

JOSH GREEN, M.D.
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KE KIA'ĀINA



RYAN I. YAMANE
DIRECTOR
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KA HOPE LUNA HO'OKELE

STATE OF HAWAII
KA MOKU'ĀINA O HAWAI'I
DEPARTMENT OF HUMAN SERVICES
KA 'OIHANA MĀLAMA LAWELAWE KANAKA
Office of the Director
P. O. Box 339
Honolulu, Hawaii 96809-0339

TRISTA SPEER
DEPUTY DIRECTOR
KA HOPE LUNA HO'OKELE

December 27, 2024

The Honorable Ronald D. Kouchi, President
and Members of the Senate
Thirty-Third State Legislature
State Capitol, Room 409
Honolulu, Hawaii 96813

The Honorable Nadine K. Nakamura, Speaker
and Members of the House of
Representatives
Thirty-Third State Legislature
State Capitol, Room 431
Honolulu, Hawaii 96813

Dear President Kouchi, Speaker Nakamura, and Members of the Legislature:

Enclosed is the following report submitted in accordance with the provisions of Act 129, Session Laws Of Hawaii'i 2022, Relating to the Family Resource Centers Pilot Program.

Per section 93-16, HRS, this report will be available to review electronically at the Department's website, at <https://humanservices.hawaii.gov/reports/legislative-reports/>. For questions regarding this report, contact Katherine Korenaga, Family Resource Center Coordinator, at kkorenaga@dhs.hawaii.gov.

Sincerely,

A handwritten signature in black ink, appearing to be "Ryan I. Yamane".

Ryan I. Yamane
Director

Enclosure

c: Governor's Office
Lieutenant Governor's Office
Department of Budget and Finance
Legislative Auditor
Legislative Reference Bureau Library (1 hard copy)
Hawaii State Public Library, System State Publications Distribution Center (2 hard copies, one electronic copy)
Hamilton Library, Serials Department, University of Hawaii (1 hard copy)

REPORT TO THE THIRTY-THIRD HAWAI'I STATE
LEGISLATURE 2025

IN ACCORDANCE WITH THE PROVISIONS OF ACT 129,
SESSION LAWS OF HAWAI'I 2022, RELATING TO THE
FAMILY RESOURCE CENTERS PILOT PROGRAM

DEPARTMENT OF HUMAN SERVICES
DIRECTOR'S OFFICE
DECEMBER 2024

Act 129, Session Laws of Hawai‘i (SLH) 2022 (Act 129), authorized the Department of Human Services (DHS) to establish a five-year family resource center (FRC) pilot program and fund one full-time equivalent (1.0 FTE) family resource center coordinator. DHS is authorized to lead, develop, and implement a statewide network of school- and community-based family resource centers (FRCs), establish definitions, standards, and best practices for FRCs, and develop data and referral system tracking needs and protocols that comply with applicable state and federal laws.

Act 129 requires DHS to submit a report to the Legislature no later than twenty days prior to the convening of the regular sessions of 2023, 2024, **2025**, 2026, and 2027, providing an update on the pilot program's progress. This is the third report of the FRC pilot program.

Introduction

Family Resource Centers (FRCs) play an important role in preventing child abuse and neglect, strengthening children and families, and connecting families to available resources. FRCs create opportunities for community-level coordination of services and support systems, increasing family engagement, which leads to greater student success in school. FRCs in schools and communities are the trend across the nation on what is described as “America’s best-kept secret” – Family Resource Centers, according to Andrew Russo, Co-Founder and Director of the National Family Support Network (NFSN).¹ Various studies show that communities with family resource centers have lower rates of child abuse and neglect investigations, lower numbers of children entering foster care, and an increase in parents or custodians gaining employment within one year after participating in services provided through the centers.



<https://www.nationalfamilysupportnetwork.org/>

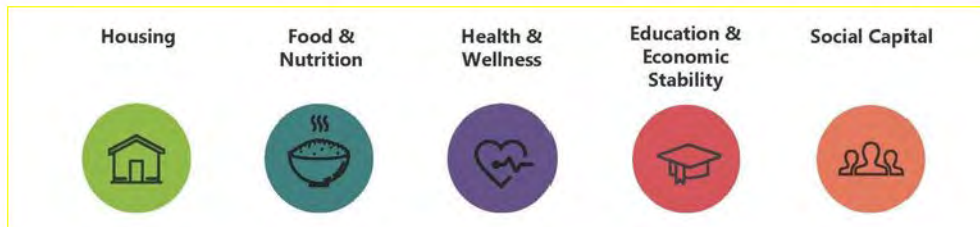
Another major trend is the 2Gen movement.² of helping young children and their families become economically stable. Ideally, programs are not solely child or parent-focused but whole-family-focused. ‘Ohana Nui is Hawai‘i’s adaptation, reflecting our multigenerational households, addressing the social determinants of health – housing, food and nutrition, education and economic supports, health and well-being, and social capitalism. ‘Ohana Nui, the multigenerational approach to end poverty is in statute at section 26-14, HRS.



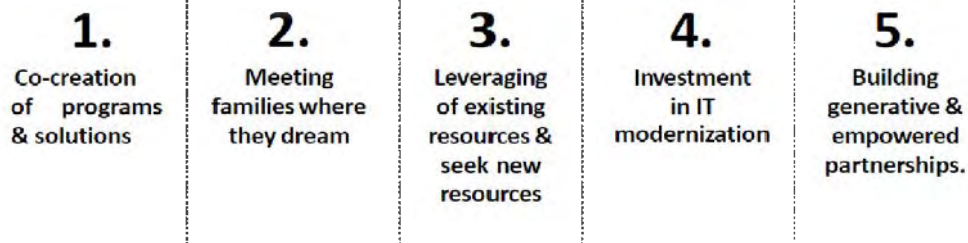
‘Ohana Nui Pillars

¹ Family Resource Centers and Family Support and Strengthening Networks

² <https://ascend.aspeninstitute.org/>



Key Elements



Background

During the COVID-19 pandemic, Hawai'i applied for and took part in the National Governors Association (NGA) Child and Family Well-Being Learning Cohorts 1 (2020-2021) and 2 (2021-2022). Cohort 1 members wanted to create a one-stop shop or No Wrong Door to help children and families navigate public assistance and other resources during the pandemic. NGA connected Cohort 1 with the National Family Support Network and Family Resource Centers. Cohort 2 members continued exploring FRCs and drafted legislation, proposing a 5-year pilot project with \$350,000 for one (1) FTE, training, and strategic planning. Members reviewed Hawai'i examples of earlier pilot projects. and analyzed FRC legislation of other states.

