



State of Hawai'i
Department of Human Services

2019 Annual Report

Director's Message

Aloha is more than a word of greeting, farewell, or a salutation. Aloha means mutual regard and affection and extends warmth in caring with no obligation in return. Our work is guided by the Aloha Spirit, section 5-7.5, Hawaii Revised Statutes; aloha is the essence of relationships in which each person is important to every other person for collective existence.

Furthermore, Article IX, Section 3 of our State Constitution provides that the State shall have the power to provide financial assistance, medical assistance, and social services for persons who are found to be in need of and are eligible for such assistance and services as provided by law. Our goals and commitment to improve the well-being of Hawai'i's children, families, and communities are the same as articulated by our Governor, Senate, and House leadership.

Our multigenerational approach, 'Ohana Nui, and the DHS Strategic Plan are both founded not just in a vision for a thriving Hawai'i, but also in some of the most innovative trends in human services.

In line with the spirit of innovation and the aloha spirit, the Department of Human Services' leadership and staff have accomplished much in 2019. We continue to transform our business model by driving system innovation through cross-sector collaboration and community capacity. Together, we continue to support our own DHS 'Ohana through comprehensive wellness-in-the-workplace programs that promote self-care, family safety and well-being.



A handwritten signature in black ink that reads "Pankaj Bhanot".

Pankaj Bhanot

DIRECTOR, DEPARTMENT OF HUMAN SERVICES

"Our multi-generational approach, 'Ohana Nui, and the DHS Strategic Plan are both founded not just in a vision for a thriving Hawai'i, but also in some of the most innovative trends in human services."

OUR VISION

The people of Hawai'i are thriving

OUR MISSION

To encourage self-sufficiency and support the well-being of individuals, families, and communities in Hawai'i

Our Core Values



TEAM-ORIENTED

We acknowledge that internal and external partnerships are critical to the success of DHS.



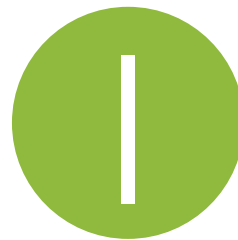
HUMAN-CENTERED

We develop strategies and make improvements as necessary from the client's perspective.



RESPECTFUL

We recognize the inherent value of each person as well as the diverse cultures of Hawai'i.



INTENTIONAL

We are mindful of our decisions and actions in our collective work.



VISIONARY

We strive to support our clients by co-creating innovative and forward-looking strategies.



EVIDENCE-BASED

We make decisions that are based on data and take actions that aim for sustainable outcomes.

‘Ohana Nui

Initiated in 2016, ‘Ohana Nui uses a multigenerational lens to end intergenerational poverty. The five pillars of the ‘Ohana Nui framework are:

- 1 HOUSING** – Housing stability is key to a child’s, individual’s, or family’s success in other areas that support well-being: education, employment, health, wellness, and social and community connections. Our homeless services programs provide rapid rehousing support and homeless shelter services.
- 2 FOOD AND NUTRITION** – Whether for an individual or for a family, food security must also be addressed. DHS distributes federal Supplemental Nutrition Assistance Program (SNAP) benefits to individuals and families across the State.
- 3 HEALTH AND WELLNESS** – Through the Med-QUEST Division (MQD) individuals and families may be eligible for Medicaid or other health and wellness supports.
- 4 EDUCATION AND ECONOMIC STABILITY** – As education is a known driver of economic opportunity and the only known pathway out of poverty, our public benefits programs provides cash assistance, access to no-fault insurance, employment training, child care subsidies, after-school care subsidies, LIHEAP subsidies, one-on-one assistance to eligible community college students, and vocational rehabilitation services for youth and adults with one or more disabilities gain employment. DHS provides translation and interpretation services for applicants and recipients of limited English proficiency for all programs and services. Taken together, these benefits and services add needed resources that support employment and educational opportunities of children and adults.
- 5 SOCIAL CAPITAL** – Research shows that an individual’s or a family’s ability to stay on the path to well-being and weather the difficulties of life are increased when they have networks of support; and in

contrast, isolation or a lack of positive social connections leads to poor health outcomes. Networks that encourage the development of positive social and community relationships, values, skills, and behaviors consistent with the goal of long-term self-sufficiency must continually be strengthened.

By reducing system barriers, we will reduce the time spent in poverty and empower children and families to live to their full human potential. The administration is submitting a legislative measure that will require DHS to address the reduction of multigenerational poverty.

¹ Low Income Home Energy Assistance Program is a federal program that helps families meet their energy costs.

Accomplishments FY2019

The Department of Human Services (DHS) is focused on delivering services with long term, sustainable, and positive outcomes. DHS is committed to supporting self-sufficiency and the well-being of individuals, families, and communities in Hawai'i. We understand that well-being encompasses many facets of life, including health, housing, safety, work, environment, education, family, and community. We provide critical benefits, programs, and services to one in four adults in Hawaii and nearly half of Hawaii's children. The Department has four divisions: Benefit, Employment, and Support Services Division (BESSD); Med-QUEST Division (MQD); Social Services Division (SSD); and the Division of Vocational Rehabilitation (DVR). The Governor's Coordinator on Homelessness (GCH) is appointed by the Governor as the chair of the Hawaii Interagency Council on Homelessness, is situated at the Governor's Office, and the GCH and office staff are DHS employees.

Attached for administrative purposes are: the Office of Youth Services (OYS), the Hawaii Public Housing Authority (HPHA), the Hawaii State Commission on the Status of Women, and the Hawaii State Commission on Fatherhood. Attached for administrative purposes to the Office of Youth Services are the Hawaii Youth Correctional Facility – Kawaihoa Youth and Family Health & Wellness Center, and the Youth Commission.

State Fiscal Year (SFY) 2018 ended and SFY 2019 started with Director Pankaj Bhanot being awarded the Outstanding State Member Award for Contributing to the Transformation of Health and Human Services and Advancing the Mission of the American Public Human Services Association (APHSA). APHSA is a national organization leading the nation's human services organizations to become integrated and generative in their service delivery approach. In SFY 2019, we added efforts in cross-sector collaboration to improve relationships and processes between child and family serving state entities, and we have embarked on scenario planning with the Institute for Alternative Futures for the year 2035.



**We serve
one in four
adults in
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children.**

Supporting Wellness in the Workforce

••• A COMMITMENT TO STAFF WELLNESS & EFFECTIVENESS

To support DHS staff to thrive and increase their effectiveness as they serve our residents, the Forgive for Good (FFG) project has enhanced skill building, self-care, stress management, and improved relationships. Staff participate in training modules utilizing the forgiveness methods developed by Fred Luskin, Ph.D., director of Stanford University Forgiveness Projects, and integrated with mindfulness training methods taught by Thao Le, Ph.D., Associate Professor at the University of Hawai'i at Mānoa.

Participating DHS staff have indicated that the programs have had a positive effect on their self-care, morale, and have increased their compassion and empathy for others.

A key component for the project is sustainability, thus staff volunteer to participate as co-facilitators for group sessions to learn and deepen the application of forgiveness-mindfulness methods. In 2019, approximately 70 employees across the agency volunteered in 9 different groups of Forgive for Good and mindfulness sessions.

Staff also reached out to DHS community partners to participate, including the Department of Education, Judiciary, City and County of Honolulu (the Honolulu Police Department, Human Resources, Board of Water Supply), University of Hawai'i, and non-profit service agency Kokua Kalihi Valley.

With positive evaluations being measured and monitored to determine the effects on staff retention, aptitude and wellness, the FFG project will continue with training in 2020.

••• PRACTICING SELF-CARE WHEN WORKING WITH VICTIMS OF ABUSE AND NEGLECT

Recognizing that their work often occurs in a high stress environment, Child Welfare Services Branch (CWSB) partnered with Assistance Dogs of Hawaii for the Maui dog and the Joy Ambassador Program with the Humane Society to schedule visits with service-dogs in CWS offices. Assistance dogs are used in other areas, such as the courts, hospitals, and rehabilitation centers to provide a calming effect. CWSB is working to increase the presence of assistance animals on worksites.

Adult Protective and Community Services Branch (APCSB) recognizes that self-care is not a luxury, but a necessity, particularly when responding to reports of abuse or neglect of vulnerable adults. The APCS intake supervisor holds weekly mindfulness meditation for staff in the Kamamalu building. All APCS Branch meetings begin and end with self-care activities. APCS also held two self-care trainings

for all staff. Finally, the APCS administrator is developing plans to partner with One Shared Future, a professional development organization, for a series of individualized team-building workshops on embedding a strengths-based culture in the workplace. The series of workshops will begin in SFY20.

••• FAMILY SAFETY, WELL-BEING, AND STAFF RETENTION

To achieve positive outcomes for children and their families, a concerted effort was made to fill vacancies and retain staff. Wiki Wiki Hire, a cross-agency collaboration between the Department of Human Resources Development and DHS Human Resources and CWSB, streamlined the application and hiring process to certify, interview, and hire

applicants. Starting in June 2018, the pilot quickly showed positive results with a point in time comparison for October 2018 with 78 vacant positions in CWSB to 40 vacant positions in 2019.

CWSB maintains the Hawaii Child Welfare Education Collaboration (HCWEC) with the University of Hawai'i (UH), Myron B. Thompson School of Social Work (SSW), to train Master of Social Work (MSW) students to work in child welfare services. In 2019, the HCWEC program graduated 8 students and these graduates then began their employment as CWSB workers. Since 2016-2017, the stipend program has graduated 30 MSW workers.

CWSB developed a pilot project of emergency response workers designed to support sections experiencing gaps in their operations until the sections can sustain services to their community. Positions for this pilot are in recruitment.

Driving System Innovation, Cross-Collaboration, & Community Capacity

••• COMPREHENSIVE DHS STRATEGIC PLAN

In 2017, DHS kicked off its comprehensive DHS Strategic Plan. Developed collaboratively and guided by Article IX, Section 3 of the Hawai'i State Constitution, the Aloha Spirit Statute — section 5-7.5, Hawaii Revised Statutes, and the department's 'Ohana Nui framework, the Strategic Plan will continue to be our roadmap as we transform our business model to best serve our clients in the fast-changing world of human services. Many of the Strategic Plan goals and objectives for SFY2019 have been met. For example, one objective: Expand our partnerships with the Departments of Education (DOE), Health (DOH), Land & Natural Resources (DLNR), counties, non-profit organizations, and private sector partners to improve efficiency, leverage resources, offer training, and improve service delivery. **Here is a short list of Strategic Plan accomplishments:**

- Division of Vocational Rehabilitation (DVR) participated in the June 2019 graduation ceremony with Project Search students, their families, and DOE staff after completing the year-long work-based learning experience with Outrigger Enterprises. One individual was offered employment with Outrigger Enterprises.

In 2019, the HCWEC program graduated 8 students and these graduates then began their employment as CWSB works. Since 2016-2017, the stipend program has graduated 30 MSW workers.

- Governor's Coordinator on Homelessness (GCH) partnered with different county based organizations. As a result, GCH executed contracts for 'Ohana Zones, authorized by Act 128, (Session Laws of Hawaii (SLH) 2018). This included the development of standard reporting templates for the Law Enforcement Assisted Diversion (LEAD) program on O'ahu and other 'Ohana Zone pilot programs across the State.
- GCH also facilitated the land transfer from DLNR to County of Kaua'i in July 2019. GCH also facilitated meetings between State Procurement Office (SPO), Homeless Programs Office (HPO), and community providers. Through Act 162, (SLH 2019), the Legislature appropriated funds for HPO and SPO to develop training modules to increase community organizational capacity to apply for homeless services contracts. This series of trainings started in November 2019.

● ● ● PARTNERING WITH LEGISLATIVE AND DEPARTMENT OF BUDGET & FINANCE STAFF

DHS Budget staff and Division Administrators partnered to hold several educational presentations and site visits for the staff of the House Committee on Finance, Senate Committee on Ways and Means, and the DHS assigned budget analyst from the Department of Budget and Finance (B&F). The purpose of these interactive educational sessions is to provide the opportunity for dialogue about DHS programs, goals, and outcomes, and to review the complex variety of federal and state funding sources of DHS programs. These sessions included site visits to processing centers and homeless shelters for legislative and B&F staff to witness firsthand the daily work that the Legislature funds and DHS delivers.

● ● ● FOSTERING CROSS-SECTOR COLLABORATION

In April 2018, DHS with the sponsorship of Governor Ige, and in partnership with DOE, DOH, and the Executive Office on Early Learning (EOEL), applied for and received cross-sector technical assistance (TA) from the National Governor's Association (NGA). The 15-month process examined programs and resources available for children, youth, and families in Hawai'i. The major result of the TA is the development to a "Cabinet for Children, Youth, and Families" that will develop decision-making and information processes so that child, youth, and family serving agencies are better able to align outcomes and goals, and braid available funding.

The Cabinet concept is similar to the model developed in Maryland. The theory of change is if executive branch agencies share purpose, date, financing, and governance, the health and well-being of

communities will see steady and sustained improvement. Foundational documents of the cabinet are in circulation and under review by participating department directors and the Executive Director of EOEL.

