKAI INTEGRATED SERVICES SYSTEM (MISS)**

### **Purpose:**

To provide a flexible, seamless, coordinated array of service activities with a single point of entry that will enhance service delivery in areas with limited resources

### **Goals:**

- To prevent child maltreatment among families at risk through the provision of supportive family services
- To assure children's safety within the home and preserve families in which children have been maltreated when the family's problems can be treated effectively
- To address the problems of families whose children have been placed in foster care so that permanency may occur in a safe, stable, and timely manner
- To support adoptive families by providing support services as necessary so that they can make a lifetime commitment to their children

### **Target Population:**

- Families with children at risk of abuse and/or neglect who are referred by Child Welfare Services (CWS), other service providers/community agencies, or are self-referred
- Children who are reported to CWS as being harmed or threatened with harm by a family member
- Resource caregivers providing out-of-home care to children who have been harmed or threatened with harm, who are under the jurisdiction of the Department of Human Services (DHS), and who require services to maintain or preserve out-of-home placement
- Families who have assumed legal guardianship or permanent custody or adopted children who have been under the jurisdiction of the DHS

### **Service Activities (settings may include in-home, community, individualized, or group):**

- **Service assessments** to evaluate the individual's strengths, needs, and ability to protect children, and to determine appropriate services
- **Individualized program planning** that provides each family clear goals, objectives, services/interventions, ongoing feedback, and progress reports
- **Comprehensive Counseling and Support Services (CCSS)** for CWS families and families served by VCM Services and FSS as needed and available, including:
  - Crisis intervention/management;

- Counseling/clinical therapy;
  - ‘Ohana Time/Visitation Supervision Services;
  - Individual and group skill building;
  - Childcare during client services/court hearings/court-related activities; and
  - Transportation services for medical appointments, therapy appointments, court hearings, unsupervised/supervised visits, and other identified needs.
- **Voluntary Case Management (VCM) Services** for children and families identified as moderate/moderately high risk, including case management, coordination of service referrals, monthly face-to-face contact with family members, and monitoring for up to 12 months
  - **Family Strengthening Services (FSS)** for children and families referred by CWS and identified as low risk and families that self-refer, including face-to-face contact with family members, individual and group skill building, information and linkage to community resources, coordination, and short-term outreach services for up to six (6) months
  - **Post-Permanency Services (PPS)** for families who have adopted or assumed permanent custody/legal guardianship of children who are victims of or at risk of child abuse and/or neglect, including family support services, family preservation services, adoption promotion and support, monthly face-to-face contact with family members, information and referral, and individual and group skill building
  - **Community Outreach and Resource Centers** to provide education and outreach sessions to CWS staff and the community

**Geographic Coverage:** Molokai

**PROVIDER:**

| GEOGRAPHIC AREA | AGENCY                   | PHONE          | FAX            |
|-----------------|--------------------------|----------------|----------------|
| Molokai         | Child and Family Service | (808) 553-5529 | (808) 553-4287 |



## **MULTI-DISCIPLINARY TEAM (MDT) AND CONSULTATION SERVICES**

### **Purpose:**

To provide professional consultation and team decision-making in coordination with the Department of Human Services (DHS) regarding medical, mental health, psychosocial, and legal issues relating to intervention, planning, and service provision for selected Child Welfare Services (CWS) families

### **Goals:**

- To reduce the recurrence of child abuse and/or neglect
- To reduce the incidence of child abuse and/or neglect in foster care
- To increase permanency for children in foster care
- To reduce the time children are in foster care until reunification without increasing their re-entry into care

### **Target Population:**

- Children and families involved in CWS and referred by CWS workers
- CWS workers who request diagnostic and consultative services regarding children and families referred to CWS due to harm or threat of harm to the children

### **Service Activities:**

- Conduct a multidisciplinary assessment of the family to determine if maltreatment occurred, assess the risk for continued maltreatment, assess family progress for reunification or termination of parental rights, and assess the needs of children in permanency situations
- Conduct a review of child deaths that may be related to child abuse or neglect that occurred while CWS was involved with the family or if there are other siblings who may be at risk
- Provide a preliminary report on the same day as the conference and provide the finalized conference report within 10 business days of the conference
- Provide medical record reviews, consultation, and written reports of the consultation by a Pediatrician and/or Nurse Practitioner on medical information, interpretations, and findings
- Provide consultation to CWS staff and other medical professionals involved with CWS clients in the area of the member's expertise to assist with serving the families, including initial and follow up assessments and consultations for CWS when children need to be hospitalized due to maltreatment
- Provide court testimony as a qualified child abuse and neglect expert in their respective field
- Provide comprehensive medical evaluation and written reports to the DHS and primary care physician as applicable

