





Contents

ANNUAL REPORT 2022

DHS

- 3 Director’s Message
- 4 Department Overview
- 5 Organization Chart
- 6 ‘Ohana Nui



BESSD

STRENGTH AND NOURISHMENT

- 8 About the Benefit, Employment, and Support Service Division (BESSD)
- 13 Supporting Our Caregivers
- 18 Supplemental Nutritional Assistant Program

MQD

HEALTH AND WELLNESS

- 21 About the Med-QUEST Division (MQD)
- 22 Helping Hawai‘i’s families and keiki with healthcare access
- 23 By the Numbers
- 24 Project Vision

DVR

POTENTIAL AND INDEPENDENCE

- 27 About the Division of Vocational Rehabilitation (DVR)
- 28 Helping Youth Prepare for Work
- 29 Success Story: On Target to Shine

SSD

PROTECTION AND RESILIENCE

- 31 About the Social Services Division (SSD)
- 33 By the Numbers
- 34 Success Story: Lived Experience
- 37 Kūpuna in the Classroom

HPHA OYS

GROWTH AND STABILITY

- 40 Hawai‘i Public Housing Authority (HPHA)
- 41 Kamaoku Village Opens
- 42 About the Office of Youth Services (OYS)
- 43 Zero Girls Incarcerated

HCSW GCH

FAMILY AND EQUITY

- 44 About the Commission on Fatherhood and the Commission on the Status of Women
- 45 The Governor’s Coordinator on Homelessness and the Hawai‘i Interagency Council on Homelessness

Message from the Director

The resounding tone within the Department of Human Services (DHS) over the past three years has been, “We are in this together.” Together, DHS helped support the entire state of Hawai‘i during a time of extreme uncertainty. We continued to further our mission to provide and maintain access to vital benefits and services that support long-term positive outcomes for Hawai‘i residents. Our programs support the self-sufficiency and well-being of individuals, families, and communities in Hawai‘i, so families thrive.

Before the COVID-19 pandemic, we provided one or more critical benefits, programs, and services to one in four adults in Hawai‘i and nearly half of all Hawai‘i’s children.

Since March 2020, all major public benefits programs experienced significant caseload increases; for example, the State’s Medicaid program now serves nearly 30% of Hawai‘i’s residents. In addition to access to healthcare coverage, DHS provides eligible residents with cash assistance, nutrition assistance, child care subsidies, utility assistance, vocational rehabilitation services, rental and homeless services, and protective services.

Med-QUEST Division ensured that more than 450,000 residents, including more than half of our state’s keiki, received vital access to healthcare.

BESSD Child Care Programs and Regulations Office expended over 100 million dollars in federal relief funds to ensure keiki were protected, and through the stabilization grants helped providers to stay open. Processing Centers worked tirelessly to help more than 200,000 individuals to put food on their tables for their families. Through the new TANF hous-

ing assistance program, families will receive much-needed housing support.

Child Welfare Services continued to serve children and families throughout the pandemic and worked hard to get our Family First Hawaii Plan approved by ACF and implemented.

Adult Protective Services have been proactive in identifying harmful living situations and coordinated a system of care for clients to ensure they live in safety. Division of Vocational Rehabilitation continues to train and educate individuals with disabilities to ensure they can live independently and maintain economic self-sufficiency.

Office of Youth Services made national history with zero girls incarcerated at HYCF.

Hawai‘i Public Housing Authority continues to provide stable public housing and progress to renovate and modernize the existing housing inventory. In addition, it works with the federal government, Child Welfare Services and local non-profits to provide housing vouchers for foster youth who have transitioned to adulthood.

Governor’s Coordinator on Homelessness expended millions of dollars in ‘Ohana Zone Pilot Program funding and worked with each county to ensure homeless individuals were treated with humanity and dignity. Commission on Status of

Women developed the first Feminist Economic Recovery Plan and its Executive Director testified before the United States Congress on the work we need to do to ensure women achieve true equality.

As we approach the fourth year of pandemic conditions, we are mindful that our staff and providers have been heavily impacted by the sustained caseloads and multiple stressors. I am forever grateful to the DHS staff for their dedication and commitment to furthering the department’s mission as we support the well-being of individuals and families in Hawai‘i.



CATHY BETTS
DIRECTOR,
DEPARTMENT OF HUMAN
SERVICES

“Together, DHS helped support the entire state of Hawai‘i during a time of extreme uncertainty.”



The Department of Human Services provides important benefits and services that serve as building blocks for individuals and families in need to achieve self-sufficiency and success on their own terms. Our team is made up of nearly 2,400 positions across the islands. We provide these benefits and services with one of the largest state department budgets of \$3.6 billion, which includes the majority of the state government’s federal monies. More than 80% of these funds are distributed as benefits or services.



OUR MISSION

We believe that all Hawai'i residents can and will thrive. We strive to reach this vision by fulfilling our mission to encourage self-sufficiency and support the well-being of individuals, families, and communities in Hawai'i.

The DHS ‘Ohana

The Director’s Office, six Staff Offices, four Divisions, and seven Administratively Attached agencies comprise the Department of Human Services (DHS).
The Staff Offices serve the entire organization and include the Fiscal Management Office (FMO), the Office of Information Technology (OIT), the Human Resources (HR) Office, the Budget, Planning and Manage-

ment Office (BPMO), the Administrative Appeals Office (AAO), and the Audit, Quality Control and Research Office (AQCRO).
The four divisions of DHS are the Benefit, Employment and Support Services Division (BESSD), the Division of Vocational Rehabilitation (DVR), the Med-QUEST Division (MQD), and the Social Services

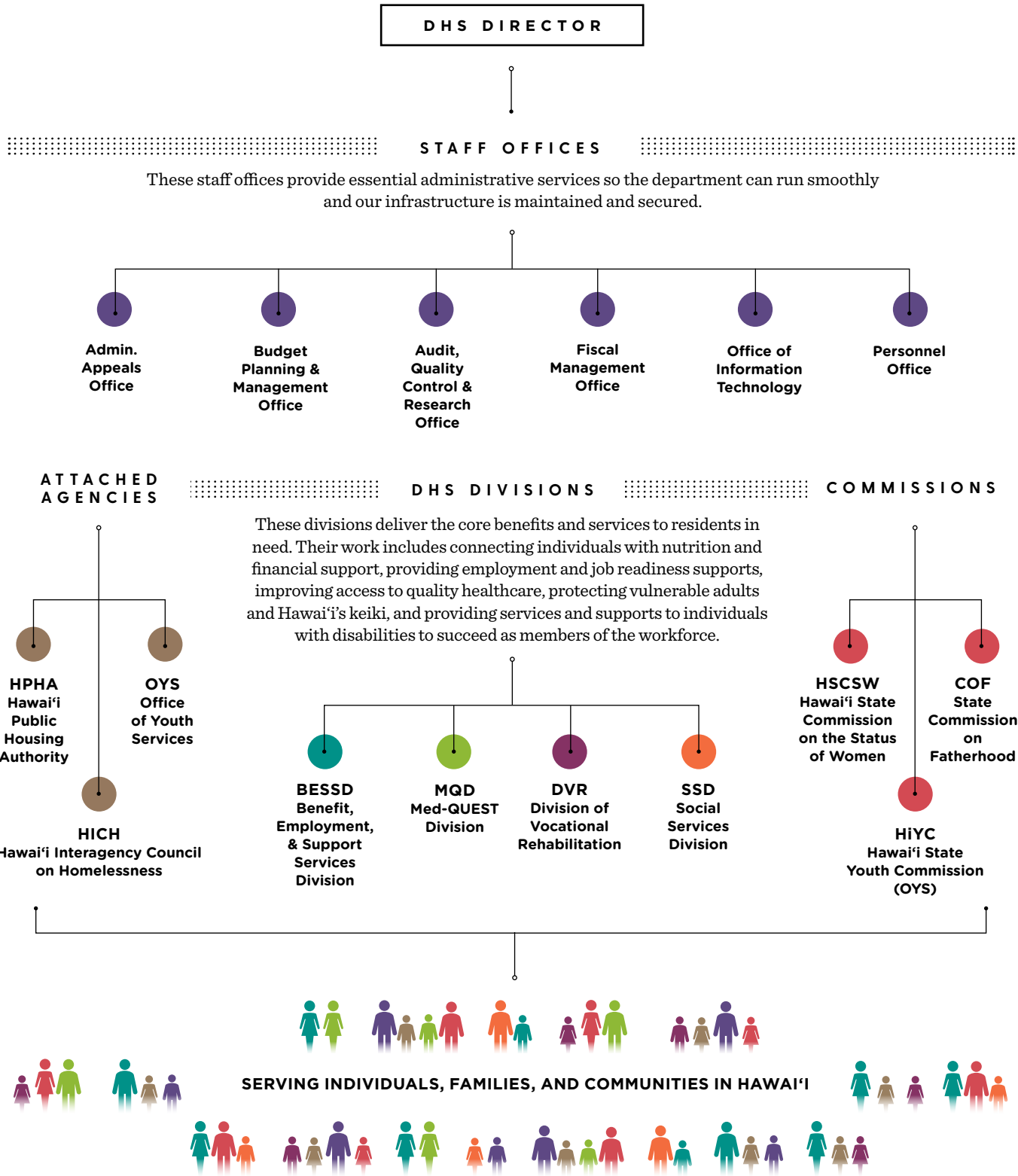
Division (SSD).
Administratively attached entities are the Hawai'i Public Housing Authority (HPHA), the Office of Youth Services (OYS), the Hawai'i State Commission on the Status of Women (HSCSW), the Commission on Fatherhood (COF), the Youth Commission and the Hawai'i Interagency Council on Homelessness (HICH).

Did you know?

We serve 1 in 3 of Hawai'i's residents

More than 40% of kids are covered by Medicaid

DHS Organization Chart





‘Ohana Nui

Our commitment to reduce the incidence of intergenerational poverty and dependence upon public benefits is guided by this integrated multigenerational framework.

“Aloha Spirit” is the coordination of mind and heart within each person. It brings each person to the self. Each person must think and emote good feelings to others[.]”

Section 5-7.5, Hawai‘i Revised Statutes, “Aloha Spirit.”

— Aunty Pilahi Paki

The DHS operational and decision-making framework, ‘Ohana Nui, encompasses the department’s vision — The people of Hawai‘i are thriving. It is an integrated and multigenerational approach designed to improve the social well-being, economic security, and productivity of the people of the State and to reduce the incidence of intergenerational poverty and dependence upon public benefits. ‘Ohana

Nui is based on the Ascend at The Aspen Institute, 2Gen (two-generation) approach to build family well-being. The goal of ‘Ohana Nui is to place the whole family on the path of self-sufficiency, creating the best chance for their active participation in an intergenerational cycle of opportunity.

The 5 pillars of ‘Ohana Nui are housing, food & nutrition, health & wellness, education & economic supports, and social capital which are embedded in DHS programs and services.

The ‘Ohana Nui key elements include:

- We aim to co-create with families to develop programs and solutions. When we listen to families, we find that families have the solutions but may need help executing them.
- We meet families where they dream or where they are. We let the families decide on what is important and what their priorities are. We do not prescribe to them a pathway. In addition, our hope is to co-locate so that our staff are in community rather than in state office buildings.
- We leverage existing resources and seek new resources and



“We strive to incorporate ‘Ohana Nui into everything we do, and to be intentional in improving the well-being of children, adults and kūpuna so they may thrive.”