Improved information sharing and relationship building among NGA TA participants has already led to new partnership between DHS First To Work Program and the DOH Public Health Nursing to provide home visiting services to pregnant recipients of Temporary Assistance and Needy Family (TANF) benefits. DHS and DOH Public Health Nursing are developing the program. DHS, DOH, and the Executive Office on Early Learning also partnered to submit a proposal for a federal Preschool Development Grant (PDG) to develop a strategic plan to strengthen the State's Early

Childhood system. The team received a PDG grant award, and lead partner EOEL engaged a facilitator who is conducting the strategic plan process; the final plan is expected to be completed in December.

• • • **WORK WITH NATIONAL COUNCIL FOR BEHAVIORAL HEALTH TO ADDRESS SEVERE MENTAL ILLNESS IN HAWAII**

To address issues raised in Senate Bill 1051 (2019), in partnership with and funded by the DOH, DHS engaged the expertise of the National Council for Behavioral Health (NCBH) to conduct an environmental scan, provide training, and technical assistance to improve shelter and other services for homeless individuals with severe mental illness (SMI), some of whom may have a co-occurring substance use disorder. Through this collaboration, NCBH will review existing shelter agencies to examine the impact of an integrated behavioral health shelter program that provides short term, sub-acute care for homeless individuals with SMI. This collaboration will also provide facilitation for a newly established steering committee, which will be comprised of stakeholders and community service providers who will advise on capacity, resources, and collaboration opportunities to support the pilot shelter program. The environmental scan process began with a kick-off webinar in October and work with NCBH will continue for the next 3 years.

• • • **ADDRESSING JUVENILE JUSTICE THROUGH GENDER RESPONSIVE REFORM**

The Office of Youth Services, Hawaii Youth Correctional Facility, received a technical assistance grant from the Vera Institute, aimed at ending the incarceration of girls in the state. Through this two-year collaboration, the Vera Institute has developed various recommendations to ensure gender responsiveness within our criminal justice system, beginning with looking at the connections between early childhood abuse and neglect, foster youth, criminalization, trafficking, and incarceration.

• • • **STATEWIDE CHILD SEX TRAFFICKING AWARENESS TRAINING**

The Office of Youth Services, in conjunction with CWSB and community stakeholders, conducted a three-day training on identification of trafficking, awareness of trafficking, trauma and its effects on brain development in children, and greater prevention techniques. Legislators, along with social workers, direct service providers, and medical professionals attended the training at the Hawaii State Capitol auditorium. Amongst other things, Attendees learned about the CWS Mandated Reporter Hotline for suspected sex and

labor trafficking. Stipends were available for attendees from neighbor islands to attend the training on O'ahu.

• • • **EXPANDING THE HINET PROGRAM**

As an example of cross-branch collaboration, DHS, the University of Hawaii (UH), and the Senate Committee on Ways and Means worked together to pass Act 156 (SLH 2019) expanding the University of Hawaii's Hawaii Nutrition Employment and Training (HINET) program. The HINET program provides additional financial and one-to-one support to college students who are recipients or eligible to receive Supplemental Nutrition Assistance Program (SNAP) benefits. Program participants receive supports such as assistance with locating child care and obtaining a child care

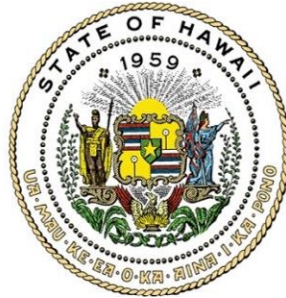
subsidy, reimbursement for books and supplies, transportation expenses, and job matching. The additional funding allows UH to expand the HINET program to all seven-community college campuses increasing the number of program participants from 200 to nearly 1,000 statewide.

● ● ● **CENTERS FOR MEDICARE & MEDICAID SERVICES (CMS) APPROVAL OF MQD'S SUPPORTING HOUSING AMENDMENTS**

In recognition of the negative health impacts related to homelessness and housing instability, CMS approved Med-QUEST's request to permit Medicaid to help pay for pre-tenancy housing supports. These additional services aim to improve health outcomes for people who are both chronically homeless and suffering from a health condition or substance use, by investing in resources and training that will help to build the necessary skills to maintain housing. This effort builds on Governor Ige's priority to "Transition the homeless from sidewalks, beaches, and parks; provide them with the necessary services so they can attain more permanent housing." MQD anticipates that providing tenancy support services will help to reduce the number of people suffering from chronic homelessness, reduce health care costs, and ultimately save lives.

● ● ● **CREATION OF THE HEALTH ANALYTICS OFFICE WITHIN MQD**

The Department of Human Services has developed in its Med-QUEST Division the Health Analytics Office (HAO). The establishment of HAO improves the State's ability to make evidence-based decisions that are informed by health-related data and related forecasting. HAO is the State's all-payers medical claims database and was enacted in statute by Act 55 (2018). HAO is another example of cross-sector collaborative effort established through partnership with the Department of Health, University of Hawai'i, Department of Commerce & Consumer Affairs, the Hawaii Employer-Union Health Benefits Trust Fund, and the Office of Enterprise Technology Services, with broad support from the health-care industry.



**STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
DATABOOK**

**Audit, Quality Control & Research Office
Research Staff**

January 2020

TABLE OF CONTENTS

**Please click on the page numbers below to take you directly to that page.*

SELF-SUFFICIENCY

FINANCIAL ASSISTANCE

Aid to Aged, Blind, Disabled (AABD)	14
General Assistance (GA)	15
SNAP / SNAP Timeliness	16-17
TANF / TAONF	18
Maximum Benefit Amounts	19
Child Care and Employment Programs	19

<u>HOMELESSNESS</u>	20-22
---------------------	-----------------------

POVERTY

Federal Poverty Guidelines	23
Population in Poverty	23
Children and Youth in Poverty	24

<u>SUPPLEMENTAL SECURITY INCOME (SSI)</u>	24
---	--------------------

<u>SELF-SUFFICIENCY – INCOME STANDARD</u>	25
---	--------------------

<u>UNEMPLOYMENT</u>	26
---------------------	--------------------

VOCATIONAL REHABILITATION

Indicators – SFY 2014-2019	27
Disability Determination Branch – SFY 2007-2014	28

PROTECTION

CHILD PROTECTIVE SERVICES

Child Abuse and Neglect Reports – SFY 2004-2019	29
Confirmed Victims and Intakes by County – SFY 2019	30
Factors Precipitating Incident – SFY 2019	31
Confirmed Victims Characteristics – SFY 2019	32

PROTECTION (continued)

FOSTER CARE

Children in Foster Care – SFY 2005-2019	33
Children Exiting Foster Care/Discharge Reason – 2005-2019	34
Age of Children in Foster Care – SFY 2005-2019	34
Foster Care Characteristics – SFY 2019	35

ADULT PROTECTIVE SERVICES

Adult Abuse and Neglect Reports – 2005-2019	36
Adult Victim Abuse Type and Age by Gender – 2019	37

HEALTH

MED-QUEST DIVISION (MQD)

Number of Recipients – 2009-2019	38
----------------------------------	--------------------

ATTACHED AGENCIES

HAWAII YOUTH CORRECTIONAL FACILITY (HYCF)

Admissions Data	39
-----------------	--------------------

HAWAII PUBLIC HOUSING AUTHORITY (HPHA)

Operations – 2016-2018	40
------------------------	--------------------

LANGUAGE – Limited English Proficiency

41

RESOURCES

42

GLOSSARY

Financial Assistance Programs and Related Employment Programs

AABD	The Aid to the Aged, Blind, and Disabled program provides cash benefits for food, clothing, shelter, and other essentials to adults who are elderly (65 years of age or older) and/or who meet the Social Security Administration (SSA) definition of disabled.
GA	The General Assistance program provides cash benefits for food, clothing, shelter, and other essentials to adults ages 18 through 64, without minor dependents, who are temporarily disabled and who do not qualify for Social Security.
SNAP	The SNAP program provides crucial food and nutritional support to qualifying low-income and needy households, and those making the transition from welfare to self-sufficiency
TANF/TAONF	Temporary Assistance to Needy Families (TANF) and Temporary Assistance to Other Needy Families (TAONF) are the time-limited welfare reform programs for adults with children designed to protect those who cannot work and to require those who are able to work to do so. Family participation in TANF or TAONF depends on the household composition. When all members are U. S. citizens, the family is eligible for federally-funded welfare under TANF. Families that include at least one non-citizen are eligible for state-funded welfare under TAONF. Other than the funding sources, the TANF/TAONF programs are identical.
Employment & Training (E&T)	The Employment and Training program is a statewide work program designed to assist able-bodied SNAP adults to become attached to the workforce.
First-to-Work (FTW)	The First-To-Work Program provides case management, employment and support services to work eligible individuals of TANF/TAONF households.

Terms

CASE	Usually a family or a household eligible to receive program benefits.
CLIENT	A person eligible for program benefits, a member of a case.
COFA	Compacts of Free Association, includes the Federated States of Micronesia, the Republic of Marshall Islands, and the Republic of Palau. Under the Compacts of Free Association Act in 1985, the U.S. agreed to provide economic assistance to compact nation citizens, allowing them to enter, reside and work in the U.S. and participate in certain federal programs in exchange for certain military permissions in these associated states. Under the Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA) of 1996 restricted access to federal public benefit programs to COFA migrants, states were required to fully absorb the costs of providing social service and health care benefits to COFA migrants.

SELF-SUFFICIENCY

Financial Assistance Programs

Aid to Aged, Blind & Disabled (AABD)

SFY	Avg Monthly Clients ^{a/}	Avg Monthly Cases ^{a/}	Total Benefit ^{a/}
2006	1,728	1,568	\$4,816,099
2007	1,466	1,334	\$4,003,115
2008	1,492	1,341	\$4,728,186
2009	1,629	1,461	\$4,903,351
2010	1,549	1,375	\$4,834,470
2011	1,049	899	\$3,312,905
2012	1,000	859	\$3,138,529
2013	1,039	898	\$3,269,003
2014	997	865	\$3,193,909
2015	915	796	\$3,121,174
2016	928	806	\$3,151,181
2017	912	800	\$3,260,329
2018	909	800	\$3,495,174
2019	914	801	\$3,441,035

JUNE 2019

Sex ^{b/}	% of Total
Female	63%
Male	37%

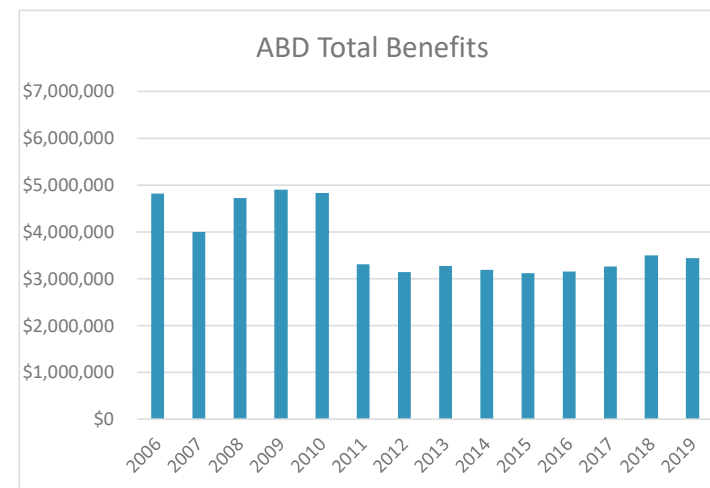
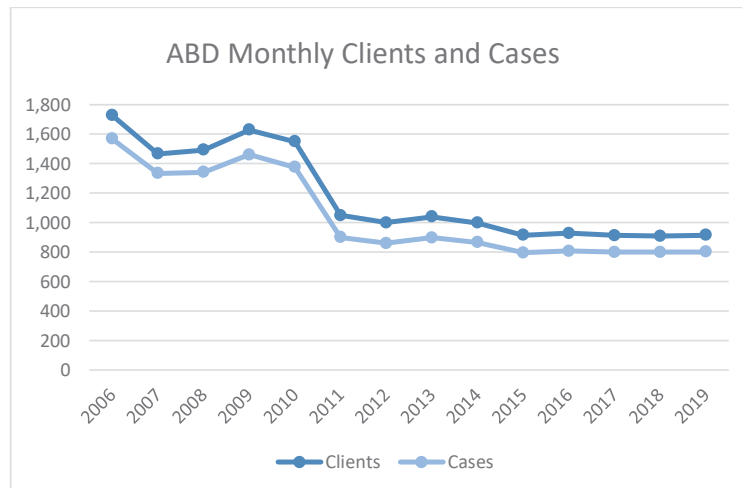
Age ^{b/}	% of Total
0 - 64	11%
65 - 79	71%
80 +	18%

Citizenship ^{b/}	% of Total
Compact of Free Association (COFA)	53%
Non-US / Unspecified	28%
US Citizen	19%

JUNE 2019

Race/Ethnicity ^{b/}	% of Total
Other Pacific Islander	56%
Filipino	16%
Other Asian	14%
Caucasian	9%
Hawaiian/part-Hawaiian	4%
Black	1%
Other / Unknown	0%

NOTE: Due to different selection criteria, figures in tables may not match exactly with other reports.