- Provide psychotropic medication monitoring by a Nurse Practitioner at the highest level, with a specialty or significant experience in pharmaceuticals, or an Advanced Practice Registered Nurse (APRN), including:
  - Offering consultation regarding the medication's purpose, side effects, potential drug interactions, and risks if medication is not taken as prescribed to the youth, CWS worker, resource caregiver, and anyone else deemed appropriate by CWS
  - Reviewing records of youths taking psychotropic medications to ensure that medications are aligned with the diagnosis and to identify red flags that indicate a need for intervention
  - Working with CWS to ascertain which cases need consultation and oversight
  - Conducting monthly reviews of the list of children and youth and call a conference when deemed necessary to review relevant data

**Geographic Coverage:** Statewide

**PROVIDER:**

| GEOGRAPHIC AREA | AGENCY                   | PHONE          | FAX            |
|-----------------|--------------------------|----------------|----------------|
| Statewide       | Child and Family Service | (808) 748-3106 | (808) 748-3148 |

## **NEIGHBORHOOD PLACE SERVICES (NPS)**

### **Purpose:**

Neighborhood Place Services were established under Act 302 of the 1996 Hawaii State Legislature under the guidance of the Blueprint for Change Task Force to develop a family-centered, community-driven, social service delivery model. The Neighborhood Place Services provides a safe and healthy environment for Hawaii's children and their families through a consortium of public and private agencies to deliver coordinated services to the target population.

### **Goals:**

- To provide assistance to families in need so that children may be cared for, as much as possible, in their own home or in the homes of relatives of other kin
- To promote the formation and maintenance of stable families through family strengthening initiatives

### **Target Population:**

- Families with children at risk of child abuse/neglect who request services to support and strengthen their families and decrease the risk of child abuse/neglect
- Families with children identified by Neighborhood Places to be at risk of child abuse/neglect and who are not known to CWS but need services to support and strengthen their families
- Families assessed by CWS and have unconfirmed findings of child abuse/neglect but need supportive services to prevent child abuse/neglect
- Families referred to CWS and not accepted for CWS investigation but are assessed to need supportive services
- Families assessed by CWS and confirmed for child abuse/neglect but needing no more than six (6) months of supportive services after the CWS case is closed

### **Service Activities:**

- Intake and assessment of risk, strengths, competencies, and needs
- Information and referral
- Individualized Program Plan (IPP)
- Case management
- Crisis intervention
- Informal counseling and anger management
- Parent support groups
- Parenting education about early childhood development
- Parent-child interaction and socialization activities
- Follow-up contact with families six (6) months after case closure
- Referral to CWS if too high risk or incident of abuse/neglect occurs

**Geographic Coverage:** See below (See also Kauai Drop-in Center)

**PROVIDERS:**

| <b>GEOGRAPHIC AREA</b>                           | <b>AGENCY</b>        | <b>PHONE</b>   | <b>FAX</b>     |
|--|----------------------|----------------|----------------|
| East Hawaii- Neighborhood<br>Place of Puna       | Blueprint for Change | (808) 965-5550 | (808) 965-5109 |
| West Hawaii-<br>Neighborhood Place of<br>Kona    | Blueprint for Change | (808) 331-8777 | (808) 331-8774 |
| Maui- Neighborhood Place<br>of Wailuku           | Blueprint for Change | (808) 877-6888 | (808) 877-6860 |
| Central Oahu-<br>Neighborhood Place of<br>Kalihi | Blueprint for Change | (808) 841-6177 | (808) 841-1779 |
| West Oahu- Neighborhood<br>Place of Waianae      | Blueprint for Change | (808) 696-4598 | (808) 697-1502 |

## **‘OHANA CONFERENCING SERVICES (OC)**

### **Purpose:**

- ‘Ohana Conferencing: To provide families who are engaged in Child Welfare Services (CWS) an opportunity to devise and implement an individualized plan and agreement through the use of a family group decision making model
- Youth Circles: To provide youth who are transitioning from foster or permanent care into independent living an opportunity to devise and implement an individualized plan and agreement through the use of a family group decision making model
- Family Finding/Family Connections: To help connect foster youth with family and kin and assist in creating lasting and supportive family relationships
- Project First Care (PFC) Facilitation: To facilitate meetings, communication, and the creation of service and visitation plans among resource families, birth parents, the Department of Human Services (DHS) social workers, and other major stakeholders, who are all part of a Project First Care placement
- Youth Partners
- Parent Partner
- HIHOPES

### **Goals:**

The goals are comprised of three broad outcome domains in the continuum of child welfare services: safety, permanency, and child and family well-being. In administering and conducting the service activities of this contract, the safety of children is of paramount concern. Service activities are family-centered and strengths-based.