— Joseph Campos II

Deputy Director, Department of Human Services



partnerships. Some resources will come from the department, collaborative work with other state branches, offices, or departments, or other federal funds and grants.

• We invest in IT modernization. Through the COVID-19 pandemic we fully realized that technology is our lifeline to residents and our national peers. Technology helped us increase access, improve efficiencies, meet the increase demand, and kept people safe.

• We build generative and empowered partnerships. We cannot do this alone. We seek support from all sectors of the community and industries, public and private, philanthropy, and grass-roots efforts.



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.

Every month, the Benefit, Employment, and Support Services Division (BESSD) provides public assistance benefits to nearly 1 in 8 individuals statewide. These benefits provide for basic daily necessities for individuals – keiki to kūpuna – and families.

The more than 700 BESSD staff members, which includes a presence on every island, including Lānaʻi and Molokaʻi, provides this basic support to families in need through financial (cash) assistance, Supplemental Nutrition Assistance Program (SNAP) benefits, and the Low Income Home Energy Assistance Program (LIHEAP). In support of these benefits, BESSD also provides an array of job-readiness trainings, educational and vocational trainings, job placement and retention services, child care subsidies, services to individuals and families experiencing homelessness and work-related supports. These combined benefits and supports aim to help clients achieve self-sufficiency.

The mission of BESSD is to provide timely, efficient, and effective programs, services and benefits to empower those who are the most vulnerable in our state to expand their capacity for self-sufficiency, self-determination, independence, healthy choices, quality of life, and personal dignity.

CORE SERVICES

Economic Stability & Self-Sufficiency

Food, financial, and child care assistance programs help eligible low-income individuals meet their basic needs and make progress toward economic independence through cash and food assistance, employment-focused services, and subsidized child care. Major programs include:



CASH ASSISTANCE

- Temporary Assistance for Needy Families (TANF / TAONF)
- General Assistance (GA)
- Aid to Aged, Blind, and Disabled (AABD)



FOOD ASSISTANCE

- Supplemental Nutrition Assistance Program (SNAP)



EMPLOYMENT SERVICES

- First-to-Work (FTW) (TANF work program)
- SNAP Employment and Training (SNAP E&T)



CHILD CARE TUITION ASSISTANCE:

- Child Care Connection Hawaiʻi (CCCH)
- Preschool Open Doors (POD)



ENERGY AND UTILITY ASSISTANCE

- Low Income Home Energy Assistance (LIHEAP)

Accountability & Integrity

Investigations Office (INVO)

The objectives of the fraud investigations offices (INVO) are to ensure the following:

- | | | |
|--|---|--|
| (1) | (2) | (3) |
| Public assistance benefits are provided only to those that are eligible. | Benefits are used only in the manner that is allowable under all applicable federal and state laws. | Recovery and prosecution of fraudulent use is pursued. |

INVO has offices located on four islands to achieve these goals: Oʻahu, Hawaiʻi, Maui, and Kauaʻi.

Homelessness Intervention & Prevention

The BESSD Homeless Programs Office (HPO) provides programs and services for those that are experiencing homelessness or who are at risk of homelessness. These supports aim to provide short- and long-term housing placements to stabilize each individual or family's housing situation while coordinating support services needed to address the root causes of homelessness that impacts a person's ability to maintain stable housing placement.

MAJOR PROGRAM AND SERVICES INCLUDE

- Homeless Outreach
- Housing Placement
- State Housing Emergency Grants
- Emergency and Transitional Shelter Services
- Rapid Re-Housing
- Housing First

Child Care Licensing (CCLU)

Child Care Licensing Units license and oversee specified regulated child care providers (e.g. infant and toddler centers, family child care homes). Their work aims to ensure that licensed and registered child care providers meet basic health and safety standards. This regulatory work aims to reassure families of the safety and well-being of their children while they are with regulated child care providers. Licensing units are located on four islands: Oʻahu, Hawaiʻi, Maui, and Kauaʻi.

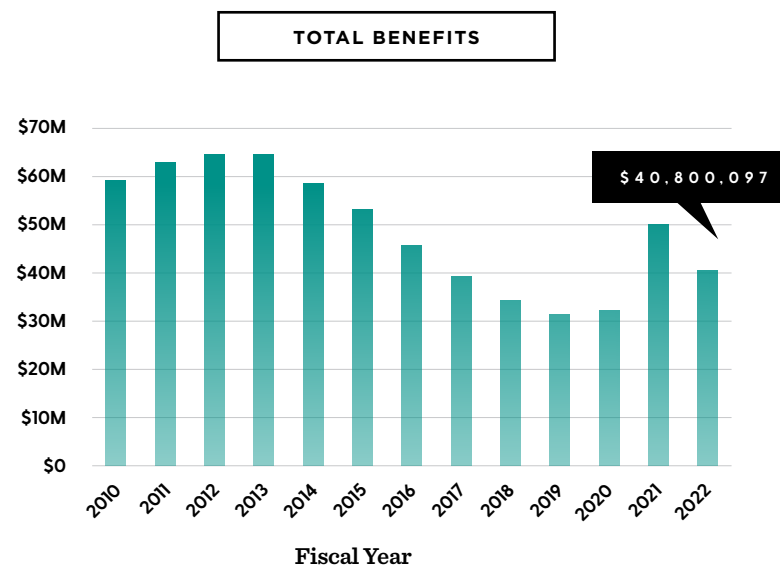
TANF & TAONF

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

Temporary Assistance for Needy Families or TANF Program is a federal funded block grant program. A primary eligibility requirement to receive TANF funds is U.S. citizenship. TANF funding is limited to U.S. citizens, single or two-parent households with minor dependent children. These program requirements are in accordance with the Personal Responsibility and Work Opportunity Reconciliation Act of 1996 (P.L. 104-193) (Welfare Reform). Prior to Welfare Reform, the Aid for Families with Dependent Children (AFDC) did not distinguish between citizen or non-citizen or single or two-parent households.

In response to the federal Welfare Reform, and consistent with Hawai'i's State Constitution, Article IX, Section 3, Hawai'i created the state funded Temporary Assistance for Other Needy Families or TAONF Program to continue to provide financial assistance to families that had been eligible for benefits through AFDC and would no longer be eligible through TANF due to citizenship. The state funded TAONF Program mirrors TANF Program rules and provides the same benefits and services to Hawai'i's needy families with children, that include mixed citizenship or non-citizenship single and two-parent households.

TANF and TAONF provide monthly cash benefits to families for food, clothing, shelter, and other essentials. To qualify for this financial assistance, a family must include children under the age of 18 and have gross income below 185% of the 2006 Federal Poverty level (FPL).



BY THE NUMBERS:

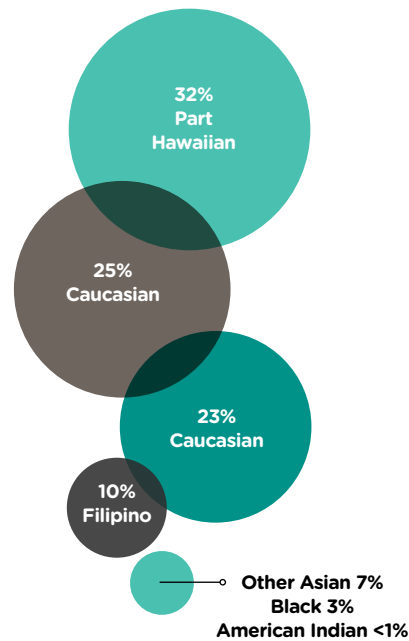
15,368

Average Monthly Clients

5,149

Average Monthly Cases

ETHNIC DISTRIBUTION



63%

of those served is below the age of 18

General Assistance

The General Assistance program provides state funded 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 benefits. To be eligible, the adult must have little or no income, not qualify for a federal category of assistance, and be certified by a DHS medical board to be unable to engage in any substantial employment of at least thirty hours per week for a period of at least sixty days. The program's goal is to provide temporary economic assistance to those eligible for financial support, to ensure they receive at least a minimally adequate standard of living. The GA program is funded by a block-grant appropriated by the Legislature each year. This means that to stay within the block-grant appropriation, adjustments to the monthly benefit amount may be made throughout the year based on the number of individuals participating in the program.

LIHEAP

Low-Income Home Energy Assistance Program

Low-Income Home Energy Assistance Program (LIHEAP) is a Federally-funded program that helps low-income households with their home energy bills. It provides heating and/or cooling help through assisting with bill payment, energy crisis assistance or weatherization and energy-related home repairs. Program funding is 100% federal funds. There has been an increase in average payments due to supplemental funding from the American Rescue Plan Act of 2021 (ARPA). Remaining ARPA funds were used to eliminate arrears for households approved for Crisis Assistance in 2022.



Energy Crisis Intervention Assistance

1,531
Number of households

\$929
Average Payment per household

Energy Credit Assistance

6,357
Number of households

\$2,398
Average Payment per household

*LIHEAP Data based on Federal Fiscal Year

85%

Approximately 85% of the households receiving LIHEAP are on public assistance.

COLLABORATIVE GRANTS AND TECHNICAL ASSISTANCE

"No Kid Hungry" grant. The project aims to improve access and participation in the US Department of Agriculture (USDA) nutrition assistance programs administered by DHS and DOH. The "Thriving Children Strong Families" project is wrapping up its first phase of building foundational data governance capacity.

The Supplemental Nutrition Assistance Program Longitudinal Data Project (SNAP LDP) is funded by the USDA Food & Nutrition Service (FNS) in partnership with the US Census Bureau. The aim of this project is for Hawai'i to contribute data to the national SNAP database and for Hawai'i to develop its longitudinal data infrastructure.



Supporting Our Caregivers

As an essential service for working families, child care plays a vital role in our economy's recovery. The American Rescue Plan Act of 2021, administered by DHS, provided economic support to stabilize the child care sector.

The COVID-19 pandemic has significantly impacted the child care system, emphasizing challenges with hiring and retaining staff, affordability, and accessibility.

The pandemic created a crisis for families as many of early childhood programs closed, threatening both the child care industry and our workforce. As an essential service for working families, child care plays a vital role in our state's economic recovery, and is in need of additional support. DHS was steadfast in its commitment to work with child care providers and the child care community to strengthen the child care system.

The Department of Human Services administered more than 70 million dollars in stabilization grants to support child care providers and help to stabilize and maintain the capacity of the child care sector. This funding opportunity made available through the American Rescue Plan Act (ARPA) by the U.S. Department of Health and Human Services, stabilized the child care system by providing rapid financial relief to child care providers and business owners in Hawai'i. This funding supported Family Child Care Home

Providers, Center-Based Providers and A+ Program Providers.

To raise awareness of the child care stabilization grant program, child care providers, key partners and stakeholders received concise messages to understand the program's purpose, eligibility, and application process. Clear and effective messaging was essential for building awareness, and critical to the success of this initiative.

DHS Director Cathy Betts shares the department's commitment to provide much-needed and well-deserved support to essential child care programs, "Through the most challenging of times, we thank child care providers for all they have done to support children and families in Hawai'i."

