

House District 14  
Senate District 29

THE TWENTY-SIXTH LEGISLATURE  
HAWAII STATE LEGISLATURE  
APPLICATION FOR GRANTS & SUBSIDIES  
CHAPTER 42F, HAWAII REVISED STATUTES

Log No: 80-0

For Legislature's Use Only

Type of Grant or Subsidy Request:

GRANT REQUEST - OPERATING

GRANT REQUEST - CAPITAL

SUBSIDY REQUEST

"Grant" means an award of state funds by the legislature, by an appropriation to a specified recipient, to support the activities of the recipient and permit the community to benefit from those activities.

"Subsidy" means an award of state funds by the legislature, by an appropriation to a recipient specified in the appropriation, to reduce the costs incurred by the organization or individual in providing a service available to some or all members of the public.

"Recipient" means any organization or person receiving a grant or subsidy.

STATE DEPARTMENT OR AGENCY RELATED TO THIS REQUEST (LEAVE BLANK IF UNKNOWN):

DEPARTMENT OF HUMAN SERVICES

STATE PROGRAM I.D. NO. (LEAVE BLANK IF UNKNOWN): \_\_\_\_\_

1. APPLICANT INFORMATION:

Legal Name of Requesting Organization or Individual:  
Parents And Children Together

Dbas: PACT

Street Address: 1485 Linapuni Street, Ste. 105  
Honolulu, HI 96819

Mailing Address: Same as above

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name RUTHANN QUITQUIT

Title President & CEO

Phone # 808-847-3285

Fax # 808-841-1485

e-mail adminrquitquit@pacthawaii.org

3. TYPE OF BUSINESS ENTITY:

- NON PROFIT CORPORATION  
 FOR PROFIT CORPORATION  
 LIMITED LIABILITY COMPANY  
 SOLE PROPRIETORSHIP/INDIVIDUAL

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

KPT WORKS!

4. FEDERAL TAX ID #: \_\_\_\_\_

5. STATE TAX ID #: \_\_\_\_\_

7. AMOUNT OF STATE FUNDS REQUESTED:

FY 2012-2013: \$ 289,115

8. STATUS OF SERVICE DESCRIBED IN THIS REQUEST:

- NEW SERVICE (PRESENTLY DOES NOT EXIST)  
 EXISTING SERVICE (PRESENTLY IN OPERATION)

COMBINATION OF NEW & EXISTING SERVICE

SPECIFY THE AMOUNT BY SOURCES OF FUNDS AVAILABLE AT THE TIME OF THIS REQUEST:

STATE \$ \_\_\_\_\_

FEDERAL \$ 40,182

COUNTY \$ \_\_\_\_\_

PRIVATE/OTHER \$ 28,070

TYPE NAME & TITLE OF AUTHORIZED REPRESENTATIVE

RUTHANN QUITQUIT, PRESIDENT & CEO  
NAME & TITLE

JANUARY 31, 2012  
DATE SIGNED

# Narrative





## KPT WORKS! PACT's Employment Program for the Kuhio Park Terrace Community

### GRANT IN AID Application FY 2012 – 2013

#### I. Background and Summary

##### Overview

Parents And Children Together is requesting \$289,115 to initiate a dynamic and community based jobs program at Kuhio Park Terrace. KPT WORKS! is a job recruitment, training, placement, and support program, which will ensure that at least 100 individuals from the Kuhio Park Terrace/Kuhio Homes community will become successfully and consistently employed or will have established their own successful micro-enterprise<sup>1</sup> business.