Issues discussed:

- Standardization of FRCs. Community-based FRCs have existed since the 1990s as a product of the Blueprint for Change initiative. Known as Neighborhood Places, these FRCs are run by non-profit organizations with the flexibility to serve families in their respective communities. School-based FRC started in Hawaii in 2020 during the height of the pandemic to address requests for support and help from parents and custodians. School-based FRCs are on campus and staffed by the Department of Education (DOE) and are geared to the students and families of the particular school. For schools that are a part of the Community School initiative, FRCs can be a component of the school's initiative. Operationally, there are differences in how a community FRC and a school-based FRC are administered.
- Maintaining confidentiality of family needs.
- Streamlining approach for serving families.
- Using a universal approach; no judgment, not based on income or status but on need.
- Increase accessibility to meet families where they are, where they can get to quickly, or where there is free and accessible parking.
- Ensure sustainability - funding and personnel resources (staffing).
- More input from youth (14 – 26 years old) and lived experience voices.

- Development of a pilot project; operationalize program, document implementation, identify successes and roadblocks, lessons learned, and future improvements.

Updates to the FRC Pilot Program 2024

As of December 15, 2024 – the following accomplishments were completed:

- (1) Criteria that the departments intend to use to evaluate potential family resource centers; completed.
- (2) Milestones that the departments expect to meet in establishing one or more family resource centers throughout the five-year pilot program.
 - a) Expanded family resource centers across the state. Currently, there are eight (8) neighborhood places in community, 13 school-based family resource centers, and one (1) at a correctional facility.
 - b) Launched Hawaii ‘Ohana Support Network (HOSN) Membership SFY24 – July 2024 for member benefits in discounted training, technical assistance, networking, coaching, and national FRC Coalition and advocacy for greater sustainability and continuance.
 - c) DHS and the Department of Corrections and Rehabilitation (DCR) began the pilot program at the ‘Ohana Visit and Resource Center at the Waiawa Correctional Facility as part of Act 125, SLH 2022 (Act 125), relating to Children and Family of Incarcerated Individuals. Act 125 is part of the Act 129 FRC pilot program and network. The DHS contracted provider started in April 2024. DHS and Waiawa Correctional Facility hosted the opening of the Waiawa ‘Ohana Visit and FRC on November 18, 2024. See below for more details.
 - d) HOSN continues to represent Hawai‘i and impact the National Family Support Network (NFSN) by being active participants on the Board of Directors, Steering Committee, and Evolving Network group with eight other states.
- (3) Specific, measurable, attainable, reasonable, and time-based performance measures that the departments expect to meet by the end of each fiscal year.
- (4) Controls that the departments intend to use to monitor and oversee FRCs: Individuals are trained in the NFSN Standards of Quality for Family Strengthening & Support. As part of the two-year certification, individuals are requested to complete a program self-assessment. In addition, FRC program self-assessments and evaluations are collected for review. An analysis of SFY 23 and 24 school-based data is provided in Attachment 3.
- (5) Data and referral system tracking needs and protocols that comply with applicable state and federal laws. The departments are gathering data on the current protocols implemented by community- and school-based FRCs. The departments will review for compliance and make recommendations.

FRCs are welcoming hubs of community services that are multigenerational and multicultural opportunities designed to support and strengthen families. The added goal of school-based FRCs is to support a child’s educational needs. The outcomes are stronger, more resilient families, a reduction in reports of child abuse and neglect, increased family voice and engagement, parent leadership

development, and workforce and professional development. FRCs are responsive to the specific needs, cultures, native languages, and interests of the children and families in communities.

Site visits:

- Blanche Pope Elementary School – January 19, 2024
- Kapa‘a Middle School – March 8, 2024
- Hale Ho‘omalū (Kapa‘a) – March 8, 2024
- ‘Ohana Visit and Resource Center at Waiawa Correctional Facility – May 7, 2024, October 8, 2024, October 25, 2024, Opening Ceremony – November 18, 2024, Parent graduation ceremonies for *InsideOut Dad*® and *The 7 Habits*® on the Inside courses – December 10, 2024
- Ala Wai Elementary School – September 14, 2024
- Leeward Community School Student Parent FRC – October 17, 2024
- Neighborhood Place of Waianae – November 21, 2024
- Waianae Elementary School – November 21, 2024

Collaborations:

- In July 2024, DHS, DOE, and Department of Health (DOH) directors signed the FRC Memorandum of Understanding (MOU) to memorialize Act 129. This document will serve as a foundational MOU for future MOAs to distribute funds directly to the school-based FRCs. See Attachment 1.
- Partnered with the Hawai‘i Afterschool Alliance
 - Institute for Educational Leadership (IEL) National Meeting
 - Ho‘ike – Community School Coordinators Annual Meeting
- Epic ‘Ohana, Nā Kama A Haloa, Ka Piko Hui Initiative (Native Hawaiian FRCs)
- DHS, Social Services Division, Child Welfare Service Branch, Family First Hawaii Initiative, Equity Improvement Collaboration
- Early Childhood Action Strategy – Literacy Project
- DOE – Education for Homeless Children and Youth
- DOH – Health Resources Administration, Family Services Division, Children with Special Health Needs Branch

Trainings:

NFSN Standards of Quality for Family Strengthening and Support

- February 28-29, 2024
- April 25-26, 2024
- August 30-31, 2024
- September 26-27, 2024