This grant provided financial relief to help defray unexpected business costs associated with the pandemic, and helped stabilize child care operations. The grant was also used to cover a range of expenses, such as personnel costs, rent or mortgage payments, personal protective equipment (PPE), professional development relating to health and safety practices, goods and services, mental health support for staff and children in care, and more. The staff retention bonus proved to be a blessing to many staff. Heartfelt mahalo messages and testimonials were shared by providers and staff on pages 16 and 17.

31,271
PROJECTED KEIKI
IMPACTED
to Date
(SFY22)

"This funding strengthened the sector by providing vital support for those who cared for keiki of first-responders and essential workers amid COVID-19."

— Scott Nakasone
Acting BESSD Administrator



BY THE NUMBERS

CHILD CARE STABILIZATION GRANT

71%

Eligible Child Care Providers Applied

\$66M+

Total Obligated/ Dispersed Amount to Date

31,271

Projected Keiki Impacted by The Program



STAFF RETENTION BONUS

3,118

Total Employees Receiving the Retention Bonus to Date

\$7.8M

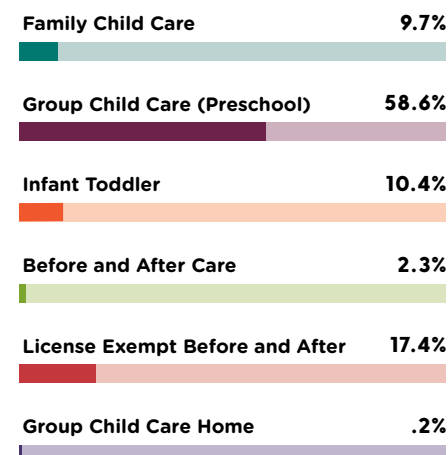
Amount Obligated for the Retention Bonus

Top 3 Child Care Concerns

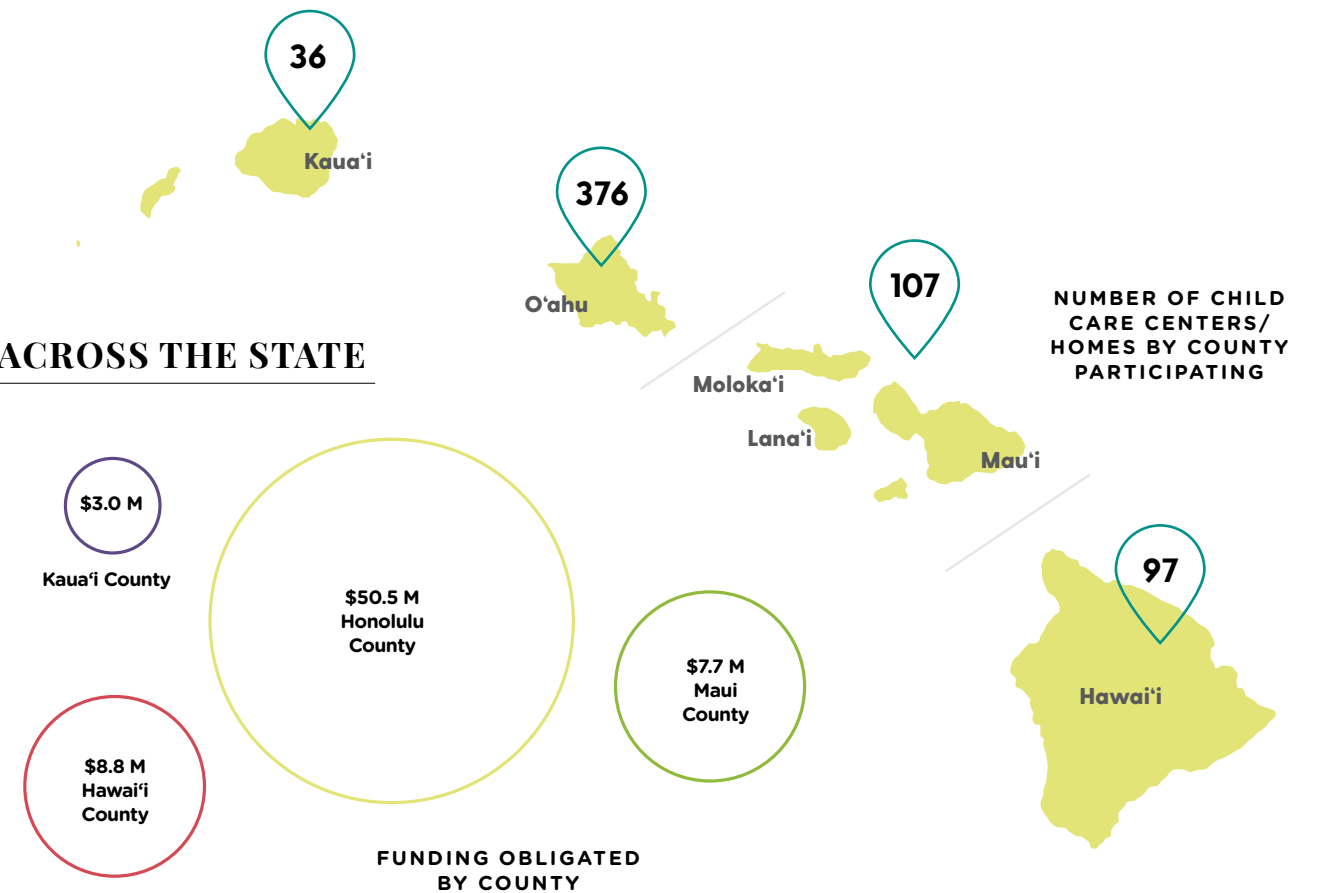
Hawai'i child care centers were surveyed across the state, and the top three child care concerns they shared were:

- 1 Cost of Care
- 2 Workforce Availability
- 3 Limited Child Care Capacity

ALLOCATED PERCENTAGE OF FUNDS BY SERVICE TYPE



ACROSS THE STATE



“This grant helped me to keep my business open by covering the high cost of utilities, and offsetting increases that would have been passed on to families.”

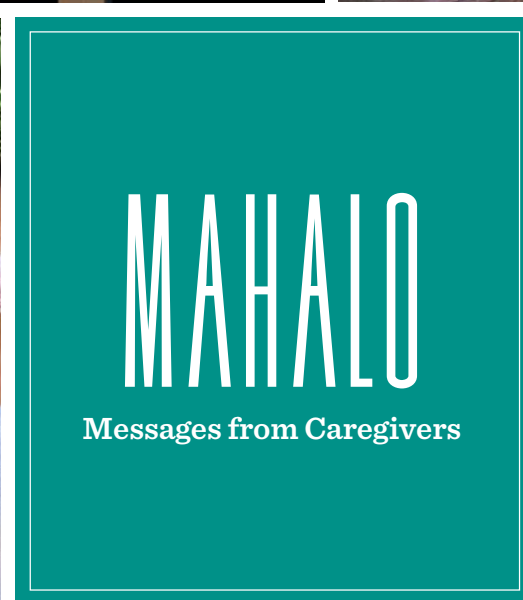
—Family Child Care Provider
Kamuela, Hawai'i



“I'm am so thankful for the grant. Without it, I wouldn't have been able to purchase the things that I needed for my childcare. I stayed open the whole time during the pandemic. Thank you so much for helping us out. I look forward to the next grant. Honestly, I truly appreciate it. GOD BLESS YOU.”

— Family Child Care Provider
Neighbor Island





TESTIMONIALS

DHS received numerous testimonials from the child care community, in thanks and gratitude for the Child Care Stabilization Grant.

“Congress realized that without child care centers, working parents were carrying an extra burden, juggling at-home childcare while working from home. They wanted to ensure that programs like ours could make it through these challenging times. Congress included funds specifically to help programs like ours remain open to serve working parents.

When I received the announcement from the State of Hawai'i Department of Human Services, that these Child Care Stabilization Grants were available to apply for, I immediately began working on our application and weeks later was ready to submit it. Our grant was approved and it will help us recover from ongoing operating losses over the past 2 years and to restore our financial health and most importantly to provide the retention bonus to qualifying staff. Many of my

staff have shared similar sentiments... This has lifted a huge weight off my shoulders and I am so very grateful for this bonus. Thank you very much for the extremely generous Retention Award. My eyes filled with tears as we heard that we would be receiving this and my heart was truly touched by this generous and unexpected gift. It is truly a wonderful feeling to be acknowledged and appreciated for the important and hard work we put into giving our chil-

dren high quality experiences at our preschool. This kind and generous gesture will always be remembered. Mahalo from the bottom of my heart! I wanted the DHS to know that the award represented hope to me. Hope is what is needed throughout life, especially these past two years. Please express my deepest gratitude.”

— Christina Cox
President, KCAA Preschools of Hawai'i

“ This grant has made a transformative impact. It helped us retain more employees. We were able to provide immediate retention bonuses when people needed them most, but what's really exciting is that we also used the grant to create a career ladder model that will move us toward a living wage for our teachers and staff going forward. We believe it's time for the people (most often women) providing this crucial work to be compensated accordingly and we are tremendously grateful to DHS and the ARPA grant for allowing us to implement. It's right in line with YWCA Hawai'i Island's mission to empower women.

It's allowing us to attract and retain the very best talent, which means our working parents can do the jobs that support their families, knowing their children are not only well cared for, but well-prepared for kindergarten.”

— Kathleen McGilvray,
CEO - YWCA of Hawai'i Island

“ I'm so grateful that we were given the grant money to help us with our budget, especially with labor. Since the pandemic started, our enrollment dropped tremendously because of the guidelines that we had to follow due to COVID-19. Numbers were decreased, due to social distancing and other mandates. However, we continued to open our school to parents who needed help, because they had to go back to work. We continued to open to help those families that needed a place for their kids. The ARPA grant helped us pay for our staff who continued to work despite the stories of the pandemic and how it can be stressful or scary, because people were getting sick and the number of deaths continued to rise. But my staff were brave to continue to work to provide a safe place for children that needed care. We are a year round school, and we continue to strive for a good quality education for the children that attend our center.”

— Peter Tedtaotao
Director, St. Philomena Early Learning Center

SNAP

Record numbers of Supplemental Nutrition Assistance Program (SNAP) applications spiked due to COVID-19.

These unprecedented times have resulted in record numbers of SNAP and Financial Assistance applications and renewals. The average monthly number of SNAP recipients pre-COVID-19 was 155,000. At the height of the application surge there were 50,000 more SNAP beneficiaries. This spike took place in July 2021 when the number rose to more than 206,000 recipients. DHS was able to pivot and meet the needs of the community. DHS established an online portal that provided an electronic option for applications, annual recertification, and verification documents.



The department continued to pursue federal waivers to ease the processing of participant eligibility. A call-center was established to address the high call volume. DHS advocated for the continuation of the SNAP Emergency Allotment to the maximum monthly amount for recipients.

The Legislature appropriated general funds DHS requested to assist families with children and access available federal funds.

Hawai'i was one of the first states in the nation to implement the Pandemic EBT program for school children who no longer had access to school-based meals. BESSD paid out more than \$300,000,000 and served more than 120,00 families, including more than 120,000 children. Additionally, through P-EBT, BESSD acquired new IT capabilities to integrate data between DOE, Charter Schools, and the DHS SNAP program.