PACT has a long-standing, very successful and creative track record in matching people experiencing significant socio-economic and educational barriers and challenges with jobs through its Economic Development Center program since 1991 (details of this experience will be in Section IV, Experience and Capability). KPT WORKS! is a new program based on a hybrid of the Economic Development Center and Family Center models that successfully assisted individuals and families at Kuhio Park Terrace in achieving self-reliance. It is a targeted effort that builds upon five important pillars, resulting in a multi-dimensional and exciting project:

- **Technology.** Technology will be a major lynchpin for KPT WORKS! It is a tool that will be used for all aspects of the program: recruiting residents, providing a variety of training modules, assisting clients in searching for jobs, preparing applications/resumes, or developing a business plan for business start-ups. In addition, PACT has the eHana Client Tracking System, which is one of the best client tracking systems in the state. eHana allows for real-time seamless tracking of individuals and progress with their job searches or business start-up efforts.
- **Collaboration with Michaels Development Company, Vitus Group** (herein also referred to as “Michaels” or “Michaels Development”). Within the past year, the high-rise towers at Kuhio Park Terrace, now known as The Towers at Kuhio Park, experienced – and is still undergoing - the biggest change since the public housing complex was originally built in the 1960s. And, the change is not just in its new name. The transfer of ownership to the Michaels Development Company has provided PACT an excellent opportunity to work with the new owners and management. There is new energy in the community as major renovations are

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<sup>1</sup> A micro-enterprise is a small business with five or less employees and \$250,000 or less annual revenue.





currently taking place in the towers, and residents are pleased and excited about the changes. In addition to a major rehabilitation of the high-rise residences, Michaels has made a commitment to the Governor and to the Kuhio Park Terrace community to facilitate increased services and accessibility of those services to tenants. It is also committed to working with community organizations and has promised PACT office space in both the A towers and the B towers. PACT will use those spaces to establish technology centers and to also serve as offices for KPT WORKS! Furthermore, Michaels has agreed to hire appropriate employees from the work project.

- **Intensive Community Development Strategy.** The Program will have community events, work with the Tenant association and other agencies to make this a happening and exciting opportunity. The Program Coordinator will be highly visible and actively moving through the community. He or she will be a featured speaker at Parent-Teacher Organization meetings, community groups, wherever the Coordinator is invited, and will be generally known and recognized as the “go to” person for learning about jobs, exploring jobs, gaining new skills, and starting micro-enterprise businesses.
- **Social Marketing and Social Media approach.** KPT WORKS! will have an exciting cyber-space presence with active Facebook and Twitter accounts as well as join up with any electronic newsletters in the area. In addition, we will be using social marketing strategies to sell the concept of the important and possibilities of work – we have had great success with a project with the University of Hawaii Shidler College of Business and will be looking for the same type of partnership with one of the universities to assist us with our social marketing effort.
- **Timing is Everything.** The economic picture is looking up for Hawaii. In the third quarter of 2011, Honolulu gained 9,400 or 2.2 percent wage and salary jobs over the third quarter of 2010. (*DBEDT County Economic Conditions, 4<sup>th</sup> quarter, 2011*). The Towers at Kuhio Park are going through a major metamorphous. The newly released census data allows us to target recruitment, job placement, and support efforts to the various ethnic groups as well as address sizes and types of families. Right now there is much political and media attention on the Kuhio Park Terrace community. Residents are ready to move forward. KPT WORKS! is at the right place at the right time.

## 1. Brief Description of Applicant's Background

Parents And Children Together is one of the most respected multi-service agencies in the state. PACT has worked with low-income and disenfranchised populations since 1968, and has been providing economic development services since 1991. It has programs focusing on Head Start/Early Head Start and other early childhood education, prevention of child abuse and neglect, teen development, family violence including shelters for battered women, community-level substance abuse prevention, children and adolescents with mental health issues, and support to families through our family centers. PACT has programs and offices on all islands,





works closely with community members and collaborates widely with all types of organizations and businesses.

One of the most relevant experiences to the KPT WORKS! program is PACT's years of working within the community of Kuhio Park Terrace/Kuhio Homes, particularly through its Head Start/Early Head Start programs, Family Center, Community Technology Center, and Community Teen Center. The second particularly relevant aspect of PACT is its long, successful, and innovative record in assisting clients to gain employment or to start their own micro-enterprise business through its Economic Development Program (EDC). Of 38 businesses started in 2009-2010, thirty-one are operation today, yielding an 81% business success rate for these new entrepreneurs. EDC's track record over the past seven years shows that its service delivery strategies are highly successful in identifying and working with novice entrepreneurs. Of 131 businesses started up, 54 are in business today, resulting in a 41% business success rate – an exceptional success rate for this inexperience and high-risk population, who have minimal resources to begin their businesses.