### **Target Population:**

Children and families reported to the DHS as harmed or threatened with harm by a family member as follows:

- Families in need of family decision making (‘Ohana Conferencing), Family Finding, Family Connection-building, and related services
- Children and youth, ages 0-19, in need of Family Finding, Family Connection-building, and related services
- Youth in foster care or residential treatment settings in Hawaii or in another state, ages 14-18, or older through a Family Court order for extended jurisdiction, who may be empowered by participating in their own case planning and/or in learning self-sufficiency
- Children in foster care with the DHS who require a specially identified and trained PFC home; PFC Infants Program (children ages zero to three (0-3))
- Former foster youth, ages 18-26, who:
  - Are in Extended or Voluntary Foster Care through Imua Kakou (to age 21);
  - Are enrolled in Higher Ed and in an Independent Living Program (through age 26); and/or

- Need information and referral services, including former foster youth who transitioned out of foster care without a legal permanent or permanency family and former foster youth who were reunified and/or are from another state

### **Service Activities:**

- ‘Ohana Conferencing:
  - Accept referrals from CWS staff, PFC, Crisis Response Team, Court Appointed Special Advocates (CASA), Guardian-ad-Litem (GALs), family members, and others
  - Contact family members to arrange, convene, and facilitate the conference
  - Assist with the Individualized Family Agreement Plan, as developed by the family and the DHS social worker, at the conclusion of the conference
  - Facilitate adoption, legal guardianship proceedings, or change of custody for children who are the DHS’ placement responsibility under Hawaii Revised Statute 587
- Youth Circles:
  - Accept referrals from CWS staff
  - Contact youth and desired participants to arrange, convene, and facilitate the Circle meeting
  - Assist with the creation of an individualized transition plan 90 days prior to the youth’s 18<sup>th</sup> birthday
  - Develop/foster communication between the youth and the Circle of Support
  - Collaboration/coordination with other youth-serving community organizations, service providers, and DHS initiatives and programs, including identification of and outreach and support for youth participation in service programs
- Family Finding/Family Connections:
  - Conduct case mining, internet searches, and facilitation of new family contact
  - Provide case management support to assure family meetings/activities and to build family connections between child/youth and newly identified relatives/kin
  - Provide continued support/facilitation of a consortium of non-governmental agencies that provide family finding services, adoptive home recruitment, placement and support for children in permanent custody with the DHS
- Project First Care Facilitation:
  - Facilitate initial and follow-up meetings
  - Facilitate development of plans related to services, family time, visitation , and other topics as appropriate
  - Complete of referrals for related services

**Geographic Coverage:** Statewide

**PROVIDER:**

| <b>GEOGRAPHIC<br/>AREA</b> | <b>AGENCY</b>  | <b>PHONE</b>   | <b>FAX</b>     |
|----------------------------|--|----------------|----------------|
| Statewide                  | Effective Planning and Innovative<br>Communications, Inc. (EPIC)<br>a.k.a. EPIC ‘Ohana, Inc. | (808) 838-7752 | (808) 838-1653 |

## **PERMANENCY SUPPORT SERVICES (PSS)**

### **Purpose:**

To provide placement and stability services for children and families under the Interstate Compact on the Placement of Children (ICPC), as well as services to enhance the stability of adoptions and guardianships for non-ICPC children and families in Hawaii

### **Goals:**

- To ensure the safety of children by making informed permanency decisions and enhancing the monitoring of child and family wellbeing and service compliance
- To prevent abuse/neglect or further abuse/neglect of youths unable to protect their own interest
- To prevent unnecessary family breakup or prolonged separation of children from parents by providing services aimed at strengthening family functioning
- To achieve permanency and safety for children who are unable to safely remain with their own natural families by providing children with adoption, guardianship, long-term relative placement, or long-term foster care

### **Target Population:**

- Children under the court jurisdiction of Hawaii or another state who require the services of the ICPC
- Children and their adoptive or permanent families in Hawaii who are in need of permanency support services

### **Service Activities:**

#### **Incoming Referrals for ICPC:**

- Ensure that the provisions of Hawaii Revised Statute 350-E, Interstate Compact on the Placement of Children (ICPC), are carried out for children under another state's legal jurisdiction
- Act on behalf of the DHS and completing written home studies on incoming referrals within 60 days (except for Molokai and Lanai, which are done by CWS)
- Act on behalf of the DHS by providing courtesy supervision services for children under another State's jurisdiction who have been placed in Hawaii (except for Molokai and Lanai, which are done by CWS), including:
  - Supervision of the child's placement
  - Crisis intervention services as needed
  - Individual and family counseling as deemed appropriate
  - Information and referral services, supportive services, and advocacy
  - Monitoring of the family's compliance with the service plan, if applicable
  - Emergency placements of children away from their caretakers, if needed
  - Coordination of case plans with the other state's local unit
  - Provision of child protective services, if necessary



- Arranging for the child's return to the home state, should a placement fail
- Providing written, quarterly progress reports to the home state
- Maintain individual case records and complete ICPC forms, as appropriate.