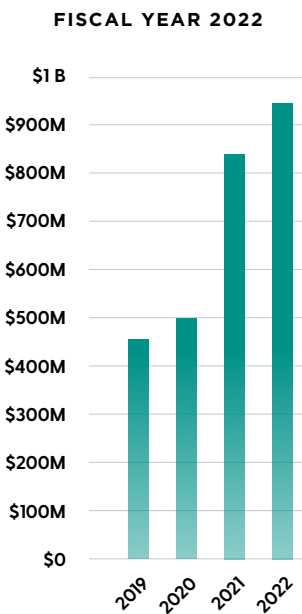
BY THE NUMBERS:

261,308

Number of individuals served

>\$956M

Total Benefits Distributed



FOOD. LOVE. OHANA.

The pandemic and ensuing inflation made it harder for many people to put food on their tables. Targeted communication was a key component in reaching out to kūpuna and other community members who may be reluctant to apply for benefits because of a perceived stigma or fear of not being eligible. The Hawai'i Community Foundation was instrumental in funding the successful Food. Love. Ohana. campaign and worked closely with DHS to ensure food security.



THE PUBLIC ASSISTANCE INFORMATION LINE

The Public Assistance Information Line (PAIS) is a nation-wide toll-free number (1-855-643-1643) available 7 days a week, 24 hours a day. The PAIS website <https://pais.dhs.hawaii.gov> is accessible 7 days a week, 24 hours a day. They both provide basic information on a variety of assistance programs offered through the Department of Human Services such as general information on the Financial, Supplemental Nutrition Assistance Program (SNAP), Child Care Subsidy and Work Programs, case status or benefit information, and General information on reporting requirements.



LEARN MORE

Visit homelessness.hawaii.gov for the latest information on the statewide Point in Time Count (PIT Count) numbers.

5,973
FISCAL YEAR 2022
Number of individuals statewide experiencing homelessness

Homeless Programs Office

Helping individuals and families access permanent housing through the Housing First approach.

The Homeless Programs Office (HPO) provides quality, efficient, and effective services designed to help homeless individuals and families access permanent housing. Core homeless services include, but are not limited to, Outreach (including Legal Services), Emergency/Transitional Homeless Shelters, Family Assessment Centers (FAC), Housing Placement Program (HPP), State Homeless Emergency Grant (SHEG), Rapid Re-housing (RRH) Program, Housing First (HF) Program, and Federal programs.

In 2022, HPO continued to support a paradigm shift in homeless service delivery consistent with the Housing First model, a national best practice. The Housing First approach helps homeless households access permanent housing as rapidly as possible by removing barriers to program entry, assisting with quickly locating and accessing housing options, providing case management services, supporting post housing support to promote stability, and helping to prevent evictions and returns to homelessness.

Program Type	FISCAL YEAR 2022	
	Individuals	Households with Children
Rapid Housing	1,261	450
Outreach	2,927	2,071
Legal	847	820
Shelter	4,167	2,402
SHEG	172	130
HPP	1,322	335
Housing First	255	196
FAC	181	50

MQD

Med-QUEST (Quality, Universal Access, Efficiency, Sustainability, Transformation) is a division of Hawai'i's Department of Human Services. Our team of approximately 300 employees are located at sites across the state serving every island.

Our Med-QUEST program continues to focus on ensuring essential services to those in our community who depend on us for their health insurance coverage while supporting the invaluable health plans and providers who are at the front lines of service to our people. We reprocured outreach services with community organizations statewide (Kokua) to assist people with accessing Medicaid or federal marketplace health insurance coverage. Kokua particularly assists people from communities facing challenges in accessing coverage. We also updated children's wellness visits schedules and upgraded a paper form to an e-form and web-based submission for submitting Early, Periodic, Diagnosis and Treatment (EPSDT) visits. After two years of work that began pre-pandemic, we implemented a new payment methodology for inpatient hospital stays. In collaboration with the Department of Education (DOE), we received Centers for Medicare and Medicaid Services (CMS) approval for DOE Medicaid administrative claiming. We also successfully partnered with Project Vision/Vision to Learn and DOE to get free vision screenings and glasses for keiki in school complexes located in low-income communities. Hawai'i was the first program in the country to get CMS approval to use a parental "opt-out" approach that has dramatically expanded the number of kids served.

We applied for and received federal approval to spend accrued American Rescue Plan Act Home and Community-based dollars to enhance, strengthen and improve Home and Community-based services. With legislative approval and federal approval, we expanded Medicaid post-partum benefits from 60 days to 12 months. With legislative budget allocation, we began planning for adult dental benefits expansion after more than ten years of only emergency dental care.

OUR MISSION

The people of Hawai'i embrace health and wellness.

OUR VISION

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

CORE VALUES

Hi'iola – Embracing wellness

H

HEALTHY OUTCOMES

We develop strategies and improvements necessary to promote overall wellbeing.

I

INTEGRITY

We are accountable to the work we do, the resources we manage, and the people we serve.

'

'OHANA NUI

We focus on the whole family's needs, with priority on children ages 0 – 5 years old.

I

INNOVATION

We cultivate an atmosphere of continuous learning and improvement.

O

OPTIMISM

We each make a difference for the people of Hawai'i.

H

LEADERSHIP

We are all leaders in the work we do.

A

ALOHA

We extend warmth and caring to all.

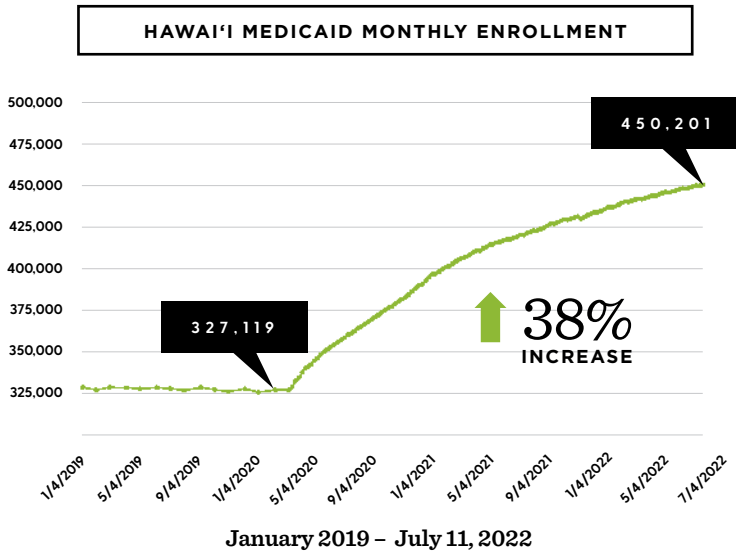
Helping Hawai‘i’s families and keiki with healthcare access

Since March 2020, nearly one third of the state’s population is covered by Medicaid.

Since the beginning, of the COVID-19 pandemic, more than 125,000 additional individuals are on the State’s Medicaid program. Medicaid continues to provide uninterrupted healthcare coverage during the public health emergency. The additional 125,000 enrollees are a 40% increase in Medicaid enrollees since March 2020, with Medicaid now providing coverage for more than 455,000 residents, which is nearly one third of the State’s population. More than half of Hawai‘i’s keiki are on Medicaid.

Healthcare coverage was seamless and MQD continued the timely processing of Medicaid applications; piloted a virtual “hale” where community members could video-chat with eligibility staff; updated phone systems and our KOLEA application system so that all eligibility workers could continue to serve our community from their locations, including telework locales.

In 2022, as in the prior year, MQD partnered with independent pharmacies to travel to care homes and provide flu and COVID booster shots.



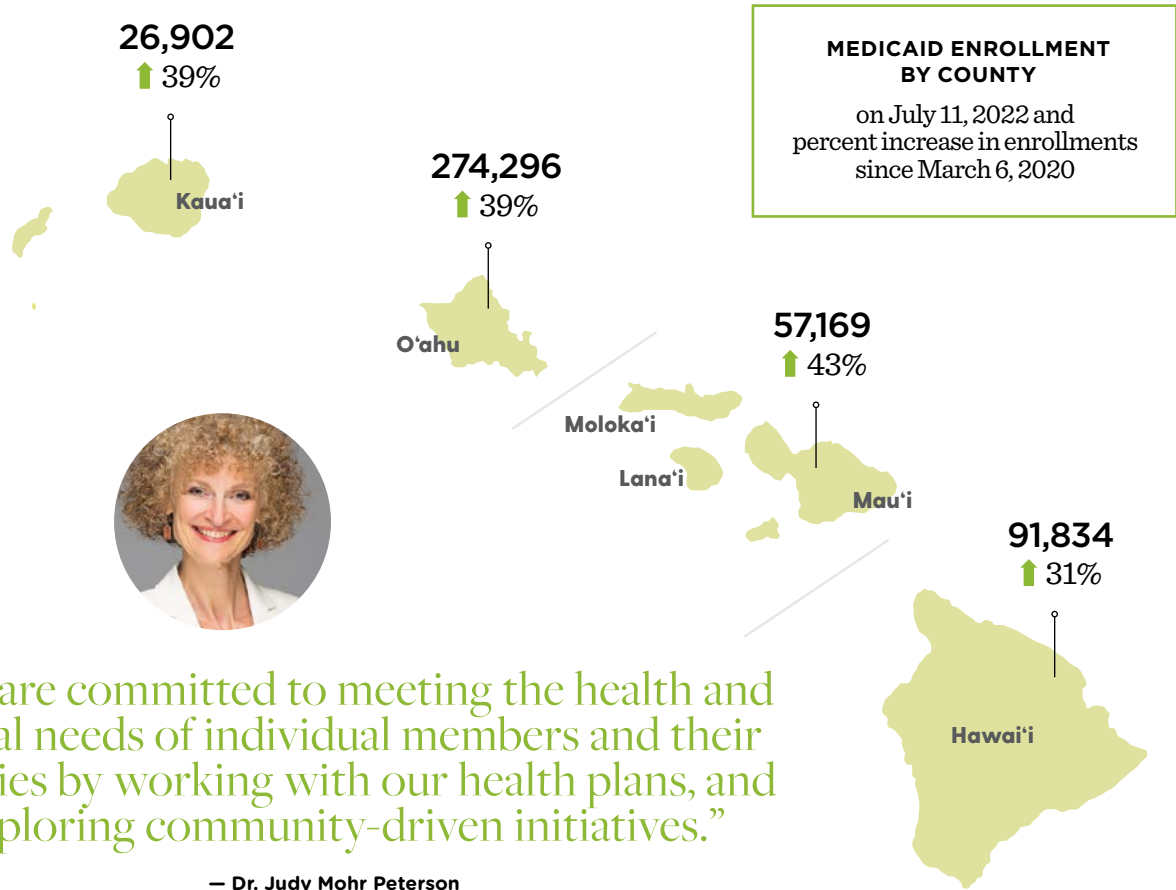
123,082
Number of new enrollments since 3/6/2020 (38% Increase)

WHO WE SERVE

Med-QUEST provides health insurance to roughly one quarter of all of Hawai‘i’s people and over forty percent of Hawai‘i’s keiki through six health plans listed here:

PLAN	O‘AHU	KAUAI	HAWAI‘I	MAUI	MOLOKA‘I	LĀNA‘I	TOTAL
AlohaCare	48,090	6,936	16,092	10,142	2,442	522	84,224
HMSA	134,423	14,743	56,448	16,695	1,046	248	223,603
Kaiser	34,707	N/A	N/A	17,102	N/A	N/A	51,809
Ohana	24,745	2,429	8,914	4,096	385	111	40,680
United	39,506	3,362	12,877	5,188	305	122	61,360
FFS	76	14	17	N/R	N/R	N/R	113
TOTAL	281,547	27,484	94,348	53,229	4,178	1,003	461,789

Hawai‘i Medicaid Managed Care Enrollment - by Plan and Island for the month of 12/2022
Note: The above is a snapshot and subject to change based on retroactive enrollment information



“We are committed to meeting the health and social needs of individual members and their families by working with our health plans, and exploring community-driven initiatives.”