EDC follows industry and marketplace trends in order to fulfill employers' evolving workforce requirements, and has extended its core strengths in working with low-income individuals who have multiple barriers self-reliance by creating new economic development models, which include:

- **eBay Store**

PACT aims to create a model computer training facility that provides modern computer/network skills to low income trainees through an operating revenue-generating eBay store. We would provide an internship experience that integrates and enhances our client's basic computer skills with real experience operating an eBay store, thus preparing them to be more competitive in the marketplace.

Our eBay Store accomplishes two goals:

1. A realignment of computer training to match skills deemed relevant to a network centric world; and
2. Development of a new income stream and social venture model for Hawaii's cause communities.

The eBay store industry is not new. What is new is moving the model to the cause sector and using the operations of an eBay store as the foundation for a much improved job readiness program for some of Hawaii's most neediest individuals. We envision our graduates to be much better prepared for the modern job market as well as engaging in modern services that provide tremendous value only for those with the skills to pursue these services. For instance, access to Craigslist provides a multitude of job listings, free items, a marketplace to sell, and a source for locally sourced inexpensive goods and





services. Skills taught at our eBay translate directly to skills needed to take advantage of services like these disproportionately used by lower income individuals.

- **Aquaponics**

PACT has partnered with the University of Hawaii's Department of Molecular Biosciences and Bioengineering based on their pioneering research in aquaponics. Aquaponics is the symbiotic cultivation of plants and aquatic animals in a recirculating environment. It works as follows: Fish waste accumulates as a by-product of keeping them in a closed tank. Bacteria breaks down the waste turning the water into a nutrient dense mix excellent for rapid plant growth. This water is then pumped to hydroponic grow beds where the roots of plants take up the nutrients. The system is closed and water is only added to replace water loss. Produce from aquaponics systems can be grown organically. Systems may be small, large, reside in urban or rural areas, and even operate in places where farming would not be possible like apartment balconies.

PACT will develop a comprehensive curriculum around aquaponics. A summary of the major phases include:

- ✚ **System design.** PACT will engage participants to help design the most appropriate systems that will be selected based on factors including location, family size, and family production goals. Participants will be directly engaged to select the choice of fish and produce.
- ✚ **System setup and maintenance.** PACT will engage participants on systems maintenance, fish care, water quality, and aquaponic farming.
- ✚ **Health literacy.** PACT will engage participants on health issues directly related to their personal systems including taste tests and cooking demonstrations.
- ✚ **Market opportunities.** PACT will engage youth and families on finding markets to sell excess produce. This will include field research, market research, and entrepreneurship.

The program will be designed to encourage participants to be personally invested through taking leadership during each phase.

## 2. Goals and Objectives

The goal of KPT WORKS! is to increase economic options for residents of The Towers at Kuhio Park and to help them become economically self-reliant. A secondary goal is to engage the community as a whole in embracing this jobs project. Participants in KPT WORKS! will have two options toward self-reliance: becoming employed or starting their own micro-enterprise business.