Outgoing Referrals:

- Process all requests to place children out-of-state:
  - Ensure that the packet contains all required documents; the placement request is consistent with identified permanency goal, case plan, and best interest of the child(ren); and referrals are forwarded to the Compact Administrator in the receiving states in accordance with the timeframes and methods set out in the Compact
  - If the REG 7 request/documentation is insufficient, request the additional information from the referring worker within two (2) business days of receipt of the REG 7 request
- Maintain communication with the receiving state to ensure that documentation, timeframes, and recommendations are appropriate

Interstate Compact on Adoption and Medical Assistance (ICAMA):

- Receive all ICAMA applications for adoption and guardianship children who have relocated to Hawaii and are eligible for continued medical assistance
- Maintain a database to log and track referrals received and input information into the AAICAMA website
- Fax the ICAMA 7.00 to MedQuest to initiate medical coverage

Permanency Strengthening Services (PSS):

Provide family support, family preservation, and adoption promotion/support through:

- Face-to-face contact with the family within five (5) working days of the referral, monthly contacts, and follow-up
- Information and referral services
- Assessment of resources and supports, needs, and services
- Individualized Program Plan (IPP)
- Case management
- In-home crisis intervention
- Counseling
- Individual and group skill building

**Geographic Coverage:** Statewide, except for Lanai/Molokai Incoming ICPC (home studies and case management)

**PROVIDER:**

| <b>GEOGRAPHIC AREA</b>   | <b>AGENCY</b>                | <b>PHONE</b>   | <b>FAX</b>     |
|--|------------------------------|----------------|----------------|
| ICAMA/PSS: Statewide<br>ICPC: Statewide, except Molokai<br>and Lanai | Catholic Charities<br>Hawaii | (808) 524-4673 | (808) 524-4629 |

## **PROMOTING SAFE AND STABLE FAMILIES SERVICES (PSSF)**

### **Purpose:**

To ensure child safety, promote family strength and stability, and enhance parental functioning in the Ka'u area of the island of Hawaii

### **Goals:**

- To strengthen and preserve families at risk for child abuse and neglect
- To prevent unnecessary separation of children from their families, to improve the quality of care and services to children and their families, and to ensure permanency for children

### **Target Population:**

Families and children in the Ka'u area of the island of Hawaii who are:

- Active in Child Welfare Services (CWS) cases and referred by CWS, or referred by other professional agencies if capacity allows
- Victims of or are at risk for child abuse and/or neglect

### **Service Activities:**

- Assessment
- Coordination/linkage to services
- Individual Program Planning (IPP)
- Case management
- Counseling services
- Parental life skills groups
- Outreach services, including parenting instruction, role modeling, budgeting, nutrition, literacy, in-home visits, and practical life skills instruction

**Geographic Coverage:** Ka'u area of the island of Hawaii (See also Kauai Drop-in Center and Neighborhood Places for statewide services)

### **PROVIDER:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b> | <b>PHONE</b>   | <b>FAX</b>     |
|------------------------|---------------|----------------|----------------|
| East Hawaii            | Parents, Inc. | (808) 934-9552 | (808) 934-9553 |

## **PSYCHOLOGICAL EVALUATIONS, MENTAL HEALTH ASSESSMENTS, AND CONSULTATION SERVICES**

### **Purpose:**

To provide Psychological Evaluations, Mental Health Assessments, and Consultation Services to assist Child Welfare Services (CWS) and, in some cases, Voluntary Case Management (VCM) and Family Strengthening Services (FSS) staff with preparation and participation in judicial proceedings and development of the case plan

### **Goals:**

- Ensure the health, safety, and wellbeing of children
- Make informed case decisions
- Enhance the design of services

### **Target Population:**

- Psychological Evaluations: Children, adults, and families involved with CWS and referred by CWS workers
- Mental Health Assessments: Children, adults, and families in CWS, VCM, or FSS and referred by the CWS, VCM, or FSS workers

### **Service Activities:**

- Review and incorporate available social history, evaluations and assessments, and other relevant data
- Conduct a face-to-face evaluation/assessment within 30 days of the referral using appropriate methods, instruments, and interviews
- Provide interpretation of evaluation directly to subject upon request
- Formulate a clinical summary, including the individual's strengths and weaknesses, diagnostic impression, and recommendations
- Deliver court testimony pertaining to any work performed on CWS cases
- Provide consultative services to:
  - Assist CWS, VCM, or FSS staff understand the evaluation, necessity of services, etc.
  - Assist other professionals involved in the case to understand the parent or child's condition and functioning for the integrated coordination of care