SELF-SUFFICIENCY

Financial Assistance Programs

General Assistance (GA)

SFY	Avg Monthly Clients ^{a/}	Avg Monthly Cases ^{a/}	Total Benefits ^{a/}
2007	3,997	3,955	\$18,988,004
2008	4,458	4,408	\$23,683,802
2009	5,075	5,014	\$23,674,637
2010	5,068	4,997	\$20,472,894
2011	5,381	5,298	\$21,801,133
2012	5,633	5,537	\$21,253,412
2013	5,831	5,722	\$20,647,816
2014	5,598	5,465	\$20,541,926
2015	5,821	5,699	\$23,011,387
2016	5,729	5,623	\$22,563,667
2017	5,652	5,547	\$23,030,543
2018	5,405	5,318	\$23,710,657
2019	5,396	5,312	\$23,689,143

JUNE 2019

Sex ^{b/}	% of Total
Female	39%
Male	61%

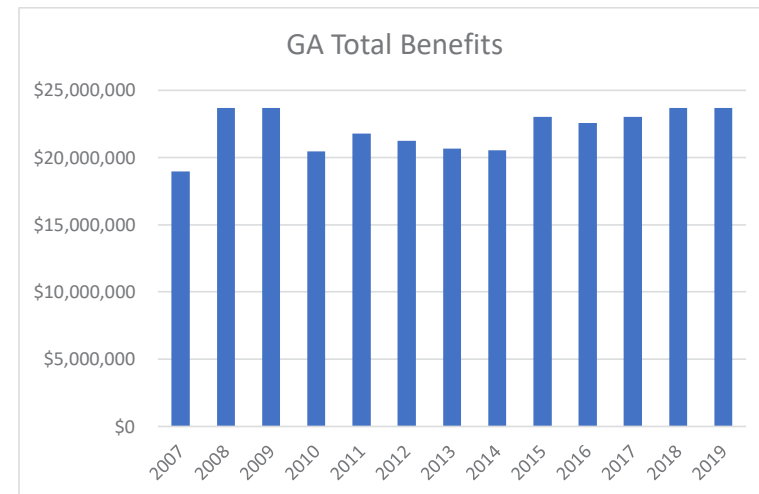
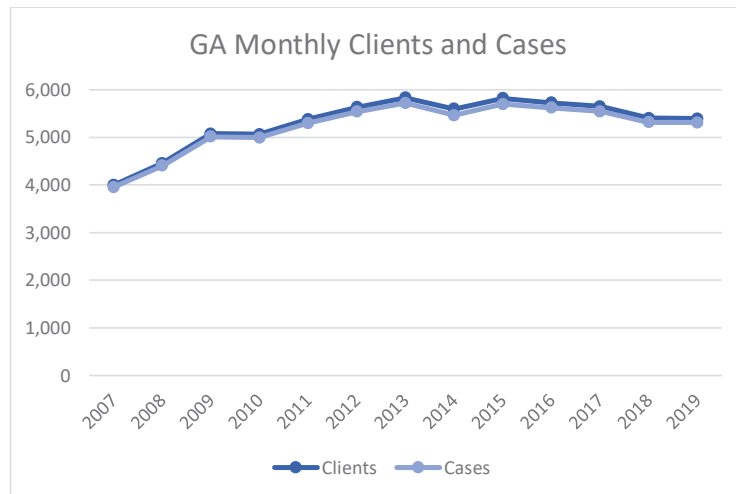
Age ^{b/}	% of Total
18 - 39	32%
40 - 64	67%
65 - 69	1%

Citizenship ^{b/}	% of Total
US Citizen	90%
Non-US / Unspecified	3%
Compact of Free Association (COFA)	7%

JUNE 2019

Race/Ethnicity ^{b/}	% of Total
Caucasian	36%
Hawaiian/part-Hawaiian	30%
Other Pacific Islander	12%
Filipino	10%
Other Asian	8%
Black	3%
Other	1%

NOTE: Due to different selection criteria, figures in tables may not match exactly with other reports.



SELF-SUFFICIENCY

Supplemental Nutrition Assistance Program (SNAP) [formerly known as Food Stamps]

Financial Assistance Programs

SFY	Avg Monthly Clients ^{c/}	Avg Monthly Cases ^{c/}	Total Benefits ^{c/}
2008	93,956	47,545	\$185,708,471
2009	109,268	54,925	\$242,643,675
2010	133,043	66,885	\$354,944,695
2011	154,496	77,133	\$401,125,170
2012	172,676	86,418	\$446,125,011
2013	187,062	94,649	\$483,938,852
2014	193,565	98,440	\$520,648,348
2015	191,916	97,500	\$554,840,775
2016	179,138	90,241	\$490,295,653
2017	170,850	85,491	\$483,043,918
2018	164,788	84,297	\$474,364,127
2019	158,628	81,649	\$456,620,451

JUNE 2019

Sex ^{b/}	% of Total
Female	53%
Male	47%

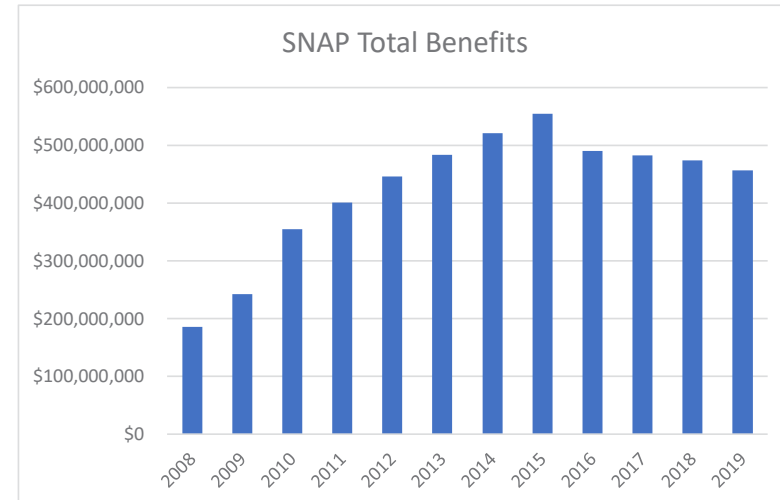
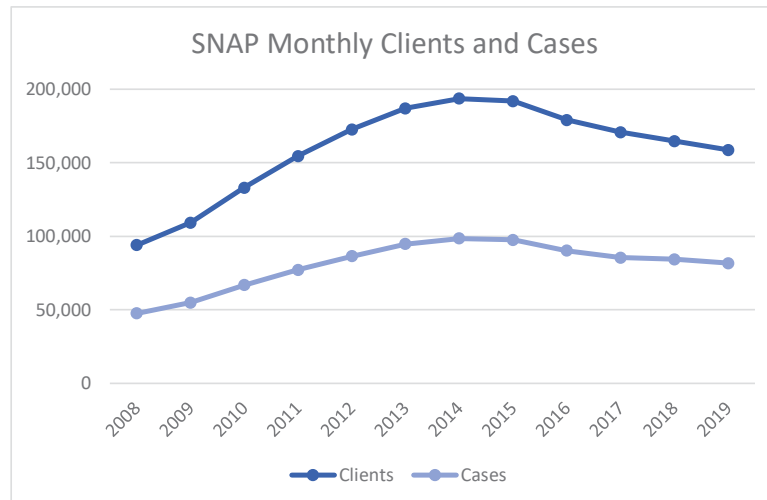
Age ^{b/}	% of Total
Below 18	41%
18 - 39	25%
40 - 64	23%
65 and above	11%

Citizenship ^{b/}	% of Total
US Citizen	96%
Non-US / Unspecified	4%

JUNE 2019

Race/Ethnicity ^{b/}	% of Total
Hawaiian/part-Hawaiian	31%
Caucasian	28%
Filipino	14%
Other Pacific Islander	13%
Other Asian	11%
Black	2%
American Indian / Alaskan	1%
Other / Unknown	< .01%

NOTE: Due to different selection criteria, figures in tables may not match exactly with other reports.



SELF-SUFFICIENCY

Financial Assistance Programs

SNAP Timeliness – Federal Fiscal Years 2011 - 2019

SNAP Timeliness – Federal Fiscal Years 2011 – 2019																
FFY	Total Applications Received	All Dispositions							Expedited Dispositions							% of Expedited
		Total	Timely		Untimely				Total	Timely		Untimely				
			No.	%	No. AG	% AG	No. CC	% CC		No.	%	No. AG	% AG	No. CC	% CC	
2011	64,537	69,621	51,966	74.6%	11,824	17.0%	5,831	8.4%	15,918	10,728	67.4%	3,091	19.4%	2,104	13.2%	22.9%
2012	64,951	70,499	59,779	84.8%	6,326	9.0%	4,243	6.0%	14,048	10,947	77.9%	1,612	11.5%	1,489	10.6%	19.9%
2013	71,102	71,086	67,865	95.5%	1,693	2.4%	1,528	2.1%	14,576	13,628	93.5%	389	2.7%	559	3.8%	20.5%
2014	73,673	74,673	72,352	96.9%	1,233	1.7%	1,088	1.5%	17,574	16,817	95.7%	220	1.3%	537	3.1%	23.5%
2015	72,712	72,021	70,093	97.3%	1,012	1.4%	916	1.4%	15,993	15,452	96.6%	174	1.1%	367	2.3%	22.2%
2016	69,421	69,370	67,076	96.7%	1,206	1.7%	1088	1.6%	15,439	14,752	95.6%	256	1.7%	431	2.8%	22.3%
2017	65,470	65,275	63,812	97.8%	564	0.9%	899	1.4%	15,059	14,457	96.0%	161	1.1%	441	2.9%	23.1%
2018	64,452	64,168	62,408	97.3%	689	1.1%	1071	1.7%	14,369	13,606	94.7%	191	1.3%	572	4.0%	22.4%
2019	61,970	61,541	59,405	96.5%	617	1.0%	1519	2.5%	13,575	12,648	93.2%	233	1.7%	694	5.1%	22.1%

Key Terms Used in Table Above

FFY	Twelve-month period from October through September.
Total Applications Received	The applications included in Total Applications Received figure are counted in the year the application was received.
Dispositions	A completed application process; when a case is determined eligible or ineligible for SNAP benefits. Dispositions are counted in the year that the <u>application process</u> was completed.
Expedited Dispositions	If the household has little or no money and is in need of immediate SNAP assistance, the household may qualify for expedited service or the opportunity to participate within seven days of the application date.
Timely	A case is considered to be processed timely if the household has an opportunity to participate within seven days of the application date for an expedited service case, and within 30-days of the application date for a regular processed case.
Untimely - AG	Cases that are not processed within the seven or 30-day processing requirement listed above due to agency-caused delays (AG) are considered to be untimely .
Untimely - CC	Cases that were properly pended because of an applicant-caused delay (CC) , such as a client missing an interview for an expedited application or a household's failure to provide verification, which resulted in the action being coded as untimely, even though the State agency was in full compliance with program regulations.