— Dr. Judy Mohr Peterson
Med-Quest Administrator/ Medicaid Director



A special moment shared from Project Vision's prescription glasses distribution at Kalihi Waena Elementary.

PROJECT VISION

Additional Medicaid funding was made available to children in certain Title I schools for vision screening and glasses.

Access to vision exams and glasses is critical to promoting positive educational achievements. Students with vision problems tend to have lower academic performance, as measured by test scores, health behaviors, and life expectancy. Given the importance of ensuring access to vision health services for children, MQD developed an amazing partnership with the national Vision to Learn organization and the Hawai'i based Project Vision Hawai'i, to draft and implement a Health Services

Initiative (HSI), a Medicaid state plan option, to deliver needed vision services and glasses to low-income children through a targeted, school-based initiative. Federally approved on July 1, 2020, this option has enabled the state to deliver needed vision services and glasses to low-income children. It has served Hawai'i's low-income children in Title I schools in which at least 51 percent of the student body receive free or reduced priced meals ("target schools"). These schools represent approximately 61 percent of non-charter public schools. MQD anticipates that these

services will grow over time. Annually, MQD expects that the HSI will serve up to approximately 40,000 children who will receive vision screenings, approximately 8,000 of whom will need and receive vision exams, and approximately 80% of those children receiving vision exams (or 6,400 children) will need and receive corrective lenses and frames. Project Vision is an exceptional program that has made a difference in the lives of many students in Hawai'i. MQD is honored to be part of this important initiative and plans to continue this work in the years to come.

DIVISION BRANCHES

- **ELIGIBILITY BRANCH**
In-person eligibility offices at six locations statewide
- **HEALTH CARE SERVICES BRANCH**
Managed care contracts, quality assurance/improvement
- **CUSTOMER SERVICE BRANCH**
Call center and Medical Financial Integrity System that ensures enrollment information is accurate
- **CLINICAL STANDARDS**
Medical Officer, psychiatrist, pharmacist, dentist
- **PROGRAM & POLICY**
State plan amendments, waivers, administrative rules, guidance
- **HEALTH CARE OUTREACH BRANCH**
Outreach to community about enrolling in Medicaid and health insurance coverage
- **SYSTEMS OFFICE**
Runs MMIS Claims, Encounters, eligibility app (KOLEA), and our office systems
- **FINANCE OFFICE**
Financial tracking, audits, third party liability, liens, budget, and contracts
- **HEALTHCARE ANALYTICS OFFICE**
Provide analytics that achieve the goals of increased transparency, better health, better healthcare, and lower costs for beneficiaries of state-funded health insurance plans, including the Medicaid program pursuant to Act 55 (2018)

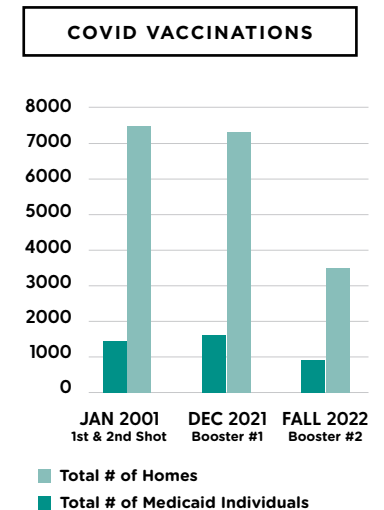
Homebound COVID-19 Vaccination Outreach



Vaccinating our most vulnerable Medicaid members in their homes.

There were multiple opportunities for Hawai'i residents to be vaccinated during the COVID-19 Public Health Emergency. However, Medicaid members residing in residential community homes faced numerous challenges in accessing vaccination sites. The homes include Community Care Foster Family Homes (CCFFH) and Expanded Alternative Residential Care Homes (E-ARCH). The members who reside in these homes qualify for nursing facility level-of-care because they require 24/7 care and often require extensive coordination for transportation to and from appointments. To solve this dilemma and protect our most vulnerable Medicaid members in the community, MQD partnered with six local pharmacies to administer the COVID-19 vaccine and subsequent boosters directly to members residing in these homes. Special thank you to KTA, Times, Don Quijote, 5-Minute, Pharmacare & ElixRx pharmacies.

The graph at right illustrates vaccinations administered from 2021 to 2022 and includes the initial doses of the vaccine followed by the recommended boosters. All household members were also offered the vaccine to maximize immunity. The cumulative effect of this homebound vaccination initiative contributed to Hawai'i having the lowest COVID death rate in the nation at 1%.



The Division of Vocational Rehabilitation (DVR) provides services to Hawai'i community members who experience barriers to employment due to a physical or cognitive disability. Vocational rehabilitation services are designed to assist job seekers with disabilities prepare, secure, and retain competitive employment in an integrated work setting.

Sairin Skinny prepares a spaghetti dish independently in cooking class — her contribution to the potluck lunch with fellow classmates at Ho'opono Services for the Blind.

MAIN PROGRAMS



Vocational Rehabilitation (VR)

Provides a high level of professional vocational counseling and guidance to assist individuals with disabilities in securing and maintaining integrated employment. Additionally, VR connects with employers, providing them with job-ready, qualified applicants while offering training and information on disability issues and accommodations in the workplace.

Transition Services

Provides services to students and youth with disabilities who are transitioning from high school to employment. Ongoing collaboration with the Department of Education is essential to the success of various transition programs and helping participants in developing self-advocacy skills.

Ho'opono Services for the Blind

Provides support and resources through various services which increases participants' functional independence, productivity, and integration. Ho'opono teaches important skills such as cane travel, braille

literacy, home management, and utilizing adaptive equipment. Services offered under Ho'opono include:

- Older Individuals who are Blind
- Low Vision Clinic
- Summer Employment Program
- New Visions Program
- Hawai'i Business Enterprise Program (BEP)

Disabilities Determination Services

Makes medical determinations on disability claims and communicates with applicants on whether they meet requirements for Social Security benefits.

Deaf, Hard of Hearing, and Deaf-Blind Services

Provides advanced communication technology and career counseling for participants who are Deaf or Hard of Hearing. DVR has a designated section to meet the needs of persons who are Deaf or Hard of Hearing. Counselors in this section are fluent in American Sign Language which is a critical component in providing culturally sensitive communication and collaborating services.

“DVR’s mission is to serve its participants – staff work as a team so participants may achieve their goals for meaningful employment through timely and individualized vocational rehabilitation services.”

— Maureen Bates, DVR Administrator



Ho'opono Services for the Blind

With a mission to create an environment where students gain the knowledge, skills and positive attitude they need to achieve success in life, Ho'opono Services for the Blind reminds us that blindness is not a barrier to success. These students independently cooked their own dish in cooking class for a potluck lunch including all our local favorites — hamburger steak, corn beef and cabbage, meat loaf, spaghetti and an amazing salad.

Helping Youth Prepare for Work

Strengthened partnerships with HYCF-Olomana School and Lanakila Pacific created positive work experiences for youth with disabilities.

VR's O'ahu Branch staff increased their partnership with HYCF-Olomana School and Lanakila Pacific in helping youth with disabilities prepare for work through various work experiences related to in-demand occupations. These work experiences provided the youth exposure to various occupations that helped them decide what type of jobs would be a good fit upon their transition back into the community, what type of training and/or certification they need to pursue a career in that field, and also build on their soft skills which will help them in their careers and daily life outside of the facility. The work experiences also provided the youth an area to practice positive communication amongst peers, provided an opportunity for the youth to take responsibility in making payments towards their restitution, and created a need for staff to assist youth in obtaining their valid ID, Social Security card, Birth Certificate, and establishing bank accounts. These essentials will greatly benefit youth when accessing various community resources upon leaving the facility. Youth who did well in a work site training experience were offered an opportunity to be a mentor for the next group of youth entering the training site and also resulted in them being given an increase in their compensation for paid internships.



BY THE NUMBERS:

44

Number of Participants

\$18.14

Average Hourly Pay

26

Average Hours Worked

Successful employment outcomes for participants including competitive integrated employment within the referenced occupations:



Other

Healthcare and Social Assistance: 3
Educational Services: 2
Construction: 2
Administrative & Support Workers: 2
Finance & Insurance: 1



PHOTO: COURTESY DENNIS FUJIMOTO/THE GARDEN ISLAND

ON TARGET TO SHINE

On the Garden Island, employee Tiffany Gambong and her employer, Target, received this year's "Outstanding" awards, recognizing their exemplary contribution to our community.

The state's Vocational Rehabilitation agency DVR, serves individuals with disabilities to maximize employment, pursue independence, and increase participation in the community and the competitive labor market. During National Disability Employment Awareness Month, DHS recognized

human resources specialist, Tiffany Gambong and her employer, Target (Kaua'i) for their outstanding achievements.

Tiffany's determination, problem solving skills and personable disposition lead her to fit right into the work environment as a reliable, productive, and valuable team member. Target personnel engaged with VR early on, to better support and understand effective ways of preventing any barriers to employment.

This successful employee/partner story is just one example of how effective the DVR program and staff are in meeting both the needs of the participants and employers statewide. Sharing these stories educate the public about disability employment issues and celebrate the many varied contributions of our workers with disabilities.



► Blind Vendors Program

Chris Akamine (at left) has been a blind vendor with DHS for more than 30 years. COVID-19 hit his business hard as there were less customers visiting his snack shop. But he persevered and did his best to stay open to serve the essential employees in his building. He credits the Ho'opono Program with providing him the support, skills, and confidence he needs to be independent and thanks all of the customers who kept his business going through the pandemic.



The Social Services Division (SSD) is committed to promoting the health, safety, and well-being of children and vulnerable adults throughout the State of Hawai‘i. The division is comprised of two branches: Adult Protective and Community Services Branch (APCSB) and Child Welfare Services Branch (CWS). Together these branches envision a future where all citizens of Hawai‘i are cherished and safe in nurturing families and communities.

MAIN PROGRAMS

Child Welfare Services

CWS programs include family strengthening and support, child protection, foster care, adoption, independent living and licensing of resource family homes, group homes and child-placing organizations. Services are available on O‘ahu, Hawai‘i, Kaua‘i, Maui, Moloka‘i, and Lāna‘i.