Bringing the Protective Factors to Life in Your Work

- August 8, 2024
- October 18, 2024

Parent Leadership: The Key to a Successful Family Resource Center

- October 28-29, 2024
- November 21-22, 2024

Developing and Sustaining Effective Parent Advisory Committees

- March 26-27, 2024
- April 18-19, 2024

New Family Resource Centers Information Sessions

- February 26, 2024
- May 13, 2024
- August 15, 2024
- November 19, 2024

Hawai'i 'Ohana Support Network Affiliate Meetings (bi-monthly)

- February 12, 2024
- April 8, 2024
- June 10, 2024
- August 12, 2024
- October 21, 2024
- December 9, 2024

Family Resource Centers Directors' Meeting

- February 12, 2024
- April 8, 2024
- June 10, 2024
- August 12, 2024
- October 21, 2024
- December 9, 2024

School-based FRCs

Oahu:

- Kailua Elementary School
- Kailua High School
- Blanche Pope Elementary School
- Waimanalo Elementary and Intermediate School
- Keolu Elementary School
- Waianae Elementary School
- Waiāhole Elementary School (in progress)

Hawai'i Island

- Honaunau Elementary School

- Honoka‘a High School and Intermediate School
- Konawaena High School
- Na‘alehu Elementary School

Kaua‘i

- Kapa‘a Middle School

Maui

- Lokelani Intermediate School

The previously reported emerging school-based FRCs are now supported by the Congressionally Directed Community Grant for FFY24-26. The grant will support up to ten (10) school-based FRCs and a mobile van for Hawai‘i Island on the Hilo side. Services will be coordinated with the DOE's Education for Homeless Children and Youth Office.

Community-based contracted to Blueprint for Change

- O‘ahu:
 - Neighborhood Place of Kalihi
 - Waianae Neighborhood Place
- Hawai‘i Island:
 - Neighborhood Place of Puna
 - Neighborhood Place of Kona
- Maui:
 - Neighborhood Place of Wailuku
- Kaua‘i:
 - Hale Ho‘omalulu (Kapa‘a)
 - Nana’s House (Waimea)

Community-based

- Hale Kū Ola (Ewa Beach)

Correctional Facility:

‘Ohana Visit and Resource Center at Waiawa Correctional Facility (Oahu), operated by Keiki ‘O Ka ‘Āina Preschools, Inc. DBA: Keiki ‘O Ka ‘Āina Family Learning Centers started in April 2024. A ceremonial opening was held on November 18, 2024, attended by Dr. Michael Champion, MD (Governor’s Representative); Lt. Governor Sylvia Luke; Tommy Johnson, Director, DCR; Ryan Yamane, Director, DHS; Senator Joy San Buenaventura, Chair, Senate Committee on Human Services; Senator Brandon Elefante, Chair, Senate Committee on Public Safety and Military Affairs; Senator Glenn Wakai, Chair, Senate Committee on Energy and Intergovernmental Relations; and Representative Lisa Marten, Chair, House Committee on Human Services.

On December 10, 2024, two graduation ceremonies were held. One for the 18 dads who graduated from the *InsideOut Dad*® parenting course, and seven (7) dads who graduated from *The 7 Habits*® on the *Inside* by Stephen R. Covey, modified and refined by the California Department of Corrections Chaplaincy.



The [Hawai'i 'Ohana Support Network](#) (HOSN) provides support for family resource centers/neighborhood places across the state of Hawai'i. Each family resource center/neighborhood place provides a safe, accessible place for families to receive support services and referrals. HOSN provides training, coaching and, technical assistance, and membership options for existing FRCs, organizations interested in becoming an FRC, and support to communities seeking to establish an FRC.

HOSN Mission

To promote pono (successful) outcomes for all keiki (children), 'ōpio (youth), 'ohana (families), and kaiāulu (communities) by leveraging the collective impact of family resource centers and family strengthening programs and by encouraging quality family support and strengthening practices and policies.

HOSN Vision

Cultivate growth by planting seeds of aloha and pono (righteousness) for every child, youth, family, and community. See Attachment 2.

Presented on FRCs to multiple national and local organizations.

01/19/2024 – Project LAUNCH (DOH)

04/18-19/2024 - Kahawai Summit for Early Childhood Care Providers

5/29-31/2024 – The Institute for Educational Leadership 2024 National Community Schools and Family Engagement Conference in Atlanta, GA

8/19-22/2024 – Martha's Table (Washington, DC)

- Kailua/Kalaheo Complex Schools – Blanche Pope Elementary, Waimanalo Elementary and Intermediate, Kailua High School, Keolu Elementary School
- Waianae Neighborhood Place, Hale Kū Ola (Ewa Beach)
- Waiawa Correctional Facility, Parents, Neighborhood Place of Kalihi (PACT)
- Lokelani Middle School, Neighborhood Place of Wailuku

9/12/2024 – 'Aha Lokahi 'Ohana & CommUNITY Engagement Conference

11/18/2024 – Epic 'Ohana, Na Kama A Haloa, Ka Piko Meeting

HOSN activities:

- Designated a Coordinator.
- Co-facilitates bi-monthly meetings.
- Maintains HOSN contact lists.
- Manages HOSN website.
- Produces and sends bi-monthly e-newsletters.
- Provide training sessions (see above).
- Provide coaching, technical assistance, and networking opportunities for school-based FRCs.
- Participation in the National Family Support Network (NFSN)
 - Member, Board of Directors



- Member, Steering Committee
- Member, Evolving Network
- Member, Monthly Calls
- In-Person Member Convening on May 6-9, 2024, in Washington, DC.
- Attended the NFSN Virtual National Forum, September 26, 2024
- Attended the Virtual “Together for Families” International Conference on October 22-24, 2024.
- Developed training on Engaging Diverse Families in Equitable Partnerships through Intentional Inclusion (DEI).