SELF-SUFFICIENCY

Financial Assistance Programs

Temporary Assistance for Needy Families (TANF) / Temporary Assistance for Other Needy Families (TAONF)

SFY	Avg Monthly Clients ^{a/}	Avg Monthly Cases ^{a/}	Total Benefits ^{a/}
2006	27,508	9,837	\$61,077,952
2007	24,808	8,976	\$55,068,101
2008	20,618	8,344	\$57,087,227
2009	24,167	8,661	\$58,873,544
2010	25,213	8,942	\$58,995,444
2011	27,377	9,477	\$63,035,544
2012	28,611	9,811	\$64,613,662
2013	28,596	9,829	\$64,544,991
2014	25,694	8,927	\$58,846,235
2015	23,224	8,102	\$53,582,165
2016	19,529	6,918	\$46,004,805
2017	15,848	5,750	\$39,076,248
2018	13,497	4,919	\$34,305,323
2019	11,962	4,371	\$30,914,969

JUNE 2019

Sex ^{b/}	% of Total
Female	57.5%
Male	42.5%

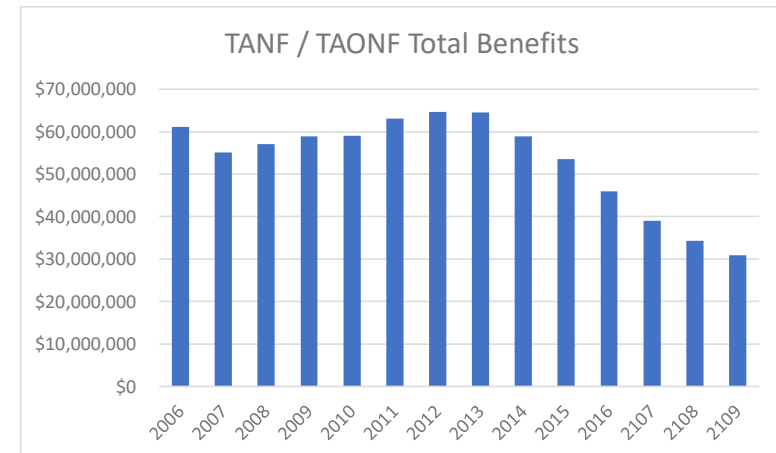
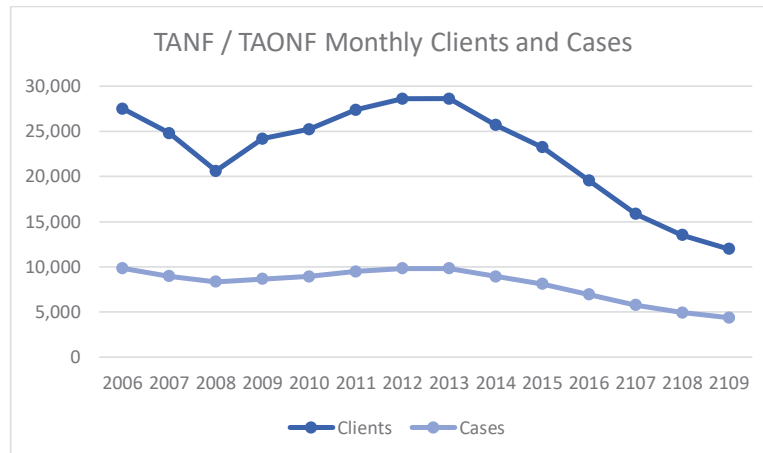
Age ^{b/}	% of Total
Below 18	69%
18 - 29	11%
30 - 44	15%
45 and above	5%

Citizenship ^{b/}	% of Total
US Citizen	91%
Compact of Free Association (COFA)	8%
Non-US / Unspecified	1%

JUNE 2019

Race/Ethnicity ^{b/}	% of Total
Hawaiian/part-Hawaiian	37%
Caucasian	23%
Other Pacific Islander	21%
Filipino	9%
Other Asian	6%
Black	3%
American Indian/Alaskan	1%
Other / Unknown	0%

NOTE: Due to different selection criteria, figures in tables may not match exactly with other reports.



SELF-SUFFICIENCY

Maximum Benefit Amounts

WORK ELIGIBLE INDIVIDUAL	TANF/TAONF	TANF/TAONF
Household Size	Annual	Monthly
1	\$4,320	\$360
2	\$5,820	\$485
3	\$7,320	\$610
4	\$8,820	\$735
5	\$10,320	\$860
6	\$11,832	\$986
7	\$13,332	\$1,111
8	\$14,832	\$1,236
9	\$16,332	\$1,361
10	\$17,832	\$1,486
11	\$19,332	\$1,611
12	\$20,832	\$1,736
13	\$22,344	\$1,862
14	\$23,844	\$1,987
15	\$25,344	\$2,112

NON-WORK/OTHER ELIGIBLE INDIVIDUAL	TANF/TAONF	TANF/TAONF
Household Size	Annual	Monthly
1	\$5,400	\$450
2	\$7,284	\$607
3	\$9,156	\$763
4	\$11,028	\$919
5	\$12,912	\$1,076
6	\$14,784	\$1,232
7	\$16,668	\$1,389
8	\$18,540	\$1,545
9	\$20,412	\$1,701
10	\$22,296	\$1,858
11	\$24,168	\$2,014
12	\$26,052	\$2,171
13	\$27,924	\$2,327
14	\$29,808	\$2,484
15	\$31,680	\$2,640

Financial Assistance / Child Care & Employment Programs

Maximum Benefit Amounts *(continued)*

	GA/AABD	GA/AABD
Household Size*	Annual	Monthly
1	\$4,656	\$388
2	\$6,276	\$523

* Household size for a GA/AABD case is typically 1 or 2 individuals.

Source: Maximum benefit amounts provided by DHS BESSD Staff.
For GA/AABD, benefit amounts effective as of November 2019.

Child Care and Employment Programs

Child Care & Employment Programs ^{d/}		
Participation by Program Type SFY 2019		
Program	Unique Clients in the SFY	No. of Clients Served per Month
CHILD CARE	5,120	3,536
Children Receiving Subsidy	7,631	4,904
EMPLOYMENT & TRAINING	746	346
FIRST-TO-WORK	5,456	2,662
NON-ASSISTANCE	221	104

NOTE: Due to different selection criteria, figures in tables may not match exactly with other reports.

SELF-SUFFICIENCY

Homelessness

Homelessness

Demographic Profile of Shelter Program Clients, FY 2017

ALL INDIVIDUALS	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
Total	1,444	100.00%	654	100.00%	2,817	100.00%	10,712	100.00%	15,627	100.00%
Gender										
Male	755	52.30%	332	50.80%	1,695	60.20%	5,592	52.20%	8,374	53.60%
Female	684	47.40%	322	49.20%	1,111	39.40%	4,114	38.40%	6,231	39.90%
Other/Unknown	5	0.30%	0	0.00%	11	0.40%	1,006	9.40%	1,022	6.50%
Age										
Birth to 5 years	182	12.60%	76	11.60%	255	9.10%	1,109	10.40%	1,622	10.40%
6 to 17 years	218	15.10%	96	14.70%	295	10.50%	1,315	12.30%	1,924	12.30%
18 to 24 years	113	7.80%	50	7.60%	222	7.90%	671	6.30%	1,056	6.80%
25 to 39 years	346	24.00%	154	23.50%	801	28.40%	2,320	21.70%	3,621	23.20%
40 to 59 years	408	28.30%	224	34.30%	953	33.80%	3,210	30.00%	4,795	30.70%
60 years and over	177	12.30%	54	8.30%	253	9.00%	902	8.40%	1,386	8.90%
Unknown	0	0.00%	0	0.00%	38	1.30%	1,185	11.10%	1,223	7.80%
Ethnicity										
Caucasian	527	36.50%	226	34.60%	973	34.50%	2,053	19.20%	3,779	24.20%
Hawaiian/part Hawaiian	457	31.60%	220	33.60%	650	23.10%	2,871	26.80%	4,198	26.90%
Marshallese	110	7.60%	64	9.80%	93	3.30%	398	3.70%	665	4.30%
Micronesia	48	3.30%	7	1.10%	77	2.70%	916	8.60%	1,048	6.70%
Other Pacific Islander	49	3.40%	13	2.00%	62	2.20%	686	6.40%	810	5.20%
Filipino	47	3.30%	44	6.70%	153	5.40%	470	4.40%	714	4.60%
Other Asian	44	3.00%	22	3.40%	63	2.20%	491	4.60%	620	4.00%
Black	52	3.60%	29	4.40%	117	4.20%	590	5.50%	788	5.00%
Native American	56	3.90%	12	1.80%	55	2.00%	129	1.20%	252	1.60%
Unknown	54	3.70%	17	2.60%	574	20.40%	2,108	19.70%	2,753	17.60%
Prior Living Situation										
Sheltered settings	97	6.70%	78	11.90%	489	17.40%	1,278	11.90%	1,942	12.40%
Unsheltered	1,207	83.60%	541	82.70%	1,376	48.80%	5,187	48.40%	8,311	53.20%
Institutional settings	40	2.80%	4	0.60%	111	3.90%	477	4.50%	632	4.00%
Unsubsidized housing	23	1.60%	4	0.60%	71	2.50%	338	3.20%	436	2.80%
Subsidized housing	8	0.60%	2	0.30%	11	0.40%	216	2.00%	237	1.50%
Doubled up	30	2.10%	18	2.80%	195	6.90%	1,154	10.80%	1,397	8.90%
Other / Unknown	39	2.70%	7	1.10%	564	20.00%	2,062	19.20%	2,672	17.10%

SELF-SUFFICIENCY

Homelessness

Demographic Profile of Shelter Program Clients, FY 2017 (table continued from previous page)

ALL INDIVIDUALS (continued)	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
Living Arrangements										
Living alone	677	46.90%	322	49.20%	1,926	68.40%	6,275	58.60%	9,200	58.90%
In an adult-only household	119	8.20%	46	7.00%	81	2.90%	401	3.70%	647	4.10%
In a household with children	648	44.90%	286	43.70%	810	28.80%	4,036	37.70%	5,780	37.00%
HOUSEHOLDS										
	#	%	#	%	#	%	#	%	#	%
Total	878	100.00%	406	100.00%	2,127	100.00%	7,376	100.00%	10,787	100.00%
Household Type										
Single-person	675	76.90%	322	79.30%	1,905	89.60%	6,257	84.80%	9,159	84.90%
Two-or-more-adult	54	6.20%	22	5.40%	35	1.60%	188	2.50%	299	2.80%
Single-parent	87	9.90%	23	5.70%	114	5.40%	425	5.80%	649	6.00%
Two-parent	56	6.40%	31	7.60%	68	3.20%	472	6.40%	627	5.80%
Other household w/ children	6	0.70%	8	2.00%	5	0.20%	34	0.50%	53	0.50%
ADULTS										
	#	%	#	%	#	%	#	%	#	%
Total	1,044	100.00%	482	100.00%	2,267	100.00%	8,286	100.00%	12,079	100.00%
Veteran Status										
Yes	146	14.00%	37	7.70%	228	10.10%	937	11.30%	1,348	11.20%
No	898	86.00%	445	92.30%	2,039	89.90%	7,349	88.70%	10,731	88.80%

SELF-SUFFICIENCY

Homelessness

Number of People Served by Program Type, FY 2017

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
Homeless Programs Total	1,444	100.00%	654	100.00%	2,817	100.00%	10,712	100.00%	15,627	100.00%
Rapid Rehousing	400	27.70%	41	6.30%	331	11.80%	1,250	11.70%	2,022	12.90%
Outreach	1,010	69.90%	409	62.50%	1,738	61.70%	5,735	53.50%	8,892	56.90%
Shelter Program Total	688	100.00%	318	100.00%	1,606	100.00%	5,731	100.00%	8,343	100.00%
Emergency	533	77.50%	195	61.30%	1,107	68.90%	3,414	59.60%	5,249	62.90%
Transitional	180	26.20%	145	45.60%	952	59.30%	2,910	50.80%	4,187	50.20%

People Served in Households with Children by Program Type, FY 2017

	Hawai'i County		Kaua'i County		Maui County		C&C of Honolulu		Total	
	#	%	#	%	#	%	#	%	#	%
Homeless Programs Total	648	44.90%	286	43.70%	810	28.80%	4,036	37.70%	5,780	37.00%
Rapid Rehousing	211	52.80%	37	90.20%	86	26.00%	947	75.80%	1,281	63.40%
Outreach	439	43.50%	175	42.80%	106	6.10%	1,106	19.30%	1,826	20.50%
Shelter Program Total	329	47.80%	161	50.60%	799	49.80%	2,884	50.30%	4,173	50.00%
Emergency	205	38.50%	72	36.90%	541	48.90%	1,134	33.20%	1,952	37.20%
Transitional	128	71.10%	105	72.40%	529	55.60%	2,088	71.80%	2,850	68.10%

SOURCE: Center on the Family at the University of Hawaii and the Hawaii State Department of Human Services, Homeless Programs Office, *Homeless Service Utilization Report and Statistical Supplement FY 2017*; reports are available at <http://uhfamily.hawaii.edu/publications/publications.asp>.

SELF-SUFFICIENCY

Poverty

Federal Poverty Guidelines – US, AK, Hawaii 2019

The U.S. Department of Health and Human Services issues the federal poverty guidelines annually to determine financial eligibility for certain federal programs and benefits. Hawaii also uses the federal poverty guidelines, or federal poverty level (FPL), for certain state programs and benefits. For example, to be eligible for SNAP benefits a family's gross income must not exceed the 200% FPL.

Persons in Family or Household	48 Contiguous States and D.C.	Alaska	Hawaii
1	\$12,490	\$15,600	\$14,380
2	\$16,910	\$21,130	\$19,460
3	\$21,330	\$26,660	\$24,540
4	\$25,750	\$32,190	\$29,620
5	\$30,170	\$37,720	\$34,700
6	\$34,590	\$43,250	\$39,780
7	\$39,010	\$48,780	\$44,860
8	\$43,430	\$54,310	\$49,940
For each additional person, add:	\$4,420	\$5,530	\$5,080

SOURCE: Effective January 24, 2019; <https://aspe.hhs.gov/poverty-guidelines>.