**Geographic Coverage:** Statewide

### **PROVIDER:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>          | <b>PHONE</b>   | <b>FAX</b>     |
|------------------------|------------------------|----------------|----------------|
| Statewide              | Family Programs Hawaii | (808) 521-9531 | (808) 521-2000 |

**RECEIVING HOME**  
**a.k.a. MA'ILI RECEIVING HOME, HO'OMALU O NA KAMALI'I**

**Purpose:**

The Department of Human Services (DHS) requires an emergency placement that will serve as a receiving home and assessment center on the Waianae Coast for children who have been harmed or threatened with harm, and are in need of a temporary home. The effort is to keep the children in their own community and school, lessen the trauma of removal, and ensure return home or placement in an appropriate alternative placement, as soon as possible. The length of placement will be up to thirty (30) days, with an ideal average of less than two (2) weeks. The services are comprised of:

- Basic sanctuary services (i.e. food, shelter, 24-hour supervision)
- Assessment, support, and counseling services

**Goals:**

The goals of service reflect the three broad outcome domains in the continuum of child welfare services: safety, permanency, and child and family well-being. The goals of the Child Welfare Services (CWS) include:

- Reducing the recurrence of child abuse and/or neglect
- Reducing the incidence of child abuse and/or neglect in foster care
- Increasing permanency for children in foster care
- Reducing the time in foster care to reunification without increasing re-entry
- Reducing the time in foster care to adoption
- Increasing placement stability
- Reducing the placement of young children in group homes or institutions

**Target Population:**

Children and sibling groups, ages 4-17, who are reported to the DHS/CWS due to abuse, neglect, or threatened harm. The residential assessment center will accept a maximum of 15 children at any given time

**Service Activities:**

- Basic Sanctuary Services:
  - A safe, clean and nurturing environment under responsible adult supervision
  - 24-hour supervision by qualified staff members
  - Nutritious, well-balanced meals
  - Adequate living and sleeping accommodations
  - Transportation to school and medical appointments when needed/possible
  - Recreation and leisure time activities
- Assessment, Support and Counseling Services:
  - Intensive crisis intervention services focused on supporting the DHS case plan of reunification with family or other planned substitute care arrangement

- Assistance in the assessment of the child and family to develop the DHS service plan
- Assistance in the coordination of assessment activities of other service providers, including but not limited to `Ohana Conferences, medical evaluations, and psychological evaluation, and treatment
- Limited short-term counseling directed at the child's adjustment in the residential assessment center
- Coordination of family visits in the receiving home and assessment center
- Assistance to the DHS case manager with liaison with schools, social agencies, or court as appropriate
- One-on-one supervision for children who require more intensive care. The provider will maintain the child in the placement for at least 24 hours with additional staffing, if necessary, so that the DHS social worker can make alternative plans for the child.

**Geographic Coverage:**

Preference will be given to those children and sibling groups residing on the Waianae Coast of Oahu. Placement of children from other areas will only be on a "space available" basis.

**PROVIDER:**

| GEOGRAPHIC AREA | AGENCY                 | PHONE          | FAX            |
|-----------------|------------------------|----------------|----------------|
| West Oahu       | Family Programs Hawaii | (808) 620-9444 | (808) 620-9447 |

## **RESIDENTIAL SUBSTANCE ABUSE TREATMENT SERVICES FOR WOMEN AND THEIR CHILDREN (a.k.a. WOMEN'S WAY)**

### **Purpose:**

To provide comprehensive substance abuse services for women in a residential setting, where they may live with their infant and toddler children

### **Goals:**

- To provide a planned regimen of professionally directed substance abuse assessment, treatment, case management, and support services to aid women in their recovery from substance abuse addiction and/or dependency
- To allow and support women to learn new parenting skills and put them into practice, while safely living with their children throughout their recovery from substance abuse

### **Target Population:**

Adult and adolescent female clients referred by the Department of Human Services (DHS), Child Welfare Services (CWS) for residential substance abuse treatment for mothers, together with specialized services for their children, ages zero to five (0-5)

### **Service Activities:**

#### Services for mothers:

- 24 hours/day, seven (7) days/week support and non-medical, non-acute care in a residential substance abuse treatment facility, including substance abuse assessment and treatment
- Needs assessment, service planning, referrals, monitoring, and case management
- A minimum of 24 hours per week of face-to-face activities, including but not limited to group counseling, at least one (1) hour per week of individual counseling, parenting education, skill building, family services, and recreational therapy
- Transition planning prior to discharge to address transition, recovery, and relapse prevention

#### Services for children:

- Individualized family service planning (IFSP), including health and developmental assessment of each child
- Therapeutic nursery services
- Case management, transition planning, and referrals

**Geographic Coverage:** Services are provided on Oahu, but clients statewide may be referred.

### **PROVIDER:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>                                     | <b>PHONE</b>   | <b>FAX</b>     |
|------------------------|---|----------------|----------------|
| Oahu                   | The Salvation Army -<br>Family Treatment Services | (808) 732-2802 | (808) 734-7470 |