Plan

- Continued quality improvement - Review other state outcomes, outputs, annual surveys, and program assessments for quality improvement;
- Continue to recruit members to the HOSN, which started in SFY 2024;
- Provide coaching, technical assistance, and networking for new and existing school-based family resource centers;
- Offer training/workforce development opportunities: 1) NFSN Standards of Quality for Family Strengthening and Support, 2) Bringing the Protective Factors to Life in Your Work, 3) Parent Leadership: The Key to a Successful Family Resource Center, and 4) Developing and Sustaining Effective Parent Advisory Committees;
- Draft a resolution to continue the collaborative effort based on the family resource center memorandum of understanding to explore options for its continuance when the pilot ends.
- Manage the federal congressional directed spending for the community awarded from Senator Mazie Hirono for FFY24-26 to expand ten (10) schools that are deemed DOE Comprehensive System Improvement (CSI) and purchase a van to operate a mobile family resource center on the Hilo side of Hawai'i Island.

Funding

The executive budget includes a request for funds to develop further and implement a statewide network of school- and community-based FRCs consultative services, to establish definitions, standards, and best practices, to identify and align available services, goals, and outcomes, and to develop referral and data tracking protocols. To continue the maintenance and furtherance of FRCs, with additional funds, the state will procure services to support existing FRCs and cultivate new FRCs to include start-ups with technical assistance, training, coaching, furnishings, and cohort forums as appropriate, support workforce development training sessions and follow-up, and expand the FRC network.

DHS will continue working with the public and private sectors on blending and braiding funds. Because FRCs seem to be nimble and able to respond to the needs of the community quickly, there is willingness from both sectors to collaborate and support them. By being present in familiar community settings, FRCs play a critical role in preventing child abuse and neglect, strengthening children and families, and connecting families to resources.

Attachments:

- 1 FRC MOU
- 2 FRC Map
- 3 Family Resource Center Pilot Data System Report

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE
STATE OF HAWAII DEPARTMENT OF HUMAN SERVICES,
STATE OF HAWAII DEPARTMENT OF EDUCATION, and
STATE OF HAWAII DEPARTMENT OF HEALTH
FOR
FAMILY RESOURCE CENTERS**

Date: July 1, 2024

This Memorandum of Understanding (hereinafter referred as “MOU”) is entered into between the State of Hawaii Department of Human Services (DHS), the State of Hawaii Department of Education (Department), and the State of Hawaii Department of Health (DOH) (each individually a Party, or collectively the Parties).

I. PURPOSE

A. The purpose of this MOU is to memorialize the collective and collaborative work of the Parties to establish and maintain within the DHS a family resource centers pilot program per Act 129, Session Laws Hawaii 2022 (Act 129), signed by Governor David Y. Ige on June 27, 2022. Act 129, which shall:

1. Develop and implement a statewide network of school and community-based family resource centers;
2. Establish definitions, standards, and best practices;
3. Identify and align available services, goals, and outcomes;
4. Develop referral and data tracking protocols; and
5. Establish within the DHS one full-time equivalent (1.0 FTE) family resource center coordinator position to carry out the functions of the pilot program. The Director of DHS shall appoint the family resource center coordinator.

B. The Parties acknowledge that each Party contributes to the well-being of children, youth, or families, and has a role and responsibility to the health, safety, and prosperity of Hawaii’s residents.

II. BACKGROUND

A. In 2022, the legislature found that many families with children in Hawaii continue to be impacted by the ongoing health and economic consequences of the coronavirus 2019 pandemic and need an array of services. In response to these consequences, State departments and community providers have been working on several initiatives to address the needs of Hawaii’s residents.

Family Resource Centers (FRCs) can play a critical role in serving diverse

populations and supporting the health and well-being of all children, youth, and families in Hawaii. FRCs, as defined by the National Family Support Network (NFSN) is a welcoming, community- or school-based hub of support, services, and opportunities for families that utilize an approach that is multi-generational, strengths-based, family-centered, and culturally sensitive and that provides a safe, accessible place for families to receive support services and referrals. They reflect and are responsive to the needs and interests of the communities that they are in and provide support and services at no or low cost for participants.

Reports from states that have invested in FRCs indicate that FRCs can help families achieve positive outcomes, such as gains in economic self-sufficiency, health, social support, family functioning and resilience, child nurturing and healthy attachment, and improvements in children's educational success. In addition, various studies have also shown that communities with FRC showed lower rates of child abuse and neglect investigations, lower numbers of children entering foster care, and an increase in parents or custodians gaining employment within one year after participating in services provided through the FRC.

In Hawaii, the concept and operation of FRCs have been around for over thirty (30) years in a variety of community and school-based settings. However, the FRCs may be known by other names such as "neighborhood places," "ohana resource centers," "family support centers," "parent-child resource centers," or "parent education centers." A statewide network of FRCs will support and foster collective and collaborative work and help ensure consistency and quality of practice across all FRCs to improve the social determinants of health and well-being for children, youth, and families in Hawaii so that each person, at each stage in life, can reach their full potential.

Currently, in Hawaii, the Hawaii 'Ohana Support Network (HOSN) provides support to a network of member FRCs across the state. Membership with the HOSN is not mandatory. However, the HOSN offers a wide range of member benefits such as training, coaching, consulting, networking opportunities, sharing of information and resources, and connection to the NFSN.

Affiliate partners of the HOSN include each of the following parties: Blueprint for Change, Kamehameha Schools, Liliuokalani Trust, Hawaii Statewide Family Engagement Center, Family Programs Hawaii, Hawaii Parents and Children Together, Partners in Development Foundation, and Hawaii Families as Allies.

- B. The DHS comprises four (4) divisions with about 2,400 positions in 84 separate office locations statewide. DHS provides financial assistance, medical assistance, and social services for persons who are found to need and are eligible for public assistance and services as provided by law, in accordance with the Aloha Spirit as set out in Section 5-7.5, of the Hawaii Revised Statutes (HRS)

influenced by Aunty Pilahi Paki, and 'Ohana Nui set out in Section 26-14, HRS as an integrated and multigenerational approach to reduce intergenerational poverty and dependence upon public benefits. The DHS's mission is to encourage self-sufficiency and support the well-being of individuals, families, and communities in Hawaii.