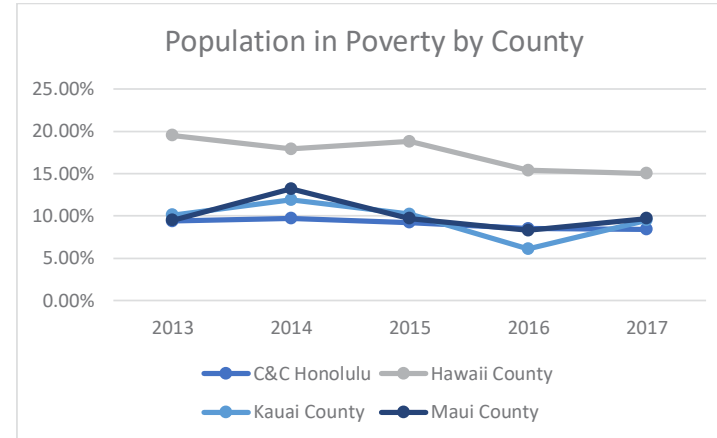
Comparison of Hawaii Federal Poverty Guidelines

2009 versus 2019

Persons in Family or Household	2009	2019
1	\$12,460	\$14,380
2	\$16,760	\$19,460
3	\$21,060	\$24,540
4	\$25,360	\$29,620
5	\$29,660	\$34,700
6	\$33,960	\$39,780
7	\$38,260	\$44,860
8	\$42,560	\$49,940
For each additional person, add:	\$4,300	\$5,080

SOURCE: Guidelines for 2019, <https://aspe.hhs.gov/poverty-guidelines>.

Population in Poverty (Percent) 2013 – 2017



	C&C Honolulu	Hawaii County	Kauai County	Maui County
2013	9.40%	19.50%	10.10%	9.50%
2014	9.70%	17.90%	11.90%	13.20%
2015	9.20%	18.80%	10.20%	9.70%
2016	8.50%	15.40%	6.10%	8.30%
2017	8.40%	15.00%	9.50%	9.70%

Individuals Below Percentages of Poverty Level Hawaii 2013 – 2017

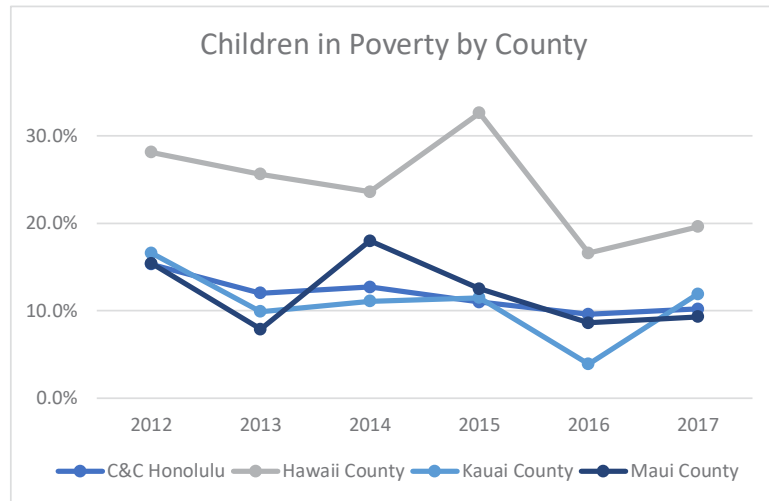
	Percent of Poverty Level				
	50%	125%	150%	185%	200%
2013	72,922	198,861	242,978	324,146	358,198
2014	68,688	209,439	252,279	321,395	353,176
2015	74,746	184,671	225,952	294,810	326,056
2016	64,908	171,872	217,138	291,688	321,165
2017	66,658	164,225	207,578	275,062	302,561

DEFINITION: Percentage of people whose family income is below the federal poverty level, as defined by the U.S. Office of Management and Budget.

SOURCE: American Community Survey, U.S. Census Bureau, 1-year estimates for 2010-2017 (see Resources e).

SELF-SUFFICIENCY

Children and Youth in Poverty – Under 18 (Percent) 2012 – 2017



Percentage of Children in Poverty by County	C&C Honolulu	Hawaii County	Kauai County	Maui County
2012	15.3%	28.1%	16.6%	15.4%
2013	12.0%	25.6%	9.9%	7.9%
2014	12.7%	23.6%	11.1%	18.0%
2015	11.0%	32.6%	11.5%	12.5%
2016	9.6%	16.6%	3.9%	8.6%
2017	10.2%	19.6%	11.9%	9.3%

DEFINITION: The share of children under age 18 who live in families with incomes below the federal poverty level, as defined by the U.S. Office of Management and Budget.

SOURCE: American Community Survey, U.S. Census Bureau, 1-year estimates for 2010-2017, (see Resources e/).

Poverty / Supplemental Security Income (SSI)

Supplemental Security Income (SSI)

Supplemental Security Income (SSI) Payments ^{1/} State Supplementation Payments (SSP)				
SSI is a federal program that provides monthly cash payments for people in need who are aged 65 or older or blind/disabled at any age. SSP are state funded payments for resident clients receiving supplemental security income in adult residential care home type I and type II facilities, licensed developmental disabilities domiciliary homes, community care foster family homes, and certified adult foster homes. Provided below are the number of recipients of federally administered payments and average monthly payment, by state or other area, December 2006-2018 (Table 7.B3).				
Year	Federal SSI		State Supplementation	
	No.	Avg Monthly Payment	No.	Avg Monthly Payment
2012	24,094	\$502.74	2,861	\$493.13
2013	24,127	\$512.97	2,855	\$498.08
2014	24,041	\$516.46	2,791	\$494.55
2015	24,778	\$577.41	2,763	\$496.35
2016	23,050	\$521.25	2,730	\$487.97
2017	22,789	\$518.06	2,653	\$485.41
2018	22,038	\$528.04	2,582	\$486.57

SSI Advocacy Project					
The goal of this project is to provide assistance to disabled AABD, GA and TANF applicants and recipients applying for federal Supplemental Security Income (SSI) benefits. Advocacy is provided by DHS through a contract with Cyrc, who helps individuals apply for benefits, monitors the applications until they are either approved or denied, and when applicable, assists individuals during the appeal process. The State receives reimbursements for benefits paid to clients who are later found to be eligible for SSI back to the SSI application date. State benefits to clients are reduced or denied once the client starts receiving SSI benefits.					
SFY	Statewide SSI Referrals	GA	ABD	TANF	Total
		Approved For SSI			
2015	2,430	408	11	1	420
2016	1,600	476	0	60	536
2017	1543	339	10	0	349
2018	2102	332	9	0	341
2019	1795	292	7	0	299

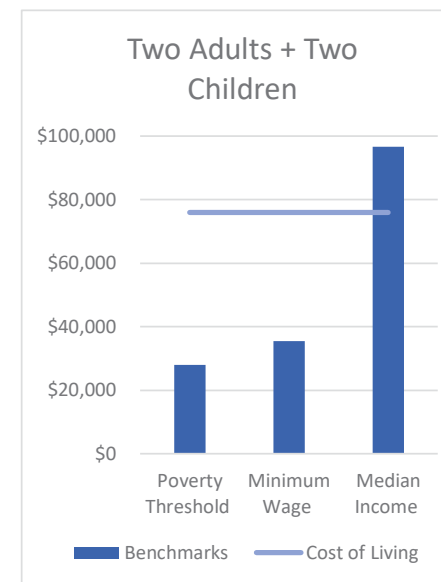
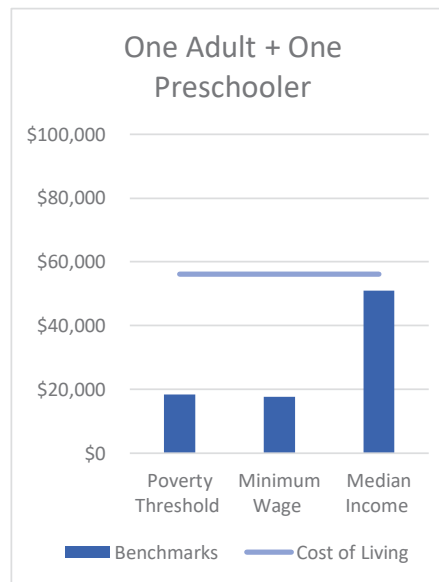
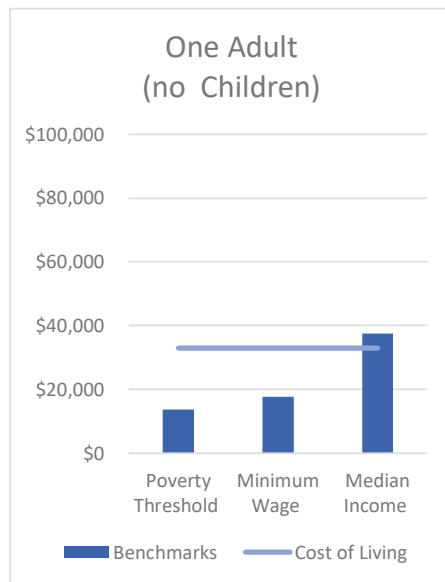
SELF-SUFFICIENCY

Income Standard

Self-Sufficiency – Income Standard – 2016 *(provided as general reference)*

Hawaii Revised Statutes, 201-3(b) requires that the State of Hawaii update biennially, a self-sufficiency standard reflecting costs relating to housing, food, child care, transportation, health care, clothing and household expenses, taxes, children's ages, geography, and the number of household wage earners. The study defines economic self-sufficiency as the amount of money that individuals and families require to meet their basic needs without government and/or other subsidies. Adults are assumed to be working full-time (40-hour a week), at one or more jobs. The chart below compares Hawaii's self-sufficient family income standards for 2016 with poverty thresholds, minimum wage level, median family income, and estimates for 2016 actual incomes for five family types. Entire report (published Dec 2017) is available at http://dbedt.hawaii.gov/economic/reports_studies/self-sufficiency-income-study/

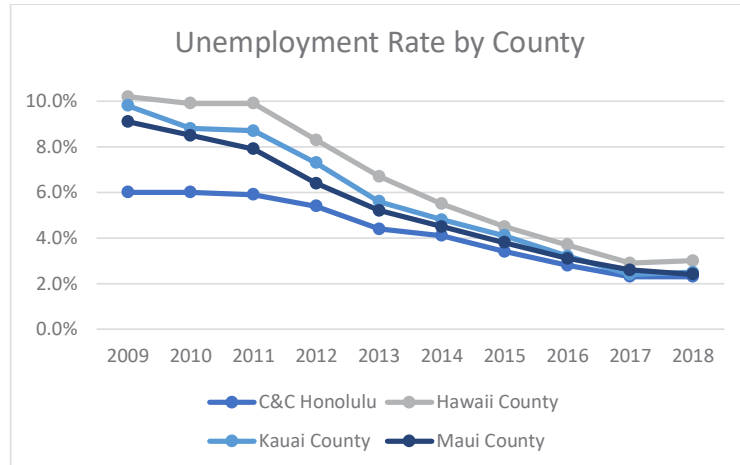
Area	One Adult	Two-Adult Family	One Adult + One Preschooler	One Adult + One Preschooler + One School-age	Two Adult + One Preschooler + One School-age
Honolulu	\$33,350	\$42,283	\$58,526	\$71,821	\$77,968
Hawaii	\$26,964	\$36,699	\$44,903	\$56,449	\$63,250
Maui	\$36,064	\$47,147	\$56,130	\$70,332	\$78,612
Kauai	\$36,761	\$48,153	\$54,055	\$67,371	\$76,465
State Total	\$32,957	\$42,371	\$56,157	\$69,318	\$75,947
Selected Income Benchmarks					
Poverty Threshold	\$13,670	\$18,430	\$18,430	\$23,190	\$27,950
Minimum Wage	\$17,680	\$35,360	\$17,680	\$17,680	\$35,360
Median Family Income	\$37,550	\$79,175	\$51,000	(NA)	\$96,700



SELF-SUFFICIENCY

Unemployment

Unemployment (provided as general reference)



Unemployment Rate by County				
Year	C&C Honolulu	Hawaii County	Kauai County	Maui County
2009	6.0%	10.2%	9.8%	9.1%
2010	6.0%	9.9%	8.8%	8.5%
2011	5.9%	9.9%	8.7%	7.9%
2012	5.4%	8.3%	7.3%	6.4%
2013	4.4%	6.7%	5.6%	5.2%
2014	4.1%	5.5%	4.8%	4.5%
2015	3.4%	4.5%	4.1%	3.8%
2016	2.8%	3.7%	3.2%	3.1%
2017	2.3%	2.9%	2.4%	2.6%
2018	2.3%	3.0%	2.5%	2.4%

Source: U.S. Department of Labor, Bureau of Labor Statistics. Hawai'i State Department of Labor and Industrial Relations, Research and Statistics Office.