**RESOURCE FAMILY RECRUITMENT, TRAINING, HOME STUDY,  
AND SUPPORT INCLUDING OHANA NAVIGATOR SERVICES a.k.a  
KINSHIP NAVIGATOR**

**Purpose:**

To maintain a coordinated, comprehensive strategy that focuses on identification, recruitment, screening, training, ongoing support, and retention of resource families to provide temporary, safe care for children for whom the Department of Human Services (DHS) has placement responsibility due to confirmed maltreatment and who cannot remain in their homes of origin

**Goals:**

To implement systemic improvements to increase recruitment, training, and availability of quality resource homes to increase the safety, stability, and wellbeing of children in out-of-home placement while supporting reunification, permanency, and/or adoption

**Target Population:**

This contract targets the full range of resource and adoptive families, with emphasis on Native Hawaiian and other ethnic minority communities who are represented in the population served by the DHS:

- Relative or kinship resource families, including “hanai” relationships
- Non-relative resource families
- Families providing respite care
- Pre-adoptive, adoptive, and post-adoptive families
- Families who agree to assume legal guardianship

**Service Activities:**

- Recruitment to increase the number of resource families who are willing and able to care for children under the DHS’ placement responsibility and work with their birth families.
- Ameliorate the screening and selection process to more readily identify and recruit resource families
- Expedite child-specific trainings and licensure to provide support for resource families and maximize Federal IV-E funding
- Strengthen the quality of family foster care by providing a standardized, consistent framework for the competency-based training, preparation, assessment, and approval of resource families
- Provide resource families with the skills and techniques to respond to the needs of the child and his/her birth family:
  - In a culturally-competent manner, including language access assistance
  - With respect and nurturance of cultural, gender, educational, emotional, physical, spiritual, and birth family connections, etc.



- Improve the retention rate of families who have agreed to serve as resource families, through ongoing support, training, and timely response to potentially disruptive situations.
- Kinship Navigator program helps relative/kin resource caregivers navigate the services available to them by providing information, referrals to specialists, and explaining the eligibility requirements for various benefits:
  - Help relative/kin resource caregivers navigate the services available to them by providing information, referrals to specialists, and explaining the eligibility requirements for various benefits
  - Obtaining resources for food, clothing, public assistance (cash assistance (Temporary Aid to Needy Families - TANF), food stamps (Supplemental Nutrition Assistance Program – SNAP), and Medicaid), and childcare and providing assistance with obtaining the children’s birth certificates and Social Security cards
  - Refer to parenting education classes, counseling, and/or learning opportunities on topics such as substance abuse, bullying, and fostering an LGBTQ or Native Hawaiian youth

**Geographic Coverage:** Statewide

**PROVIDER:**

| <b>GEOGRAPHIC<br/>AREA</b> | <b>AGENCY</b>                         | <b>PHONE</b>   | <b>FAX</b>     |
|----------------------------|---------------------------------------|--|----------------|
| Statewide                  | Partners in Development<br>Foundation | Oahu Intake: (808) 441-1117<br>Toll Free: (888)-879-8970 | (808) 441-1122 |

## **SUBSTANCE ABUSE ASSESSMENT AND MONITORING SYSTEM** **(SAAMS)**

### **Purpose:**

To provide a consolidated and enhanced substance abuse assessment and monitoring system to clients involved with, or at risk of becoming involved with, Child Welfare Services (CWS), Voluntary Case Management (VCM), or Family Strengthening Services (FSS) due to the effects of substance use on their ability to safely parent their children

### **Goals:**

To assist the Department of Human Services (DHS) in its efforts to:

- Ensure the safety of children;
- Make informed permanency decisions; and
- Enhance monitoring of child and family well-being and service compliance

### **Target Population:**

Individuals referred by CWS, VCM, or FSS who are in need of services to address substance abuse:

- Clients **who are** under the jurisdiction and supervision of the Family Court and, therefore, **are not** subject to the requirements of the Department of Health (DOH) regarding required confirmatory testing and use of a Medical Review Officer (MRO)
- Clients who **are not** under the jurisdiction and supervision of the Family Court and, therefore, **are** subject to the requirements of DOH regarding required confirmatory testing and use of a MRO

### **Service Activities:**

- **Intake:** Receive all referrals for substance abuse assessments and/or urinalysis testing by fax from the DHS/CWS and notify the worker within 24 hours that the referral was received
- **Assessment:** Provide a comprehensive, written assessment within two (2) weeks of receipt of the referral completed by a certified substance abuse counselor (CSAC) or other qualified individual based on client self-reporting and information provided by the DHS/CWS worker such as court reports, psychological evaluation summaries, previous positive urine or blood tests, arrest records, assessor observations, and a validated assessment instrument, such as the Addiction Severity Index (ASI)