- C. The Department is a statewide public school district that is comprised of 15 complex areas and over 250 schools (as of July 2023). The Department oversees public and charter schools serving approximately 185,000 students annually and operates per its strategic plan: State of Hawaii Public Education 2023-2029 Strategic Plan. The Department's mission is to serve the community by developing the academic achievement, character, and social-emotional well-being of students to their fullest potential. The Department works with partners, families, and communities to ensure that all students reach their aspirations, from early learning through college, career, and citizenship.
- D. The DOH aims to protect and improve the health and environment of all people in Hawaii and is guided by the philosophy that health (i.e., the optimal state of physical, mental, social, and environmental well-being) is a right and responsibility of all of Hawaii's people. The overarching goals of the DOH include promoting health and well-being; preventing disease and injury; promoting healthy lifestyles and workplaces; promoting the strength and integrity of families and communities; preventing pollution and promoting and preserving a clean, healthy, and natural environment; and assuring basic physical and mental health care are affordable, appropriate, quality assured, available, and accessible.

III. RESPONSIBILITIES OF THE PARTIES

It is the Parties' understanding that:

- A. The Parties shall continue to partner with the HOSN to accomplish the goals as outlined in Act 129.
- B. The Parties shall assign dedicated appropriate staff, as designated by the head of each Party, to complete the collective and collaborative work of the Parties required by Act 129. Specifically, the Director of DHS shall appoint a family resource center coordinator, a full-time equivalent (1.0 FTE) position within its department to carry out the functions of this pilot program.
- C. The Parties shall continuously assess, identify, and maximize opportunities to establish or dedicate positions and locations within the Department for school-based FRCs. The purpose of school-based FRCs includes providing comprehensive and equitable services and support for students, especially for opportunity youth (i.e., those who may be vulnerable, at risk for homelessness, and/or experiencing frequent moves and transitions into new school districts), to

help ensure regular attendance and full-time participation in school, and to strengthen families to support student and academic success.

- D. The Parties may provide a state-level framework to pool multiple funding streams toward the shared purpose of creating coordinated support services for children and families to succeed in school and life. Braiding funding in this way enables each Party to maintain fidelity to its objectives while working together toward similar objectives.
- E. The Parties may coordinate with other public or private entities, as appropriate, to develop and implement FRCs, including establishing standards of practice and a strategic plan to identify minimum services, align goals and outcomes, and document referral and data tracking protocols.
- F. Contracts entered into by a Party or the Parties for Act 129 shall be procured under chapters 103D and 103F, HRS.
- G. A Party may accept grants, donations, and contributions from private or public sources for Act 129, which may be expended by the receiving Party in a manner consistent with the donors' wishes. The family resource center coordinator shall submit reports to the legislature no later than twenty days prior to the convening of each of the regular sessions of 2023, 2024, 2025, 2026 and 2027. Each report shall include a description of the items outlined below in subsection H and of any grants, donations, and contributions received by the Parties pursuant to this subsection in the prior fiscal year.
- H. As outlined in Act 129, the Parties shall establish the following:
 - 1. Criteria that the Parties intend to use to evaluate potential FRCs;
 - 2. Milestones that the Parties expect to meet in establishing one or more FRCs throughout Act 129;
 - 3. Specific, measurable, attainable, reasonable, and time-based performance measures that the Parties expect to meet by the end of each fiscal year;
 - 4. Controls that the Parties intend to use to monitor and oversee FRCs; and
 - 5. Data and referral system tracking needs and protocols that comply with applicable state and federal laws.
- I. The Parties will meet at least quarterly to assess collaboration efforts and to review this MOU. Staff designated by the head of each Party will convene meetings, as needed, to handle any misunderstandings or differences of opinion that interfere with accomplishing the understanding of this MOU.

IV. MISCELLANEOUS TERMS


- A. This MOU shall in no way be interpreted as creating an agency or employment relationship between the Parties. Each Party is responsible only for its conduct;

however, the Parties share collective accountability for the responsibilities described in this MOU.

- B. Each Party shall maintain as confidential all client information provided to it by the other Parties. This provision IV.B shall survive termination of this MOU.
- C. This MOU shall terminate, and the pilot program cease to exist, on June 30, 2027, the date Act 129 is repealed.
- D. Any Party may withdraw from this MOU with at least 30 days written notice to all other Parties.
- E. The Parties may revise or modify this MOU only by a written amendment executed by all Parties.
- F. If any provision of this MOU is held to be illegal, invalid, or unenforceable, such provision shall be fully severable. The remaining terms of this MOU shall remain in full force and effect, unaffected by the severance, provided that the severed provision(s) are not material to the overall purpose and operation of the MOU.
- G. This MOU shall be effective as of the date of the last signature. This MOU may be executed in two or more counterparts, each of which shall be deemed an original and constitute one instrument.
- H. Each of the signatories to this MOU represents that she or he has full authority to enter the MOU as a Party.

V. SIGNATURES AND AGREEMENT OF THE PARTIES.

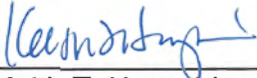
The signatures of the Parties below indicate their understanding and agreement to the terms.



Ryan I. Yamane
Director
Hawaii State Department of Human Services

Jun 21, 2024

Date



Keith T. Hayashi
Superintendent
Hawaii State Department of Education

07/31/2024

Date

Kenneth Fink

Kenneth S. Fink, MD, MGA, MPH
Director
Hawaii State Department of Health

Jun 27, 2024

Date

Approved as to Form:

Shelley King

Deputy Attorney General
Department of Human Services

Jun 20, 2024

Date

Hsin-Ya Tribbey

Deputy Attorney General
Department of Education

HT

July 23, 2024

Date

Angie Ichi

Deputy Attorney General
Department of Health

Jun 24, 2024

Date

What is a FRC?

- Utilizes an approach that is **multi-generational, strengths-based, and family-centered**
- Reflects and is responsive to **community needs** and interests
- Provides support at **no or low cost**
- Builds communities of **peer support**

FRCs in Hawai'i

Family Resource Centers (FRCs) are welcoming hubs of support, resources, services, and opportunities designed to strengthen families by using a multi-generational, strengths-based, and family-centered approach. FRCs connect families with comprehensive, coordinated services that help them achieve their own success goals. Programs at each center are tailored to the culture, resources, and needs of the communities they serve and focus on building on each family member's strengths.