Hawaii Labor Statistics

	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
By Calendar Year	STATE OF HAWAII, Not Seasonally Adjusted Civilian Labor Force, Annual Averages												
Civilian Labor Force	638,400	639,700	631,700	647,250	660,150	648,000	651,100	668,200	677,438	682,550	684,250	679,000	665,200
Employed	620,550	612,100	586,500	602,300	615,100	609,100	619,550	639,000	652,938	662,050	667,750	662,700	646,550
Unemployed	17,850	27,550	45,150	44,950	45,000	38,950	31,550	29,150	24,500	20,500	16,500	16,300	18,650
Unemployment Rate – Statewide	2.8%	4.3%	7.2%	6.9%	6.8%	6.0%	4.8%	4.4%	3.6%	3.0%	2.4%	2.4%	2.8%
By State Fiscal Year	Total Number of Individuals Receiving Final Unemployment Payments												
Final Payments	4,963	6,148	16,040	24,773	19,548	15,216	13,187	11,292	8,676	5,866	6,823	*	*

SOURCE: State of Hawaii, Department of Labor and Industrial Relations (DLIR); Research and Statistics Office.
<https://labor.hawaii.gov/rs/home/unemployment/unemployment-insurance-statistics/>
https://www.hawaii.gov/admin/gispub/htmlarea/uploads/LFR_LAUS_SADJ.xls
 * data not yet available

SELF-SUFFICIENCY

Vocational Rehabilitation

Vocational Rehabilitation Indicators

Indicators	FFY 2014	FFY 2015	FFY 2016	FFY 2017	FFY 2018	FFY 2019
Individuals w/ Disabilities Served During Fiscal Year	5,368	5,845	5,852	5,669	4,626	3,969
New Referrals Received	1,047	1,214	1,435	1,399	523	504
Individuals Achieving Successful Employment Outcomes	319	264	440	277	241	214
Of those placed into jobs:						
Participants w/ Significant Disabilities	319 100%	253 95%	415 94%	269 97%	205 85%	208 97%
Participants Receiving Public Assistance	<i>Not available</i>	<i>Not available</i>	<i>Not available</i>	<i>Not available</i>	<i>Not available</i>	<i>Not available</i>
Net Gain in Annual Earning Power for Rehabilitated Individual after Receiving VR Services	314%	<i>Not available</i>	<i>Not available</i>	<i>Not available</i>	<i>Not available</i>	<i>Not available</i>

SOURCE: State of Hawaii, Department of Human Services; Division of Vocational Rehabilitation.

SELF-SUFFICIENCY

Vocational Rehabilitation

Disability Determination Branch – FFY 2007-2014

The Disability Determination Branch (DDB) makes medical determinations on disability claims filed with the Social Security Administration (SSA) under the Social Security Disability insurance (SSDI) and Supplemental Security Income (SSI) programs. DDB's mission is timely and accurate adjudication of disability claims filed by Hawaii State residents under Title II (Disability Insurance) and Title XVI (SSI) of the Social Security Act.

Indicators	FFY 2007	FFY 2008	FFY 2009	FFY 2010	FFY 2011	FFY 2012	FFY 2013	FFY 2014
Claims Processed	9,125	9,008	10,430	10,918	12,291	13,528	13,284	13,206
Favorable Determinations	4,353	4,558	4,464	4,738	4,615	4,615	3,572	3,562
Accuracy Rate	94.2%	95.8%	97.8%	98.0%	95.3%	95.8%	96.4%	96.6% (to Aug '14)
Payment made to Hawaii residents	\$446,284,709	\$391,051,712	\$400,975,224	\$463,608,000	\$507,852,000	\$517,644,000	\$527,520,000	2014 data available at a later date

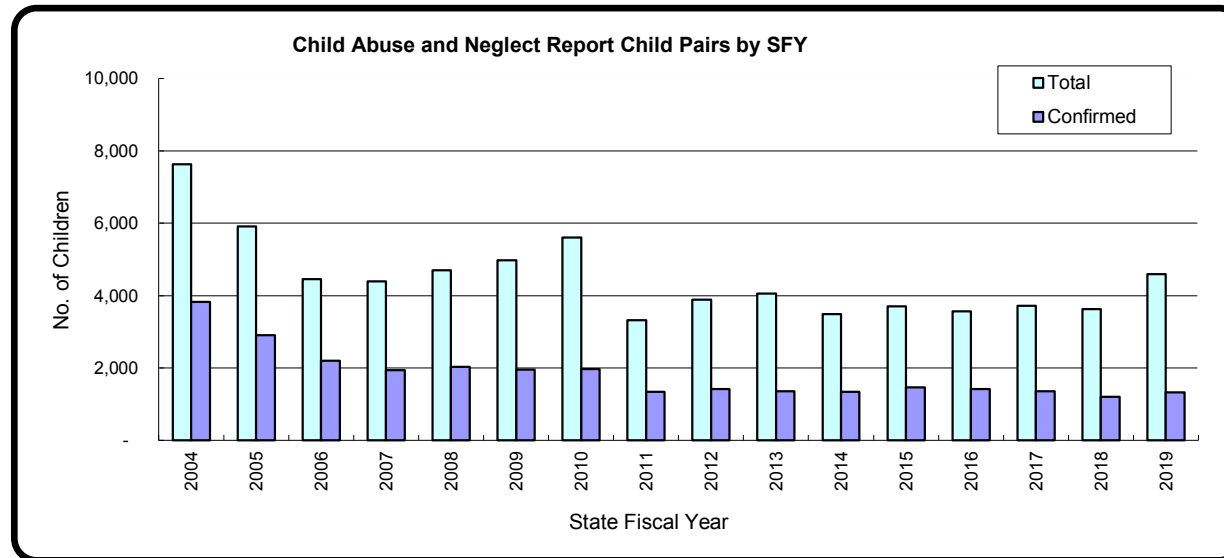
SOURCE: State of Hawaii, Department of Human Services; Annual Reports.

PROTECTION

Child Protective Services

Child Protective Services

CHILD ABUSE AND NEGLECT REPORTS – SFY 2004-2019



State Fiscal Year	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total	7,623	5,914	4,461	4,400	4,707	4,977	5,606	3,324	3,893	4,055	3,481	3,704	3,572	3,711	3,631	4,585
Confirmed	3,824	2,907	2,205	1,939	2,031	1,950	1,976	1,345	1,421	1,361	1,337	1,458	1,418	1,354	1,202	1,321
% Confirmed	50%	49%	49%	44%	43%	39%	35%	40%	37%	34%	38%	39%	40%	36%	33%	29%

SOURCE: DHS Child Protective Services Systems (CPSS) Extract File.

NOTE: A report in the table and graph represents a unique child client number and intake number data pair. One intake may involve more than one child. One child may be involved in more than one intake within a state fiscal year.

PROTECTION

Child Protective Services

CONFIRMED VICTIMS AND INTAKES BY COUNTY – SFY 2019

Total Reported and Confirmed Intakes					
An intake is a report of a child abuse or neglect incident that have been accepted for investigation and a determination of the abuse/neglect have been made. An intake usually refers to a family unit and may involve the possible maltreatment of more than one child. A confirmed intake is one where at least one child in the intake had at least one abuse type confirmed or substantiated. A separate, unrelated incident may result in another intake for the same family or child.					
INTAKES	HAWAII	OAHU	KAUAI	MAUI	STATEWIDE
Confirmed	206	379	39	116	740
Not Confirmed	314	976	143	163	1,596
Total	520	1,355	182	279	2,336
Percent of Statewide Confirmed Intakes	40%	28%	21%	42%	32%

Total Reported and Confirmed Victims					
A victim is a child in an intake identified as one being possibly maltreated. A confirmed victim is one that had at least one abuse type confirmed or substantiated.					
CHILDREN	HAWAII	OAHU	KAUAI	MAUI	STATEWIDE
Confirmed	398	662	68	193	1,321
Not Confirmed	702	1,911	312	339	3,264
Total	1,100	2,573	380	532	4,585
Percent of Statewide Confirmed Intakes	36%	26%	18%	36%	29%

Source: DHS/MSO Child Protective Services System (CPSS) Extract Files; Monthly extract of selected data items for the child welfare services including child protection and foster care.

PROTECTION

Child Protective Services

FACTORS PRECIPITATING INCIDENT – SFY 2019

Factors Precipitating Incident for Confirmed Victims		
<p>The Factors Precipitating Incident are conditions that were identified as contributing to the abuse or neglect of the child. If more than one factor applies, all factors (up to a maximum of six) have been included in this table. Therefore, the total count of factors may exceed the total number of child victims. The Percent figure is based on the total number of confirmed victims.</p>		
FACTORS	Children	Percent
Unacceptable child rearing method	807	61.1%
Inability to cope with parenting responsibility	772	58.4%
Drug abuse	533	40.3%
Mental health problem	212	16.0%
Physical abuse of spouse/fighting	203	15.4%
Heavy continuous child care responsibility	160	12.1%
Chronic family violence	146	11.1%
Inadequate housing	124	9.4%
Loss of control during discipline	113	8.6%
New baby in home/pregnancy	110	8.3%
Missing	106	8.0%
Lack of tolerance to child's behavior	104	7.9%
Alcohol abuse	81	6.1%
Broken family	45	3.4%
Parental history of abuse as a child	35	2.6%
Family discord	33	2.5%
Police/court record (excluding traffic)	26	2.0%
Insufficient income/misuse of income	17	1.3%
Recent relocation	13	1.0%
Incapacity due to handicap/chronic illness	11	0.8%
Mental retardation	7	0.5%
Social isolation	6	0.5%
Normal authoritarian discipline	1	0.1%
Total Victims	1,321	

Source: DHS/MSO Child Protective Services System (CPSS) Extract Files; Monthly extract of selected data items for the child welfare services including child protection and foster care.

PROTECTION

Child Protective Services

CONFIRMED VICTIMS CHARACTERISTICS – SFY 2019

AGE	Children	Percent
0-5	579	43.8%
6-11	397	30.1%
12-17	343	26.0%
Unknown	2	0.2%
Total	1,321	100.0%

SEX	Children	Percent
Male	633	47.9%
Female	666	50.4%
Unknown	22	1.7%
Total	1,321	100.0%

RACE	Victims	%
American Indian/Alaskan Native	17	1.3%
Black	32	2.4%
Other	234	17.7%
Chinese	17	1.3%
Other pacific islander	53	4.0%
Filipino	100	7.6%
Hawaiian/part Hawaiian	559	42.3%
Japanese	15	1.1%
Korean	7	0.5%
Samoa	51	3.9%
White	231	17.5%
Unknown	5	0.4%
Total	1,321	100.0%

Maltreatment Type of Confirmed Victims		
<i>Up to six Abuse Types are recorded for each victim per incident. The Maltreatment Type in this table is the most serious of Abuse Type that was confirmed.</i>		
MALTREATMENT TYPE	Children	Percent
Medical Neglect	9	0.7%
Neglect	186	14.1%
Physical Abuse	115	8.7%
Psychological Abuse	10	0.8%
Sex Trafficking	15	1.1%
Sexual Abuse	70	5.3%
Threatened Harm	916	69.3%
Total	1,321	100.0%

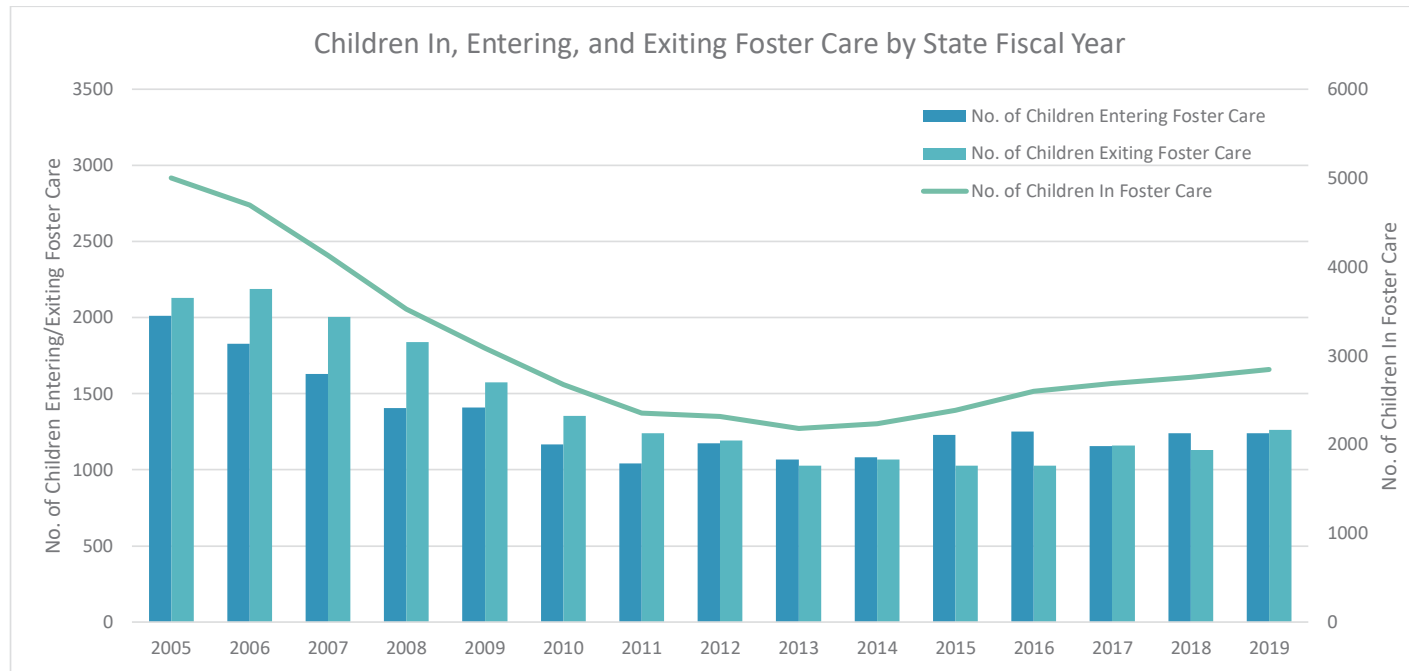
Severity of Abuse/Neglect of Confirmed Victims		
SEVERITY	Children	Percent
No treatment necessary	766	58.0%
Treatment required	112	8.5%
Serious	17	1.3%
Permanent disability	1	0.1%
Fatal	5	0.4%
No injury	420	31.8%
Total	1,458	100.0%

Source: DHS/MSO Child Protective Services System (CPSS) Extract Files: Monthly extract of selected data items for the child welfare services including child protection and foster care.