Adult Protective Services (APS)

is a mandated service APCS that provides crisis intervention, without regard to income, including investigation and emergency services for vulnerable adults who are reported to be abused, neglected or financially exploited by others or seriously endangered due to self-neglect. A vulnerable adult is a person eighteen years of age or older, who because of mental, developmental, or physical impairment, is unable to: communicate or make responsible decisions to manage the person’s own care or resources; carry out or arrange for essential activities of daily living; or protect oneself from abuse.

Successful Outcomes

The Social Services Division (SSD) continues to look forward to increased partnerships within our community. Together with sister agencies, community providers, extended family, and community members, we provide support and services with the aim of meeting families’ needs and safety concerns. CWS worked closely with providers to ensure contract services were in place, and celebrated one year of the Family First Hawai‘i (FFH) plan implementation. APCS successfully advocated for the passage of Act 289, SLH 2022, and is able to more quickly respond to reports of caregiver neglect, self-neglect, or physical abuse.

“Together, we can keep our keiki and kūpuna safe, strengthen our families, and continue to thrive through community action and advocacy.”

— Daisy Lynn Hartsfield
Social Services Division Administrator



ACHIEVING OUR GOAL

The strategies that SSD uses to achieve its goals focus on:

- Collaboration that respectfully engages individuals and families to design their own solutions;
- Multidisciplinary approaches that include input from families, communities, and professionals from a wide range of fields and backgrounds;
- Creativity in addressing individual problems;
- Honest and earnest communication;
- Compassion and caring;
- Strength-based, supportive approaches to build family and community capacity to ensure safety.



FAMILY FIRST

Family First Prevention Services Act 2018, (FFPSA) provides Hawai‘i the opportunity to leverage federal Title IV-E funding to dramatically reform how CWS serves children and families by increasing resources to prevent children from entering foster care by *keeping families together*.

Hawai‘i CWS was the first program in Region IX to gain federal approval for its Family First Hawai‘i (FFH) *Keeping Families Together* Plan. The following are vital accomplishments achieved in 2022:

- CWS implemented intensive in-home services, Homebuilders, Parents as Teachers, and Healthy Families America models that prevented the placement of 181 children and youth. In the coming year, CWS intends to expand in-home services based on the programs’ successes;
- With the guidance of our Lived Experience Advisory Group, CWS revised the Family Service Plan to be more family-centered and strengths-based, reinforcing the importance of what CWS provides and how CWS provides services to families; and
- The FFH Pū‘olo Metaphor video was created in collaboration with Nā Kama a Hāloa and EPIC ‘Ohana and funded by Casey Family Programs to bring our vision to life. The video illustrates how each piece of the pū‘olo symbolizes the intent of FFH to keep children and families safely together as the center of our practice.

The collaboration with other state departments, private and community service providers, advocates, legislators, the legal community and those with lived expertise in the foster care and child welfare system made this final plan possible.

▲ VIDEO: Our collective goal is to keep children and families at the center of our practice by weaving in culture and values that our families in Hawai‘i embrace. View our Pu‘olo Metaphor video at vimeo.com/667474435.



► Nā Kama a Hāloa Network

Nā Kama a Hāloa is a community-based network with four years of efforts that demonstrate the effectiveness of building collaboration between people with lived experience, community agencies, and the state. Working to weave Native Hawaiian wisdom and perspectives into Hawai‘i’s foster care system, their collective efforts are aimed to improve outcomes for Native Hawaiian children and families involved in the child welfare system. Some of their efforts resulted in Child Welfare Services incorporating Native Hawaiian history and cultural training modules developed by Nā Kama members into its new hire training. CWS and partners are also making practice changes to better support sibling connections for children in foster care. Parents with previous child welfare involvement created an advisory council, and six parent partners are available as peer support to parents in the system.

38.9%
of confirmed child abuse victims identify as Part-Hawaiian.

43.5%
of children in foster care identify as Part-Hawaiian.

CHILD ABUSE & NEGLECT

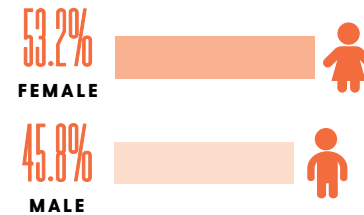
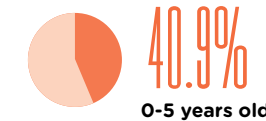
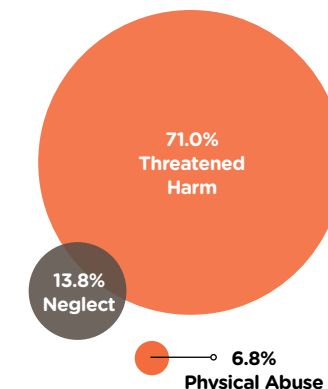
20,603

Total Intake Hotline Calls
(2022)

6,175

Total Reported Intakes
(2022)

TOP 3 MALTREATMENT TYPE OF CONFIRMED VICTIMS (2022)



Helping Young Adults after exiting the Foster Care System

Every year in Hawai‘i, about 90 young adults exit the foster care system at age 18. Through a program called Imua Kākou, these young adults get the support they need with medical and dental coverage, monthly living assistance payments, and links to resources with support from a case manager.

255

The number of young adults who were enrolled in Imua Kākou in SFY 2022

296

The approximate number of young adults who received extended assistance benefits (extended guardianship assistance or extended adoption assistance) in SFY 2022

BY THE NUMBERS:

FOSTER CARE

2,322

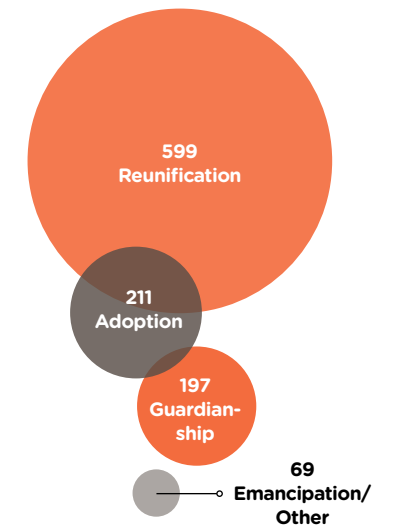
Number of Children in Foster Care

599

Number of Children reunified with their families

12,004

Number of Children that Remained in Family Home (2022)



Family Reunification

When a child enters CWS, the child’s safety is at the forefront. CWS recognizes that the well-being of the family is also important. Whenever a child is able to stay connected to a family in a healthy way, everyone does better. Our goal is to keep the child connected to their family and to keep the immediate family intact.



PARENT PEER SUPPORT
offers hope, guidance, advocacy, and camaraderie for parents

SUCCESS STORY

LIVED EXPERIENCE

As a mom with lived experience in CWS, Kim Nabarro walks alongside parents currently navigating the system and offers hope, aloha and healing.

Serving as a **Parent Partner** within the Family Wrap Hawai'i program funded by CWS and provided by EPIC 'Ohana, Kim Nabarro is a mom with lived experience with Child Welfare Services (CWS). She walks alongside parents who are currently navigating CWS as a peer support, called a Parent Partner. She also provides peer support with the Makua Allies Program as a Makua Ally. In that role, she partners with women who may be struggling with addiction during their pregnancy. She helps them attend regular prenatal visits, connecting them to helpful resources such as home visiting and housing programs. Having been in recovery herself, she offers her lived experience to align with these women so they don't feel

judged, though identify as moms.

These moms often feel they don't deserve to be a mom, or that they are incapable, and often told that it would be best that their children were raised by someone else. In her work, Kim strives to help these moms understand that they can become the best version of themselves for their keiki and reclaim belief that they can be a mom and raise their children. Nabarro says, "We walk our talk to set an example to the communities we serve." She sees herself as an ambassador of aloha, and as such, modeling aloha whenever she interacts with people. Her hope is that aloha and healing is spread into communities. She further adds, "You could not have told me five years ago that I would be doing what I am doing and living such a purposeful life. I want others to know that can be true for them too."

IN MY WORDS

One of our moms referred to the Makua Allies program during her pregnancy had already had prior involvement with CWS and her older children had been placed with her mom, the children's maternal grandmother. This mom was trying to repair her relationship with her older children, but it was a struggle, and she was now preparing for another child. She was involved with the criminal justice system, was unemployed, and was living at a substance abuse treatment center.

When we started working together, her fear was that in the past, when she had custody of her children, she wasn't able to maintain her sobriety. Whenever she had tried, she inevitably hit a wall of discouragement and despair. Because she was only able to secure entry level jobs, it felt like a dead end and she questioned if it was really possible to get anywhere in life. Without hope, the familiarity of the addiction lifestyle was hard to resist. Getting high, and having her mom raise her kids, is what felt safe because it felt normal.

When I first met her, she hadn't played an active role in her children's life for a long time. Being a mom didn't have much meaning to her. In our work together we began to have conversations about significant ways she could reconnect with her children. "What does an engaged mom look like?" I'd ask. Participating in their routines, attend sporting events and other activities, being able to house them under one roof, were some of her answers. Also having a meaningful job or career was important too.

This mom is now employed, is a candidate for a rental assistance program (which would enable her children to live with her), is pursuing a college degree in human services, is part of a cohort for students in recovery, and is a recent graduate of the Peer Support Specialist training with the Pu'a Foundation. As part of that training, she will soon start a Parent Partner internship at EPIC 'Ohana.

SUCCESS STORY

Reconnecting Hearts

The wonderful healing and unshakable love of the Hernandez-Torres family touched everyone's hearts as this year's honoree for Hawai'i's National Reunification Month celebration. By Wilma Friesema, EPIC 'Ohana

Ashley Torres and Oscar Gomez-Hernandez were this year's honorees for Hawai'i's National Reunification Month celebration. Held at the Kohala Village Hub and Inn on the Island of Hawai'i, the celebration was the first in-person gathering of its kind in over two years.

Pictures of the Hernandez-Torres family, including their five young children — Izel, Oscar Jr., Catalina, Alexander, and Camila—greeted the day's guests. Extended family members, friends, Child Welfare Services (CWS) employees, members of the Judiciary, and other supportive agency staff were in attendance. Reconnecting Hearts was the day's theme, and while that theme spoke to the wonderful healing of the Hernandez-Torres family, it also captured an essential ingredient in Ashley's healing process. Besides her unshakable love for her children, it was the professionals' and supporter's heartfelt belief in her that deeply touched her and gave her the confidence she needed to get clean and stay sober. Without their steady and genuine caring, she shared, the demands of the recovery and reunification process would have been overpowering.

That caring was also present in the collaborative effort that made the celebration possible. The University of Hawai'i (UH) School of Law and EPIC 'Ohana Inc., provided a delicious and abundant lunch. Representatives from DHS, EPIC, the Judiciary's Court Improvement Program, the UH School of Law, Catholic Charities, Partners in Development Foundation, and Family Programs Hawai'i all participated in planning the event.