What do FRCs do?

- **Enhance** parenting skills
- **Foster** healthy development
- **Prevent** CAN
- **Increase** school readiness
- **Connect** families to resources
- **Develop** leadership
- **Engage** males and fathers
- **Support** healthy relationships
- **Promote** family economic success

What are the goals of a FRC?

- To **support** families to be strong, healthy, and successful
- To **contribute** to building a strong and healthy community
- To **reduce** the likelihood of CAN by **building** the Strengthening Families Protective Factors

Collaborative Opportunities

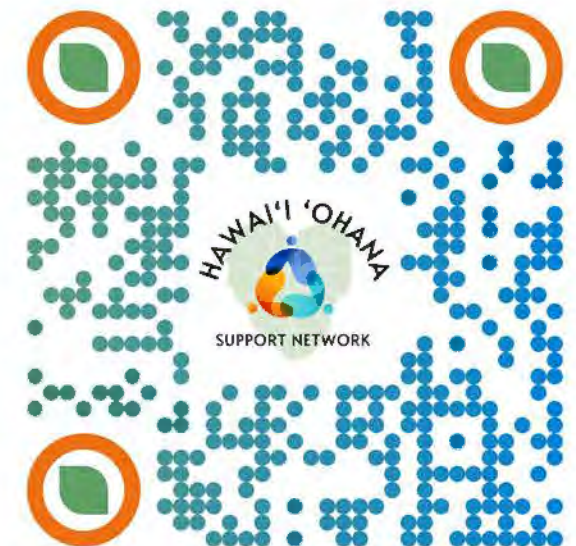
- **Aim** to collaborate with family-strengthening/serving organizations and programs to **streamline access** to resources, services, and **support** systems for families
- Cross-Departmental
- **Braided/Blended** approach to funding

Vision for a Statewide FRC Network

- **Standards of Quality for Family Strengthening and Support**
 - Principles of Family Support Practice
 - Strengthening Families Framework and Approach
- **FRC MOU with DHS, DOE, and DOH - July 2024**

For more information about the HOSN please visit:

<https://www.hawaiiiohanasupportnetwork.org>



Family Resource Center Pilot Data System Report

Background

During school year 2023-24, a system of data collection to report on FRC implementation and impact was piloted for the first time with 5 FRCs in the Kailua-Kalaheo complex. This system, aligned with the Standards of Quality for Family Strengthening and Support on evaluation, focuses on data about **program participation**, **program quality**, and **program outcomes**.

Each FRC Director was asked to collect the following data:

- **Sign-in Sheet:** Track the number and type of participants for each FRC visit
- **Activity tracker:** List and categorize each FRC activity by family protective factor, and the number of total participants
- **Partnership database:** List, describe and categorize each partner by family protective factor, with the option of tracking donations
- **Surveys and participant feedback:** Offer surveys throughout the year and after activities to gather feedback
- **Self-assessment** (annual and quarterly): Self-reported progress on the Standards of Quality for Family Strengthening and Support, both quarterly by reporting on progress on achieving goals for the year and annual at the end of the school year

Data Analysis

Because each FRC used different surveys and methods of gathering program quality data, this report focuses on summarizing program participation and program outcomes data.

Program Participation

FRCs measured program participation through tracking participants via **sign-in sheets**. People provided their name, whether they were a parent, other family member, community member, or student, why they came into the FRC, and their ethnicity. Not all schools provided data for each quarter, in particular the 4th quarter of the year only had one school submit data. The only quarter where all FRCs participated was the 2nd quarter. Takeaways from data analysis are:

Table 1. Sign-in Sheet Summary

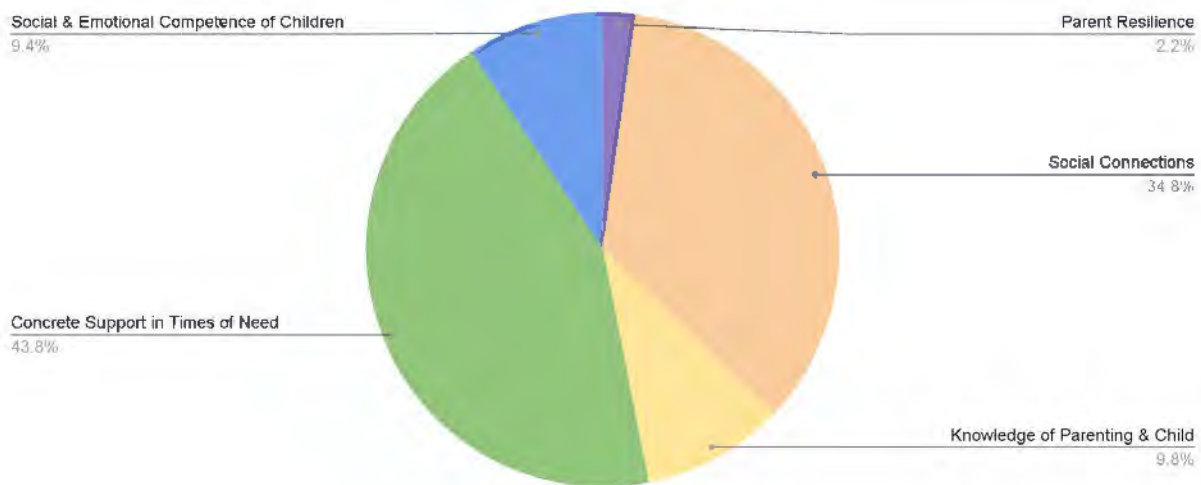
Role	Count
Parent	3335
Other Family	165
Community	307
Student	3972
Volunteer	121
Total	7900

- Parents and students are served the most through the FRCs. With a focus on parents, the ways that FRCs serve students daily could be overlooked
- There were 2439 drop in visits and 479 at activities
- 518 attendees were Hawaiian followed by 125 Filipino, 98 Caucasian, 45 Japanese and 29 Chuukese
- Using Food Bank sign-in data is helpful but it accounts for all adults and students in the household, which inflates the number of those actually in attendance
- There needs to be a uniform way to count people
- This data reflects visits but not unique individuals, meaning the same people are counted multiple times