PROTECTION

Foster Care

Foster Care



	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
No. of Children Entering Foster Care	2,011	1,829	1,629	1,407	1,410	1,166	1,042	1,174	1,067	1,081	1,230	1,251	1,157	1,240	1,240
No. of Children Exiting Foster Care	2,130	2,188	2,006	1,838	1,576	1,356	1,240	1,194	1,029	1,068	1,027	1,026	1,158	1,130	1,261
No. of Children In Foster Care	5,001	4,696	4,129	3,522	3,086	2,672	2,355	2,315	2,180	2,231	2,386	2,597	2,688	2,759	2,843

PROTECTION

Foster Care

Children Exiting Foster Care by Discharge Reason – SFY 2005 - 2019 ^{g/}

DISCHARGE REASON	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Adoption	425	451	377	392	290	236	211	195	155	141	156	160	201	188	189
Emancipation	153	157	157	155	129	125	88	90	59	65	71	66	67	75	84
Guardianship	219	224	174	154	126	102	92	92	73	102	99	100	145	163	171
Placed w/ Relative	2	-	2	-	-	1	-	-	-	-	-	-	-	-	-
Reunification	1,265	1,304	1,256	1,106	985	866	805	796	716	725	677	676	714	677	786
Other	66	52	40	31	46	26	44	21	26	35	24	24	31	27	31
TOTAL	2,130	2,188	2,006	1,838	1,576	1,356	1,240	1,194	1,029	1,068	1,027	1,026	1,158	1,130	1,261

Age of Children in Foster Care – SFY 2005 – 2019 ^{g/}

AGE GROUP	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
0-5	2,095	1,934	1,684	1,389	1,209	1,095	1,000	985	893	962	1,090	1,146	1,204	1,166	1,205
6-11	1,382	1,247	1,058	894	800	694	574	611	632	644	648	741	776	823	814
12-18	1,523	1,515	1,387	1,239	1,077	883	781	719	655	624	648	709	707	770	824
Unknown	1	-	-	-	-	-	-	-	-	1	-	1	1	-	-
TOTAL	5,001	4,696	4,129	3,522	3,086	2,672	2,355	2,315	2,180	2,231	2,386	2,597	2,688	2,759	2,843

PROTECTION

Foster Care

FOSTER CARE CHARACTERISTICS – SFY 2019

DISCHARGE REASON	Age 0-5	Age 6-11	Age 12-18	Total
Adoption	121	51	17	189
Emancipation	0	0	84	84
Guardianship	51	60	60	171
Other	7	16	8	31
Reunification	337	226	223	786
TOTAL	516	353	392	1,261

Sex of Children in Foster Care ^{g/}

SEX	Children	Percent
Female	1,430	50.3
Male	1,408	49.5
Unknown	5	0.2
TOTAL	2,843	100

Race of Children in Foster Care ^{g/}

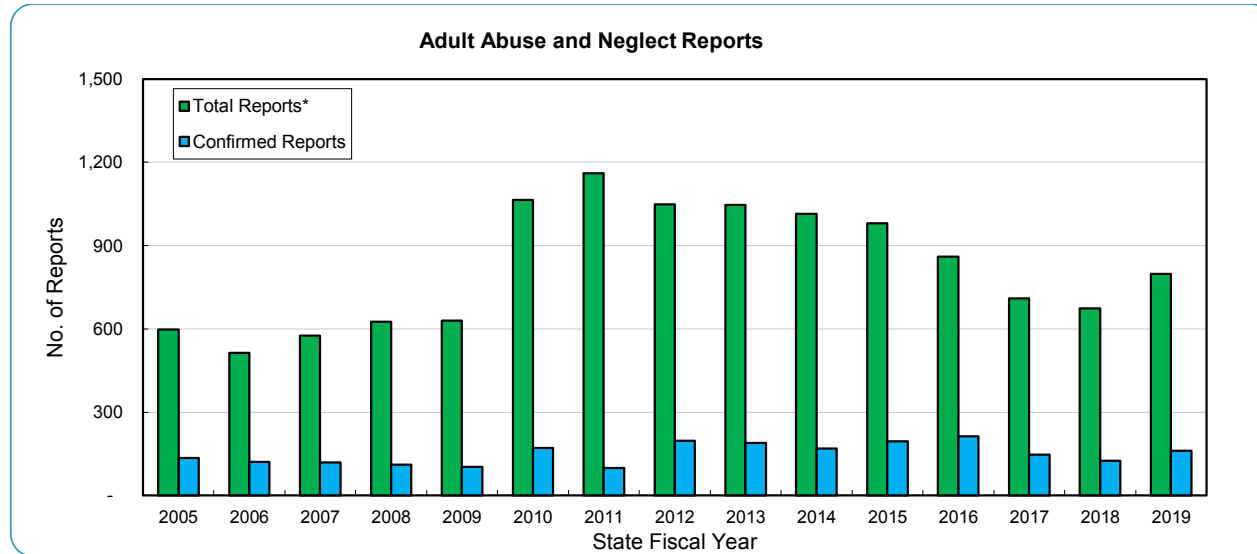
RACE	Children	Percent
Hawaiian/Part Hawaiian	1,267	44.57
White	484	17.02
Mixed	298	10.48
Filipino	197	6.93
Samoan	102	3.59
Hispanic/Spanish	92	3.24
Micronesia	86	3.02
Black	72	2.53
Japanese	37	1.30
Other pacific islander	36	1.27
Chinese	33	1.16
Marshallese	25	0.88
American Indian	24	0.84
Korean	14	0.49
Vietnamese	8	0.28
Laotian	6	0.21
Tongan	5	0.18
Alaskan Native	4	0.14
Cambodian	3	0.11
Unable to determine	50	1.76
TOTAL	2,843	100%

PROTECTION

Adult Protective Services

Adult Protective Services

ADULT ABUSE AND NEGLECT REPORTS – SFY 2005–2019



State Fiscal Year	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019
Total	598	514	575	625	630	1,065	1,160	1,049	1,046	1,014	980	861	709	674	798
Confirmed	135	120	118	110	102	170	99	197	189	168	194	214	147	124	160
Percent of Confirmed Reports	23%	23%	21%	18%	16%	16%	9%	19%	18%	16.5%	19.8%	24.9%	20.7%	18.4%	20.1%

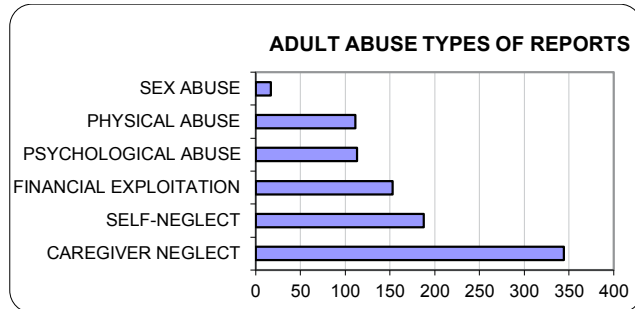
SOURCE: Adult Protective Services (APS) Annual Reports.

NOTE: A significant increase in the number of abuse reports received was in response to the new APS law effective July 1, 2009, which redefined and broadened the identified target population from 'dependent adults' to 'vulnerable adults'. A vulnerable adult is defined as anyone 18 years or older with a mental, developmental or physical impairment who is also unable to:

- 1) communicate or make responsible decisions to manage his or her own care or resources;
- 2) carry out or arrange for essential activities of daily living; or
- 3) protect oneself from abuse.

PROTECTION

ADULT ABUSE AND NEGLECT REPORTS – 2019



ADULT ABUSE TYPES - SFY 2019	Frequency	Percent
Caregiver Neglect	344	37%
Self-Neglect	188	20%
Financial Exploitation	153	17%
Psychological Abuse	113	12%
Physical Abuse	111	12%
Sex Abuse	17	2%
TOTAL REPORTS	926	100%

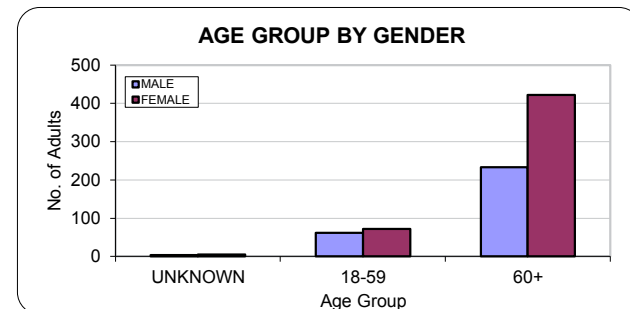
Primary Dependency Status - SFY 2019

STATUS	MALE	FEMALE	TOTAL
Alcohol / Drug Abuse	7	4	11
Developmentally Disabled	13	12	25
Mentally Ill	25	28	53
Mentally Retarded	18	8	26
Other	14	32	46
Other Mental Impairment	104	161	265
Physically Disabled	107	170	277
Unspecified	1	5	6
TOTAL	289	420	709

SOURCE: APS Annual Reports; a report may have more than one abuse type, therefore, the figure for TOTAL REPORTS may be the number of TOTAL REPORTS investigated.

Med-QUEST Division (MQD)

Adult Protective Services



ADULT ABUSE BY AGE GROUP SFY 2019	MALE	FEMALE	TOTAL
Unknown	4	5	9
18-59	62	72	134
60+	233	422	655
TOTAL	299	499	798

Perpetrator Relationship to Victim

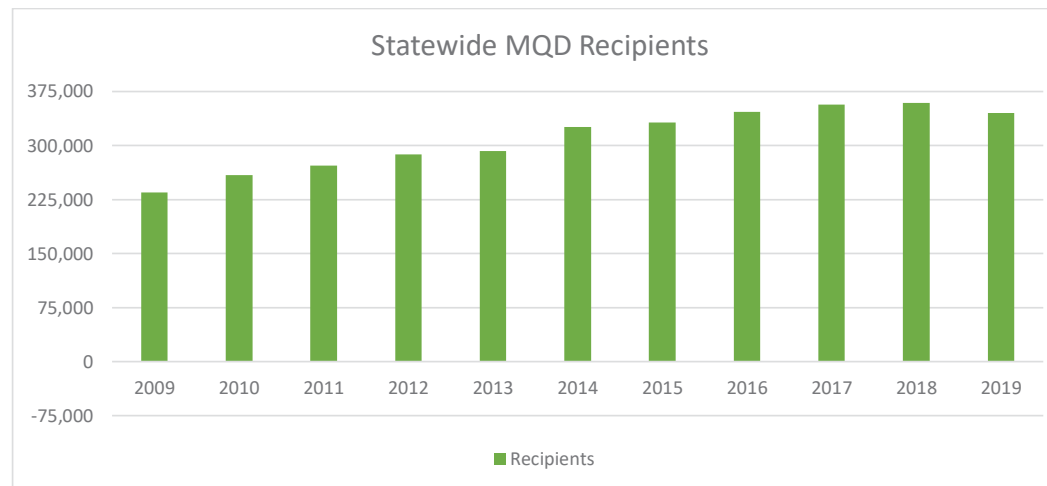
PERPETRATOR RELATIONSHIP TO VICTIM	Numbers	Percent
Relative	359	44.99
Non-Relative	67	8.4
Staff of Care Facility	153	19.17
Self	187	23.43
Unspecified	32	4.01
TOTAL	798	100

HEALTH

Med-QUEST Division

NUMBER OF RECIPIENTS ^{h/}

SFY	Statewide	Oahu	Hawaii	Maui	Kauai	Molokai	Lanai
2009	235,203	150,425	47,913	21,142	12,604	2,645	474
2010	259,307	162,602	53,472	25,407	14,453	2,800	573
2011	272,218	167,319	57,182	28,318	15,753	2,957	689
2012	287,902	177,258	60,925	29,473	16,337	3,213	696
2013	292,423	179,227	62,145	30,951	16,072	3,305	723
2014	325,510	199,062	69,081	34,896	18,255	3,462	754
2015	332,197	201,668	69,975	36,597	19,661	3,521	775
2016	346,398	210,743	72,591	38,092	20,462	3,685	826
2017	356,787	217,155	74,108	39,618	21,288	3,777	842
2018	359,225	217,942	75,258	39,895	21,459	3,824	848
2019	345,231	208,864	73,452	37,832	20,534	3,764	787