The day was full of inspiration and tender

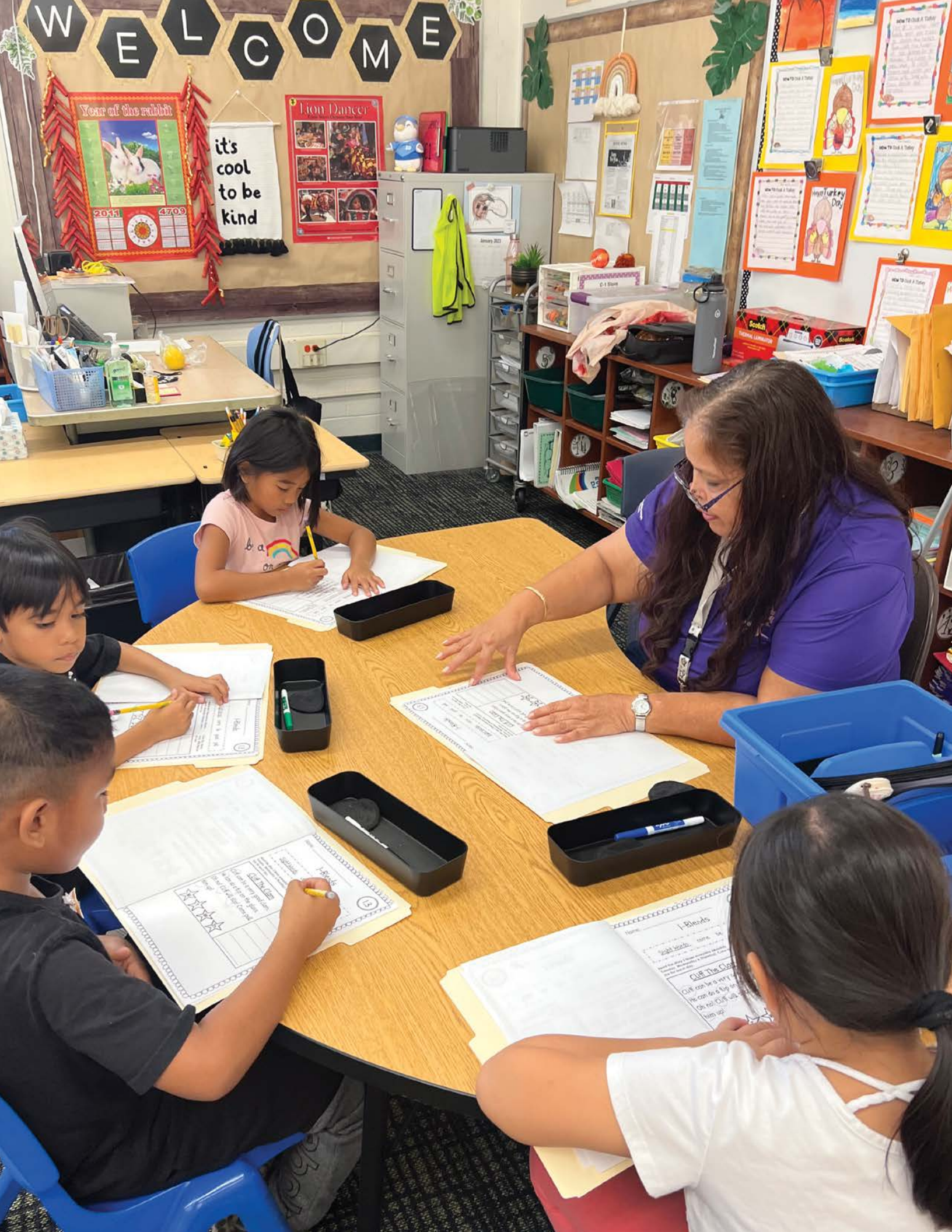


moments. Oscar and Ashley heard and saw how much their success meant to everyone, especially their children. Family and friends could see the wide range of support the family received. The professionals could see the loving support the family had from within their own community. Everyone was rejuvenated by the reminder that, with effort, successful reunifications of families do happen when everyone pitches in and works together.

Seeing the family eating at their table, the children playing with their new toys, Oscar Jr. spontaneously hugging his dad, and Catalina clinging to her mom's dress — all were moments of a family life made all the more precious by the hard work that it took to be reunified. From early on, Ashley and Oscar were determined to save their family; their supporters were determined to

give them their best shot. Together, those clear intentions helped to reconnect the hearts of this family and create a bond that is now vibrant and strong. It's an accomplishment that brought joy to everyone present, and whose recognition was made possible by our National Reunification Month celebration.

“Together, those clear intentions helped to reconnect the hearts of this family...”



SUCCESS STORY

KŪPUNA IN THE CLASSROOM

These seniors have touched the lives of keiki throughout Hawai'i and they're making a positive difference in our community by helping teachers and their students. More volunteers are needed statewide as participation has waned due to the pandemic.

The Kūpuna in the Classroom program is federally known as the Foster Grandparent program. It is a volunteer program that is open to eligible seniors 55 or older. This program has been in existence for nearly 57 years and it has touched the lives of kūpuna and keiki throughout Hawai'i.

This program provides much-needed and much-appreciated one-on-one and group assistance for keiki in school settings.

Lynette worked in a school setting before the pandemic, but found herself out of work during school closures and the impacts of

COVID-19. Affectionately known as "Auntie Lynn," she made the decision to do something valuable with her time, and volunteer at King William C. Lunalilo Elementary. The students have great affection for Auntie Lynn as do the faculty and staff. She comes to the school five-days-a-week and even comes back to help during the summer. Vice Principal Cindy Ching adds, "The Kūpuna in the Classroom – Foster Grandparent program has been such a blessing to our school. Having someone like Auntie Lynn in the classroom enhances each and everyone involved, including teachers, students and the kūpuna."

Another impact from the pandemic was that the Kūpuna in the Classroom program was put on hold due to school closures. Many volunteers chose to retire at that time, and did not return when schools opened.

Ching wishes that every school in Hawai'i could have a Kūpuna in the Classroom who can provide

that extra bit of love, aloha, understanding and kindness. "You never know what someone is going through at home, but if they can look forward to having a Kūpuna in the Classroom who is there to help and support the students and the teacher in the class, it really means the world. Please consider becoming a Kūpuna in the Classroom and sharing of your time, experience and aloha," says Ching.

DHS is actively looking for more volunteers with a heart to serve as a Kūpuna in the Classroom in schools across the state. Characteristics of Kūpuna in the Classroom volunteers include people who have compassion for students, who are motivated and excited about sharing their knowledge, and their experiences.

"I wish every school in Hawai'i could have a Kūpuna in the Classroom who can provide that extra bit of love, aloha, understanding and kindness."



SENIOR COMPANION PROGRAM

Companionship for seniors is incredibly important for promoting better physical and mental health.

The Senior Companion Program is a statewide volunteer program that enrolls income eligible adults, age 55 and older to provide in-home companionship to frail seniors, transportation, and a respite to caregivers. Serving as a friend and companion to older neighbors in our community helps vulnerable seniors live in their own homes for as long as possible. It is also incredibly important for promoting better mental and physical health. The Senior Companion Program focuses on providing assistance and friendship to older adults who have difficulty with daily living tasks, such as shopping or paying bills.

Volunteers serve a minimum of five hours per week, no more than 40 hours a week. This program is funded through a Federal grant from AmeriCorps along with state funding.



BY THE NUMBERS:

561

Number of Intake reports for Adult Abuse and Neglect

NUMBER OF HOURS OF COMMUNITY SERVICE BY OUR VOLUNTEERS

65,345

Foster Grandparent Program

32,337

Senior Companion Program

Note: In FY 2022, much of their work was halted or modified due to the pandemic.

► A Story of Compassion, Hawai'i Island

Adult Protective Services (APS) received a report regarding an elderly woman whom we will refer to as "June". June had been living on the streets for at least 4 years but recently declined both physically and mentally. When agencies in the community tried to help, she would present as being delusional. Fearful of hospitals, she declined their

services and was discharged back to the streets—only to find her belongings gone. Devastated with no where to turn, she entrusted help from APS Registered Nurse, Deidre Sumic, and Adult Protective Services Specialist, Nicholas Cole, to get her to a hospital before she declined any further. They transported June in the APS vehicle, across the island, to

June's preferred emergency room that was one hour away. Even though June was incontinent, Deidre and Nick showed her the utmost compassion and perseverance. They ensured that June was in a safe place where she could get the medical attention she needed. In many situations, APS is a vulnerable adult's last and only hope. June passed away

the following week due to her medical conditions. But it was comforting to know she died in a safe setting, getting the care she needed, with as much comfort as possible. And that in her final days, someone cared about her, saw her humanity, and showed her dignity and respect. That is what APS is about—protecting vulnerable adults, one person at a time.



Quicker Access to Vulnerable Adults at Home

The ability of APS to respond to a vulnerable adult in their home who may be in a life threatening situation and unable to respond to allow us in, is vitally important.

R

eports of abuse against vulnerable adults continues to rise as Hawai'i's population ages. Abuse includes not only physical abuse, but also psychological abuse, sexual abuse, financial exploitation, caregiver neglect or self-neglect. All of these forms of abuse can result in damaging losses to the vulnerable adult's mental health, welfare, and financial stability. Additionally, vulnerable adults may suffer multiple forms of abuse in combination.

The Department of Human Services, pursuant to section 346-229, is autho-

rized to enter premises without a warrant for purposes of investigation of caregiver neglect, self-neglect, or physical abuse.

The ability of APS to respond to a vulnerable adult in their home who may be in a life threatening situation and unable to respond to allow us in, is vitally important. Although only done in rare circumstances, time is of the essence in many of our cases, and APS have literally saved lives by accessing people in their homes, who could not otherwise be let in. Every APS response is executed with compassion and dignity, and the respect of the vulnerable adult is paramount.

“Although only done in rare circumstances... we have literally saved lives by accessing people in their homes, who could not let us in.”

— LISA AMADOR MSW
Administrator, Adult Protective and Community Services Branch



HAWAI‘I PUBLIC HOUSING AUTHORITY

With the pandemic, HPHA’s work has never been more important to ensuring families have the chance to work, live, and thrive here.

HPHA continues their important efforts to provide affordable housing services, without discrimination. With economic conditions growing ever more uncertain and the costs of living continuing to rise, HPHA has sharpened their skills to tackle these issues head on.

One significant milestone of the past fiscal year was HPHA’s entry into the U.S. Department of Housing and

Urban Development’s (HUD) Moving to Work Demonstration Program (MTW). As a newly designated MTW agency, the HPHA has the opportunity to move away from a one-size-fits-all approach to affordable housing and towards one that effectively addresses the distinct issues our community faces. In addition to greater federal funding flexibilities, HPHA can now create locally-tailored policies that would otherwise be disallowed under certain HUD regulations to accomplish the three statutory goals of the MTW program: (1) to develop/

preserve greater affordability housing options, (2) to increase employment opportunities for public housing residents, and (3) to promote self-sufficiency for low-income families. The first phase of the MTW designation will focus on the development of new landlord incentives meant to increase housing options for families in the Housing Choice Voucher Program and be initially funded through Act 287, Session Laws of Hawai‘i 2022.