A completed assessment includes:

- Diagnosis or clinical impression based on the DSM-IV
- Type of drug used
- Description of impairment
- Treatment recommendation
- Recommendations, if any, for drug monitoring

- Urinalysis (UA) Monitoring: Ongoing monitoring shall start at not less than weekly unless otherwise agreed on with the worker. One-time only random UAs may also be requested by the CWS/VCM/FSS worker.
- Positive tests for clients who are not court-ordered are confirmed by lab testing and reviewed by a MRO
- Confirmation testing shall also be conducted for disputed testing at the request of the CWS/VCM/FSS worker or the client, provided that if the results are confirmed the client will be responsible to pay for confirmations conducted at his/her request.
- Testing:
  - Client is required to present a picture identification (ID) card at the testing sites
  - Testing is preferred using a clinically-accepted, split-sample cup which includes testing for the following substances:
    - Amphetamines
    - Methamphetamines
    - Cocaine
    - Marijuana
    - Opiates
  - All urine tests are observed
  - One-time only testing may be requested
  - Alcohol testing separate from the test cup shall also be administered if requested by the CWS/VCM/FSS worker using an 80-hour alcohol test unless otherwise approved by the DHS
  - Positive tests and no-show reports shall be sent to the DHS/CWS worker within 24 hours after the test/missed test. Negative tests shall be reported within 3 days of the test.

**Geographic Coverage:** See below

**PROVIDERS:**

| GEOGRAPHIC AREA      | AGENCY  | PHONE   | FAX                              |
|----------------------|---|---|----------------------------------|
| East Hawaii          | Lokahi Treatment Center                       | (808) 969-9292                                  | (808) 969-7337                   |
| West Hawaii          | Lokahi Treatment Center                       | (808) 331-1175                                  | (808) 327-1809                   |
| Kauai                | Women in Need (WIN)                           | (808) 258-5706                                  | (808) 259-6679                   |
| Lanai, Maui, Molokai | Aloha House, Inc.<br>Office:<br>Testing Line: | (808) 244-9733<br>(808) 245-3740                | (808) 244-9719                   |
| Oahu                 | Hina Mauka<br>Windward:<br>Leeward:           | (808) 236-2600 ext.263<br>(808) 671-6900 ext.28 | (808) 236-2626<br>(808) 671-7727 |

## **TEEN DATING VIOLENCE PREVENTION AND INTERVENTION SERVICES**

### **Purpose:**

To provide supportive services that afford youth victims and perpetrators the opportunity to break the cycle of violence in their lives

### **Goals:**

- To prevent or decrease the occurrence or reoccurrence of dating violence through increased awareness
- To provide support to actual and potential victims and perpetrators of dating violence

### **Target Population:**

- Youth who are, are at risk of, or who have been victims of, dating violence and their families and their parents/guardians/caregivers, as appropriate
- Youth who are, are at risk of, or who have been perpetrators of, dating violence and their parents/guardians/caregivers, as appropriate

### **Service Activities:**

- Victim Services:
  - 24-hour hotline to provide crisis assistance, information and referral, screening, and preliminary assessment for intake into the program
  - Assessment of situation and needs within 48 hours of case acceptance
  - Case management, which includes:
    - Education about the cycle and dynamics of abuse, including available interventions and supports
    - Goal setting, including service/safety/discharge planning
    - Information and referral, including facilitated linkages to financial, health care, educational/vocational/training, substance abuse, and transportation services
    - Advocacy, legal or other
  - Crisis counseling and/or individual counseling, as necessary to address situations that impede the victim's achievement of identified goals, including but not limited to:
    - Strengthening resilience by reducing risk factors and increasing protective factors, such as building competence and self-esteem
    - Strengthening relationships with parents/guardians/caregivers, as appropriate, to enhance ongoing family supports
    - Promoting participation in pro-social activities in the school and community
- Outreach activities in statewide intermediate schools, high schools, colleges, and the community, as well as with youth service professionals, to inform and educate youth about dating violence, its indicators, and available interventions and supports

- Perpetrator services:

Services shall be provided to individuals who request assistance as they are, are at risk of, or have been perpetrators of dating violence, including:

- Crisis counseling
- Education about the cycle and dynamics of abuse
- Information and referral, including facilitated linkages to financial, health care, educational/vocational/training, substance abuse, and transportation services
- Strengthening relationships with parents/guardians/caregivers, as appropriate, to enhance ongoing family supports

- Services for parents/guardians/caregivers:

Services shall be provided to parents/guardians/caregivers to strengthen their relationship with the victim and/or perpetrator and to increase their ability to provide appropriate supervision and support, including:

- Education about the cycle and dynamics of abuse
- Guidance on how to deal with the effects of trauma, including appropriate interventions and supports

**Geographic Coverage:** Statewide

**PROVIDER:**

| GEOGRAPHIC AREA | AGENCY                          | PHONE  | FAX            |
|-----------------|---------------------------------|--|----------------|
| Statewide       | Domestic Violence Action Center | Oahu Intake: (808) 531-3771<br>Neighbor Island Toll Free: 800-690-6200 | (808) 531-7228 |

## **VOLUNTARY CASE MANAGEMENT (VCM) SERVICES**

### **Purpose:**

To promote the safety, permanency, and well-being of children and families by addressing the range of family system issues that place children at risk of child abuse and neglect or result in maltreatment.