FRCs also did **activity trackers** and categorized events by family protective factors. Again, not all FRCs provided data, especially in the third and fourth quarter. Out of the reported 224 activities across the FRCs:

- Nearly half of FRC activities provided concrete support like food bank days. It was 62% of reported activities at Waimānalo.
- Activities providing social connections were also common. It was 81% of Keolu Elementary activities and 41% of Kailua High activities.
- Pope Elementary had the highest percentage of activities on parenting and child development knowledge at 23%
- There was very little activities fostering parent resilience
- FRCs categorize similar activities differently so developing shared understanding of how to categorize these activities could be helpful

Figure 1. Percentage of activities categorized by family protective factor

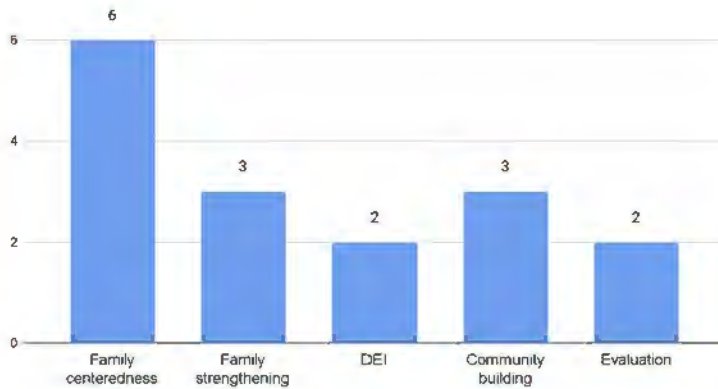


Some FRCs used the **partnership database** to track their partners while others did not. For those who did, they reported about 25 partners that worked with them throughout the year. Following the general breakdown of activities by family protective factor, these partnerships provided resources and services focusing on concrete supports, knowledge of parenting and child development, and social connections.

Program Outcomes

At the end of the previous school year, FRC Directors set at least 3 goals to work on for the next year. Out of 13 goals, nearly half were focused on family centeredness standards including building and strengthening their PACs and making FRCs accessible and welcoming. All the family strengthening goals were about the PAC. The other goals were spread across the rest of the standards and focused on building external community and internal school partnerships and relationships, collecting and using data, and bridging cultural divide and diversity.

Figure 2. Number of FRC goals by standard dimension



We also compared self-assessment data from the end of the 2022-2023 school year (Figure 3) to the end of this current 2023-2024 school year (Figure 4). Comparisons by school are on the following page. For context, Kailua EI had a new FRC director this year and did not complete

Figure 3.

2023 FRC Standards of Quality Percentile Scores

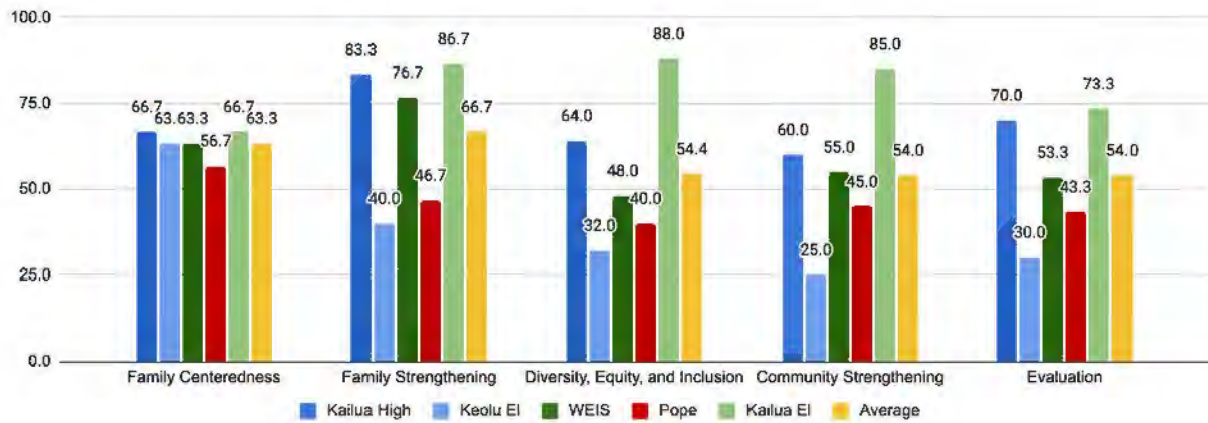
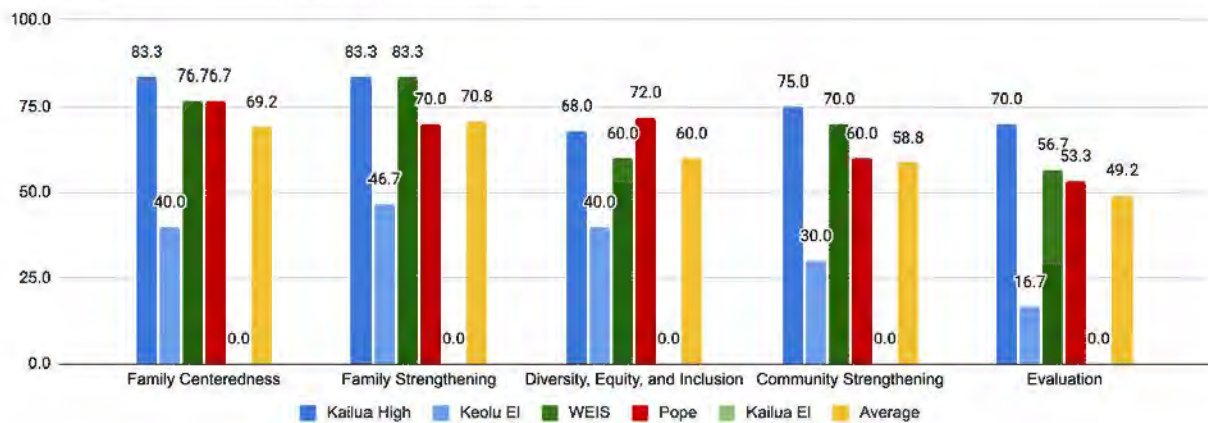


Figure 4.