BY THE NUMBERS:

6,270

Units across 85 properties

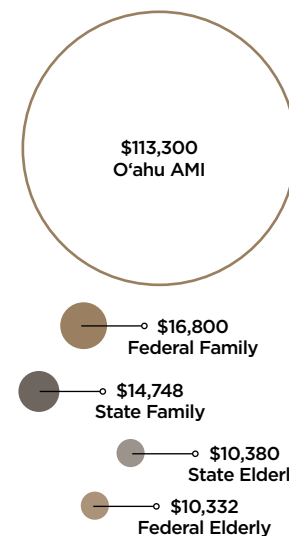
2,741

Section 8 Housing Choice Vouchers (HCV) and Project-Based Vouchers

64%

of Public Housing Units are Federal Family programs

HPHA serves Low-Income families earning 80% of Area Median Income (AMI) or less. The AMI for the Honolulu Metropolitan Statistical Area in FY22 was \$90,640.



Public Housing Median Income

Not less than 40% of Federal family public housing units are restricted to Extremely Low-Income families that earn 30% AMI or less.

Kamaoku Village Opens

Strengthening and expanding HPHA’s role as an affordable housing provider.

The opening of Kamaoku Village in late 2021 marked an important expansion of HPHA’s role as an affordable housing provider. Kamaoku is a “Kauhale” housing project which leveraged funding from the ‘Ohana Zones Pilot Program, HPHA, and DHS. Located in Kalaeloa on land leased by the Authority, Kamaoku is comprised of 37 tiny home structures meant to help transition formerly unsheltered persons into permanent housing. The HPHA’s purview was further broadened with the passage and enactment of Act 251, Session Laws of Hawai‘i 2022. This empowers the agency by allowing it to develop mixed-income and mixed-financed housing projects that are more financially viable and socially stable than the public housing model of the past. This change will also benefit HPHA’s redevelopment efforts at aging housing projects like Mayor Wright Homes, Kuhio Homes & Lowrise, and our School Street Campus. More options and the availability of a broader toolkit will be pivotal in HPHA’s efforts to increase the inventory of affordable housing. HPHA can assist, in any way that it can, to ensure that low-income residents in our community have equal access to decent and affordable places to live.





OFFICE OF YOUTH SERVICES

Committed to providing and supporting “front-end” services to continue to meet the needs of at-risk youth.

The Office of Youth Services (OYS) was established by the Legislature in 1989 and provides and coordinates a continuum of services and programs for youth-at-risk to prevent delinquency and reduce the incidence of recidivism. OYS also strives to provide a clear sense of responsibility and accountability for all youth services in Hawai‘i. Although a core responsibility is to manage and operate the Hawai‘i Youth Correctional Facility (HYCF), the agency places great emphasis on providing and supporting “front end” prevention, diversion, and intervention services. These community-based prevention programs continue to meet the needs of adjudicated youth on probation, prevent further involvement in the juvenile justice system, reduce recidivism, and maximize opportunities for youth to become productive and responsible citizens.

► Hawai‘i Youth Commission

The Hawai‘i State Youth Commission (HiYC) was established to, “Advise the governor and legislature on the effects of legislative policies, needs, assessments, priorities, programs, and budgets concerning the youth of the State.”

The 15 appointed Youth Commission members (ages 14 – 24) includes statewide representation. As a passionate and dedicated group of keiki and young adults, the HiYC adopted and subsequently

focused its efforts on three overarching priorities:

Environmental Protection (Lead by: Shwe Win) The Commission understands that the environment is the most pressing issue of our generation. Environmental changes disproportionately affect minority and low income communities. It is imperative to ensure an equitable, sustainable future for us all.

COVID-19 Economic Recovery and Small

Business Support (Lead by: Kainalu Morimoto) The Commission supports small businesses to create more opportunities for the youth of today and tomorrow. It is paramount that we advocate for solutions to this devastating impact on our safety, security, and wellbeing.

Health Care (Lead by: Mallory Go) Health Care is an opportunity to set the precedent in preserving the sanity of our Youth.

HAWAI‘I
JUVENILE
JUSTICE STATE
ADVISORY
COUNCIL

The JJSAC advises government and local communities on effective service provisions and policies that improve the juvenile justice system and advocate for delinquency prevention.

Hawai‘i Youth Correctional Facility (HYCF)

The primary purpose of HYCF is to provide safe and secure housing for the most violent and dangerous juvenile offenders who pose a threat to the community. By providing a variety of counseling, treatment, and educational services within the facility, the goal is to aid in the redirection and rehabilitation of each ward with opportunities for positive changes in the behavior of the youth.

Zero Girls Incarcerated

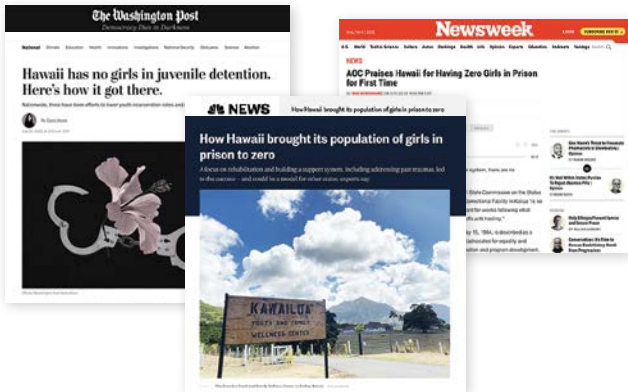
For the first time in the State’s history, Hawai‘i reached zero girls incarcerated at the Hawai‘i Youth Correctional Facility.

In June 2022, Hawai‘i made headlines for a milestone achievement: For the first time in State history, zero young women under the age of 18 were incarcerated the State’s only long-term juvenile placement facility, the Hawai‘i Youth Correctional Facility (HYCF).

Those who worked hard to make this achievement a reality, recognize the cooperation it took to make it happen. “You’ve got to understand that people’s blood, sweat, and tears went into this moment,” DHS Director, Cathy Betts, told *The Washington Post*. “It doesn’t happen overnight.”

In 2004, Girls Court was founded by Judge Karen M. Radius to “address the needs of Hawai‘i’s at-risk girls and female offenders and ensure that they are adequately considered in policy and programming.” Five years later, Hawai‘i was granted federal funding for Project Kealahou, a successful six-year, federally funded program that focused on “improving services and outcomes” for at-risk girls. Then, in 2014, Hawai‘i passed Act 201, intended to “reduce court referrals of youth, improve probation for justice-involved youth, and target community-based programs.”

That same year, Mark Patterson was appointed administrator of HYCF. He partnered with the nonprofit Vera Institute of Justice to analyze where girls were falling through the cracks, advocated for more funding, and incorporated a farming program to foster self-esteem. “When you actually work and till



land and produce a product, and then eat it or provide for the community, there is a sense of worth of who you are and where you fit into the community,” he told NBC. In 2018, the Kawai'ua Youth and Family Wellness Center was established, symbolizing the transformation in the facility’s culture.

“When I talk about zero girls in the system, it’s because it was a conscious effort to focus on a particular profile of girls in our systems,” Patterson told *NBC News*. He added: “We’re not saying that we’ve solved a social issue. We’re saying that the treatment and the system that we put together for care is working.”

That system for care involves shifting away from a punitive model and instead focusing on understanding the backgrounds of juvenile offenders, the vast majority of whom have experienced some combination of poverty, trauma, addiction, homelessness, and abuse, Patterson told newspaper *Ka Wai Ola*. It’s a move that builds on nearly two decades of action.

Ka Komikina Kūlana Olakino o Nā Wāhine

Hawai'i State Commission on the Status of Women (HSCSW) acts as a catalyst for positive change, supporting rights for women and girls.

HSCSW is a statewide feminist government agency that works toward equality for women and girls in the State by acting as a catalyst for positive change through advocacy, education, collaboration, and program development. Created by executive order on May 15, 1964, it functions as a central clearinghouse of resources, services and advocacy for women and girls. The Commission was established to assist in legislative advocacy and implementation, to develop programs for women and girls, and to serve as an informational resource for Hawai'i's women and girls on a broad range of policies and issues.

Today, the agency, alongside Executive Director Khara Jabola-Carolus, continues to carry out its mission. In the immediate wake of the June 2022 decision to overturn *Roe v. Wade* and *Planned Parenthood v. Casey*, HSCSW recognized the need to act quickly. They organized the first statewide abortion coalition and published the first centralized resource guide for abortion rights and services for Hawai'i. The guide serves as a living resource—committed to continuously updating information about healthcare resources, legal updates and more for individuals seeking the necessary information about family planning options, including abortion.

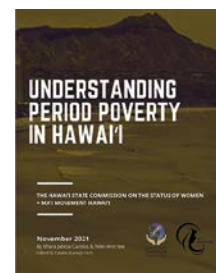
Jabola-Carolus also single-handedly raised \$150,000 of private funds to support the State of Hawai'i Missing and Murdered Native Hawaiian Women and Girls Task Force in its efforts to gather and analyze data to understand the true scope of this crisis in our state.

The first qualitative data on period poverty in Hawai'i was published and HSCSW assisted community organizations to pass a new state law that provides free menstrual products to all public and charter elementary and high schools.

43% of sex trafficking cases are Kānaka Maoli girls trafficked in Waikiki, O'ahu.



Statewide community coalition, Hawai'i Abortion Collective and the Dobbs Response Team led by Rep. Della Au Belatti.



COMMISSION
ON FATHERHOOD
(COF)

An increasing body of evidence indicates that children are more likely to thrive with the support, guidance, and nurturing of both parents. Yet, many children across the country are growing up without fathers. The mission of the Hawai'i State Commission on Fatherhood (COF) is to promote healthy family relationships by emphasizing the important role fathers play in the lives of their children. The Commission serves in an advisory capacity to state agencies and makes recommendations on programs, services, contracts, policies, and laws relating to children and families.

PHOTO: DELLA AU BELATTI



GCH

The Governor's Coordinator on Homelessness (GCH) is appointed by the Governor pursuant to section 346-381.5, HRS, and is the point person for all homeless issues in the state.

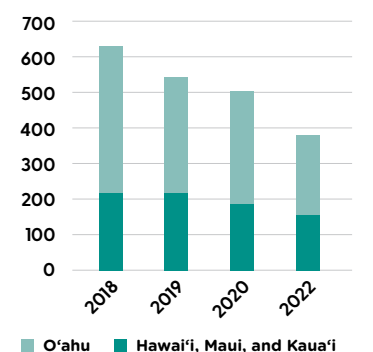
The Governor's Coordinator on Homelessness, Scott Morishige, worked closely with Governor Ige and his cabinet to provide broad policy direction and coordination for the many stakeholders in Hawai'i addressing the issue of homelessness.

Through the efforts of Morishige and team, made positive changes in people's lives, especially for families with young children, to break the cycle of homelessness. Between 2016 and 2022, there has been an overall 25% decline in the statewide PIT count, including a 53% statewide decrease in homeless families with minor children. This means that the number of homeless families with children has been reduced by half over the past six years.

Furthermore, the Hawai'i Interagency Council on Homelessness advocated for policies to increase utilization of housing vouchers for homeless families. In 2022, advocacy resulted in the passage of Act 287 that established landlord incentives for the Section 8 Housing Choice Voucher program and Act 310 that prohibits source of income discrimination against Section 8 voucher holders.



FAMILY HOUSEHOLDS WITH MINOR CHILDREN



“... Between 2016 and 2022, we reduced the number of families experiencing homelessness statewide by over half (53%) – from 805 families to 376.”

— Scott Morishige, Governor's Coordinator on Homelessness



We are in this together.