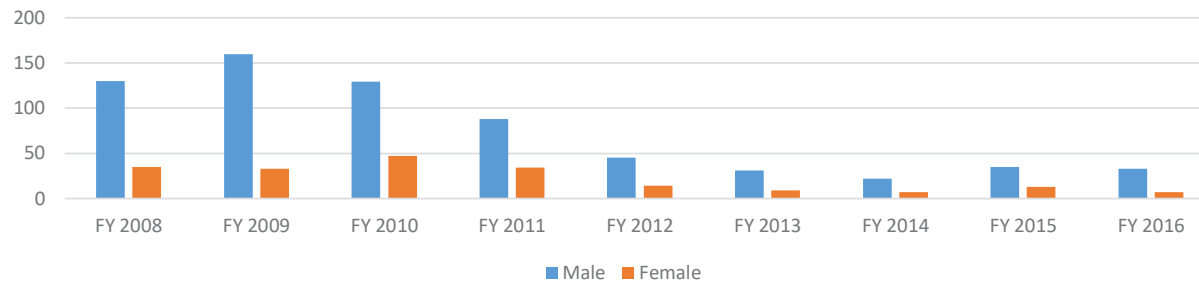


ATTACHED AGENCIES

HYCF

Hawaii Youth Correctional Facility (HYCF)

Admissions
Hawaii Youth Correctional Facility
FY 2008 - FY 2016



	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	FY 2013	FY 2014	FY 2015	FY 2016
Male	130	160	129	88	45	31	22	35	33
Female	35	33	47	34	14	9	7	13	7
Total	165	193	176	122	59	40	29	48	40

Population (end of SFY 2016)

By County	Boys	Girls	Total
Oahu	16	2	18
Maui	9	2	11
Hawaii Island	8	3	11
Kauai	0	0	0
TOTAL			40

SFY 2016

Race/Ethnicity	No.
Hawaiian/part-Hawaiian	20
Micronesian	8
Caucasian	6
Samoan	3
Other Asian/Mixed Asian	2
Other Pacific Islander	1
Filipino	0
Latino/Hispanic	0
African American	0
TOTAL	40

SOURCE: For all tables above - State of Hawaii, Department of Human Services, Office of Youth Services.

ATTACHED AGENCIES

HPHA

Hawaii Public Housing Authority (HPHA)

HAWAII PUBLIC HOUSING AUTHORITY OPERATIONS – 2016-2018			
Federal and State Public Housing	2016	2017	2018
Total units owned and administered by the HPHA 1/	5,584	5,584	5,584
Total units occupied, May 31 2/	5,232	5,221	5,143
Total number of occupants, May 31 2/	13,655	13,731	13,298
Average rent charged per unit per month (dollars) 2/ 3/ 4/	\$ 299	\$ 300	\$ 366
Federal and State Rental Assistance and Rent Supplement			
Families	5,589	5,656	5,713
Individuals	16,713	13,188	13,351

SOURCE: The State of Hawaii Data Book - DBEDT. Tables 21.26., <http://www.hpha.hawaii.gov/reportsstudies/index.htm>

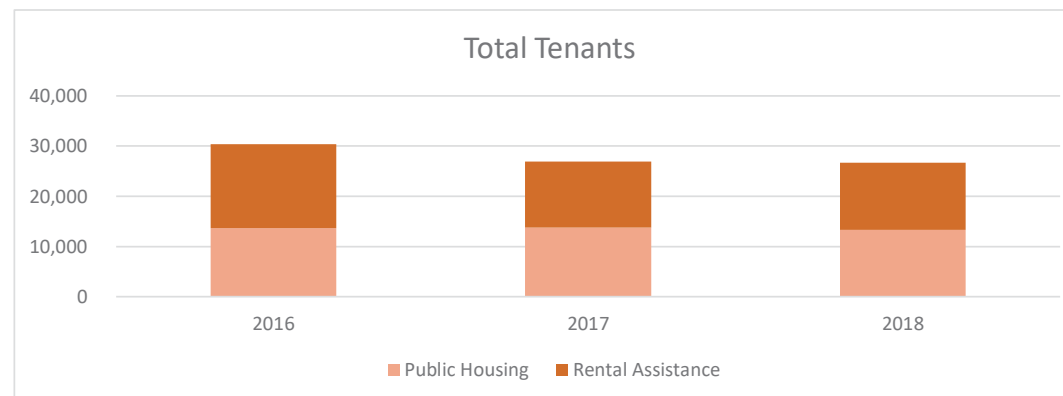
1/ Federal low-rent, 4,720; State low-rent, 864.

2/ Data does not include 570 Kuhio Park Terrace units which receive federal subsidies.

3/ Some units pay zero rent; some get a utility allowance greater than the amount of rent that would otherwise be charged.

Federal projects only; Federal subsidies received between July and June (fiscal year).

4/ Average rent as of January of the following year.



For additional information on the Hawaii Public Housing Authority, go to: <http://www.hpha.hawaii.gov/reportsstudies>

LANGUAGE

LEP

Limited English Proficiency (LEP)

LEP LANGUAGE ACCESS SFY 2019 **								
The Limited English Proficiency Project (LEP) was established in 2013 to support and coordinate the development and implementation of policies and practices that ensure timely and effective delivery of language access services to LEP persons. Among the goals of the LEP Project are establishing translation services and identifying and simplifying vital documents.								
ORAL LANGUAGE ENCOUNTERS								
Language / Dialect	BESSD	DVR	HPHA	MQD	OYS	SSD	Staff Offices	TOTAL
Cantonese	160	0	170	29	0	1	6	366
Chuukese	496	0	283	9	2	129	3	922
Hawaiian	0	0	0	0	0	0	0	0
Ilokano	105	0	16	21	0	14	1	157
Japanese	14	0	10	68	0	18	1	111
Korean	50	0	204	0	0	29	2	285
Kosraean	6	0	3	0	0	0	0	9
Language Sign (ASL)	3	17	7	0	0	61	0	88
Mandarin	32	0	49	29	0	6	0	116
Marshallese	65	0	79	6	0	18	0	168
Portuguese	0	0	0	1	0	0	0	1
Samoan	15	0	23	3	0	4	0	45
Spanish	23	0	7	13	0	47	0	90
Tagalog	47	0	11	12	0	12	0	82
Thai	3	0	7	0	0	0	0	10
Tongan	8	0	9	6	0	11	0	34
Vietnamese	68	0	122	19	0	4	2	215
Visayan (Cebuano)	0	0	18	1	0	0	0	19
Other*	0	0	9	12	0	8	0	29
TOTAL	1095	17	1027	229	2	362	15	2747

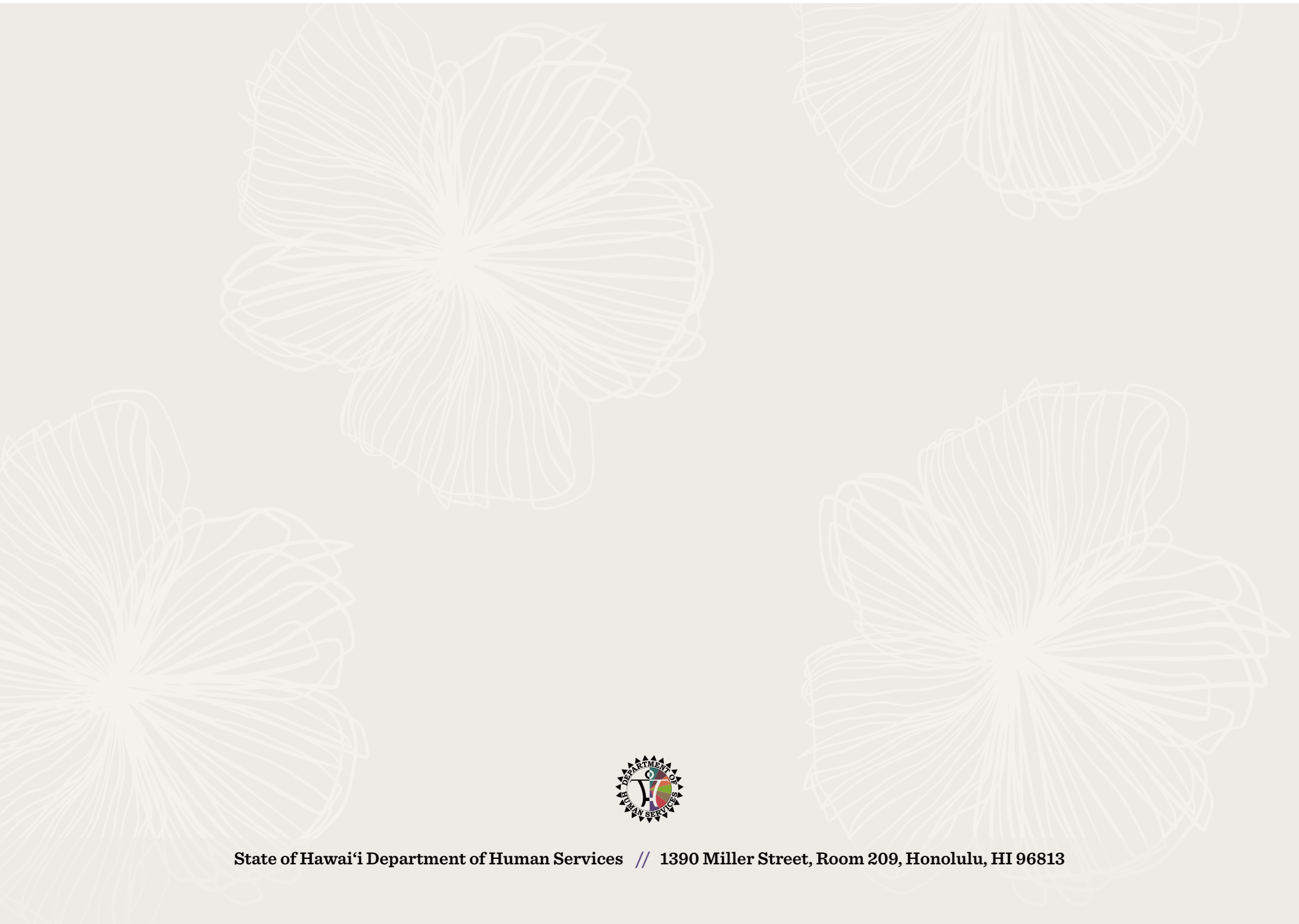
*Includes: Chinese (unspecified), Indonesian, Russian, Filipino (unspecified), Laotian, Cambodian, Wolof, Croatian, Haitian, Hebrew, Creole, Mongolian, Karen, Nepali, Punjabi, Taiwanese, Bengali, Pohnpeian, Chau Chau, Shanghainese.

LEP EXPENDITURE SUMMARY TABLE SFY 2019 **								
INTERPRETATION								
Division / Staff Office	BESSD	DVR	HPHA	MQD	OYS	SSD	STAFF OFFICES	TOTAL
Total Expenditures	\$14,701	\$4,029	\$38,280	\$2,196	\$87	\$22,779	\$706	\$82,778

** Six Month LEP Report: 07/01/18 through 12/31/18

RESOURCES

- a/ **DHS/MSO Obligation Reports**
Monthly caseload summary reports for the financial assistance programs. Information includes number of cases, clients and the amount of benefits authorized. Data is reported by benefit month as of the end of the benefit month. Amounts may differ from other Department reports because of the timing and purpose of the reports.
- b/ **DHS/MSO Participation File (HAWI Flat File)**
Monthly file of clients participating in the financial assistance programs as of the end of the state fiscal year. Information includes detailed characteristics of the client such as age and race. Data does not include any benefit amount information.
- c/ **SNAP Monthly Participation Report** - DHS/BESSD/Supplemental Nutrition Assistance Office
- d/ **DHS/MSO Employment and Child Care (ECC) Variance and Storybook Extract Files**
Monthly file of cases participating in the Employment and Child Care programs. Information includes detailed characteristics of cases and clients and benefit amounts.
- e/ **American Community Survey, U.S. Census Bureau**
One-year estimates, data search using American Fact Finder. <https://factfinder.census.gov/faces/nav/jsf/pages/index.xhtml>
- f/ **U.S. Social Security Administration, Office of Retirement and Disability Policy**
Annual Statistical Supplement. For 2018 report, go to: https://www.ssa.gov/policy/docs/statcomps/di_asr/2018/index.html
- g/ **DHS/MSO Child Protective Services System (CPSS) Extract Files**; Monthly extract of selected data items for the child welfare services including child protection and foster care.
- h/ **MQD Quest Enrollment**: Figures as of June for each fiscal year are reported; for 2003-2016 enrollment figures by program, plan and island, see: <https://medquest.hawaii.gov/en/resources/reports.html>



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