2024 FRC Standards of Quality Percentile Scores



the self-assessment by the time of this report. There is a general increase in self-assessment scores across the 5 sets of standards as shown by comparing Figures 3, 4, and 5. However, the average evaluation percentile scores for evaluation did decrease in 2024. Kailua High, Waimānalo, and Pope FRCs tend to have higher scores across all standards (see Figures 6, 8, and 9). These centers have had the same FRC director over the 2 years and are well-established in comparison to Keolu, which opened this school year, and Kailua Elementary, which had to restart with a new FRC director. In general, FRCs seem to score higher with Family Centeredness and Family Strengthening compared to the other 3 sets of standards.

Figure 5.

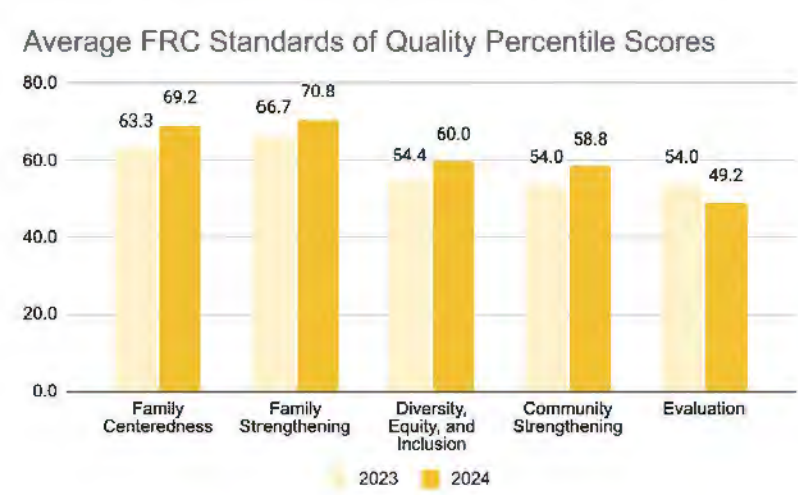


Figure 6.

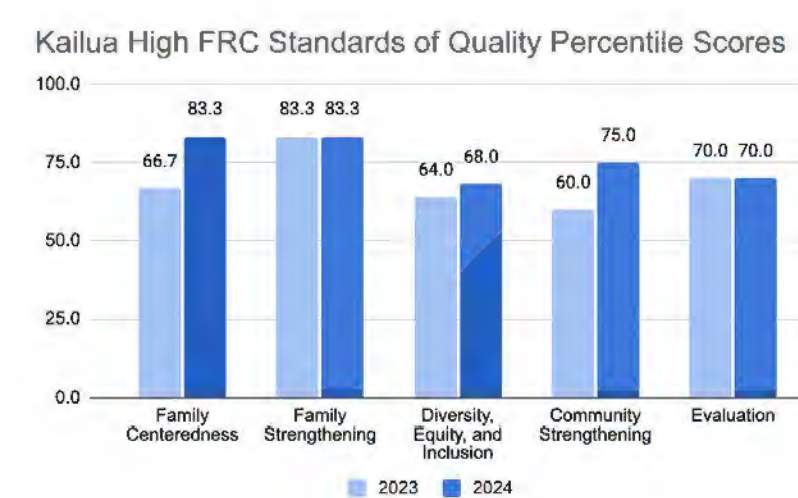


Figure 7.

Keolu EI FRC Standards of Quality Percentile Scores

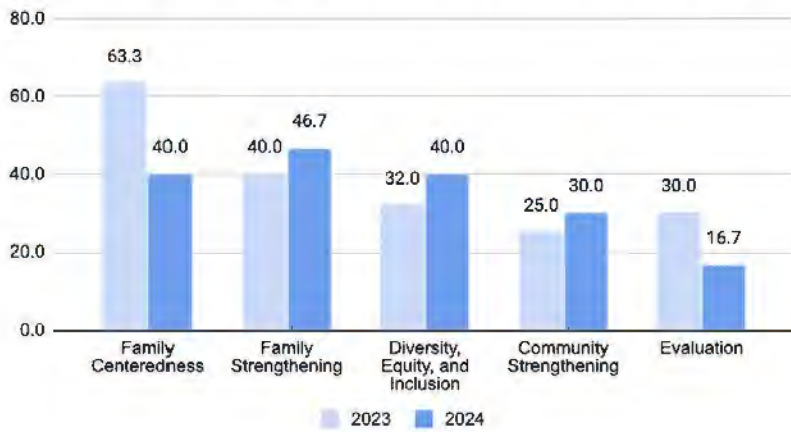


Figure 8.

WEIS FRC Standards of Quality Percentile Scores

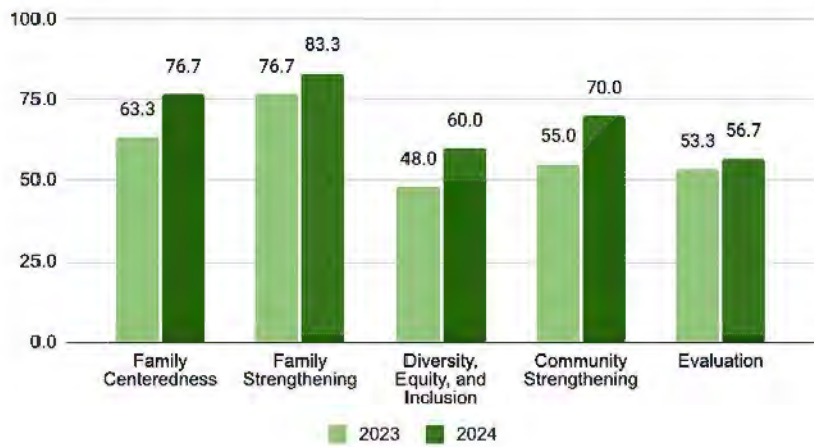


Figure 9.

Pope EI FRC Standards of Quality Percentile Scores