### **Goals:**

To provide the most appropriate, least intrusive response to families at risk of child maltreatment or families in which children have been maltreated when the family's problems can be treated effectively through the provision of supportive family services to assure children's safety within the home and preserve families

### **Target Population:**

- Families with children who are reported to Child Welfare Services (CWS) as being harmed or threatened with harm by a family member and are assessed to have risk issues
- Families with children who are reported to CWS for assessment and are determined to be appropriate for VCM Services

### **Service Activities:**

- Face-to-face contact with the family, including children, within five (5) working days of the referral, or as otherwise specified by CWS to:
  - Provide information about the report and the role of VCM services
  - Assess the safety concerns/risks to the children
  - Assess the family's needs and assist with the development of a service plan
- Initial and ongoing assessment of child safety, strengths, risk issues, and progress, including the following:
  - Completion of the Child Safety Assessment within two (2) working days of the initial face-to-face contact
  - Completion of the Comprehensive Strengths and Risk Assessment tool, or another tool if specified by CWS, within 30 days of the initial face-to-face contact
  - Incorporation of information from CWS including, but not limited to, the Safe Family Home Report
- Complete service planning, including:
  - Completion of the Family Partnership Planning and Family Partnership Plan Activities document within 30 days of the initial face-to-face contact, with targeted completion of goals within 12 months
  - Completion of the Individualized Program Plan for individual and group skill building, including a telephone consultation or face-to-face conference within 30 days from the referral date for individual or group skill building
- Provide coordination to assist/coach families to identify and contact resources

- Provide individual and group skill building in the home or other community settings, including regular visits in the home, hands on parenting instruction, practical life skills instruction, role modeling, nutrition information, and planning
- Provide monitoring and ongoing assessments through monthly face-to-face contacts to ensure appropriate and effective services and child safety and well-being

**Geographic Coverage:** See below (See Lanai Integrated Services System (LISS) for Lanai and Molokai Integrated Services System (MISS) for Molokai)

**PROVIDER:**

| <b>GEOGRAPHIC AREA</b>  | <b>AGENCY</b>                 | <b>PHONE</b>   | <b>FAX</b>     |
|-------------------------|-------------------------------|----------------|----------------|
| East Hawaii             | P.A.R.E.N.T.S., Inc.          | (808) 934-9552 | (808) 934-9553 |
| West Hawaii             | Catholic Charities Hawaii     | (808) 327-2740 | (808) 327-2749 |
| Kauai                   | Child and Family Service      | (808) 245-5914 | (808) 245-8040 |
| Lanai, Maui,<br>Molokai | Child and Family Service      | (808) 877-6888 | (808) 877-6860 |
| Oahu                    | Parents and Children Together | (808) 841-2245 | (808) 842-9604 |

**SECTION II:  
ADULT  
PROTECTIVE AND  
COMMUNITY  
SERVICES (APCS)  
BRANCH**



## **NURSE AIDE TRAINING AND COMPETENCY EVALUATION** **PROGRAM CERTIFICATION SERVICES (NATCEP)**

### **Purpose:**

To approve and monitor Nurse Aide Training programs statewide for compliance with federal regulations and State laws

### **Goal:**

To implement the requirements of federal laws, state laws, and Med-QUEST rules to certify and re-certify nurse aide training programs statewide

### **Target Population:**

Individuals, organizations, or agencies seeking to operate a certified nurse aide training program within the State of Hawaii

### **Service Activities:**

- Curriculum approval;
- Instructor qualification approval;
- Observation of the instructor in the classroom environment, simulated environment, and actual long-term care facility environment;
- Identify program deficiencies and develop a corrective action plan for deficiency resolution; and
- Receive, address, and track all complaints regarding nurse aide training program sites.

**Geographic Coverage:** Statewide

### **PROVIDER:**

| <b>GEOGRAPHIC AREA</b> | <b>AGENCY</b>                   | <b>PHONE</b>   | <b>FAX</b>     |
|------------------------|---------------------------------|----------------|----------------|
| Statewide              | Community Ties of America, Inc. | (808) 234-5380 | (808) 234-5470 |