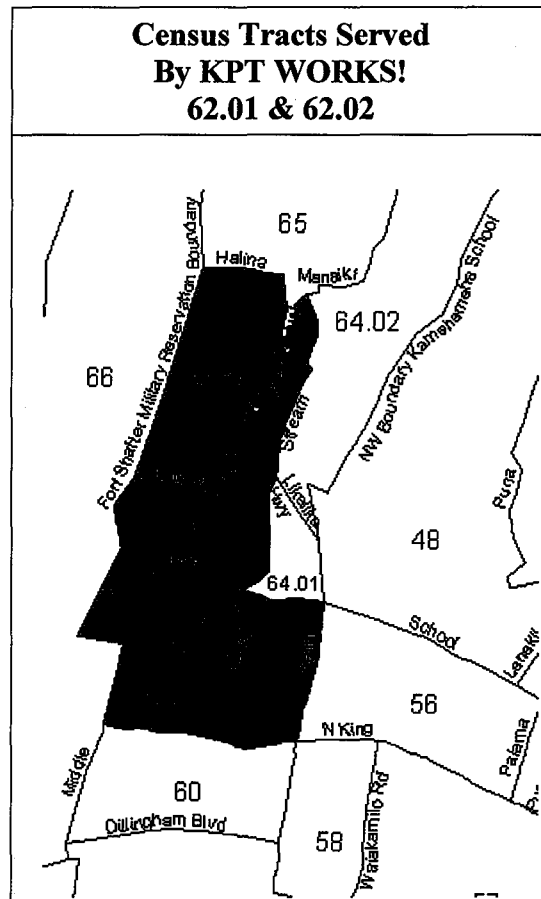


The objectives for KPT WORKS! are that within one year:

- 1) At least 250 residents will be receive in-person recruitment information or participate in an orientation about KPT WORKS!
- 2) At least 200 clients will go through intake, assessment, and receive an assessment and individualized plan.
- 3) At least 100 clients will complete KPT WORKS! and be successfully placed in a job or start their own business.
- 4) Eighty (80) clients will be placed in employment.
- 5) Twenty (20) clients will start up a home business generating between \$500 - \$1500 a month.
- 6) Fifty percent (50%) of employed clients will be employed at least six months and 40% will still be employed after one year.
- 7) Fifty percent (50%) of business start-ups will be established and ready to do business by the end of the first year.
- 8) Eighty percent (80%) of KPT adult residents and employees on site will be familiar with KPT WORKS!

### 3. Public Purpose and Need to Be Served

The problem of unemployment and economic development is a national crisis. In the State of the Union address (1/24/12), President Obama devoted much of his speech on getting America back to work and suggesting ways to improve the economic climate. In his State of the Union address (1/23/12), Hawaii Governor Abercrombie echoed a commitment to bolstering economic recovery to maintain the economic momentum. To further bolster Hawaii's economic recovery, a primary focus will be placed on the construction industry, where nearly \$2.3 billion in pending projects and a recent bond and refinancing sale will combine to spur immediate job creation. In addition, Hawaii's economic recovery has been steady over the past year with several positive signs, including growth in visitor arrivals and





expenditures, increased general excise tax revenue and a decline in initial unemployment claims.

However, the state Department of Labor and Industrial Relations just reported that Hawaii's unemployment rate climbed 0.1 percentage point to a seasonally adjusted 6.6 percent in December from 6.5 percent in November (1/24/12). Prior to that, the unemployment rate had been dropping. DLIR also reported that construction, leisure and hospitality industries all hired more workers during that month.

In 2010, the State paid out \$44,556,000 (based on an average monthly payment of \$3,713) in TANF assistance to 178,188 beneficiaries and \$14,436,000 (based on an average monthly payment of \$1,203) to 8,025 TAONF beneficiaries. In addition, the State's 2010 benefits to Food Stamp recipients was \$344,944,694. (*State of Hawaii Data Book*). The public purpose of KPT WORKS! in decreasing these amounts is clear.

Now, more than ever, low-income individuals face steeper competition in the job market as skilled, experienced workers who have been laid off are also seeking employment. While any unemployed and underemployed person may need special assistance from time to time, those who come from low-income populations and high-risk environments frequently have additional systemic barriers and underlying personal challenges that undermine their employability.

Typically selected program participants do not have the knowledge or means to use and enter mainstream institutions such as community colleges and vocational schools, which require funds, long-term commitments, and significant discretionary time relatively free of family responsibilities. Participants frequently have a variety of barriers to overcome, whether these be lack of knowledge of workplace and business values and culture, lack of life skills and financial literacy, lack of English literacy, or lack of resources and knowledge of business requirements.

PACT's niche is in helping low-income individuals successfully address the barriers and needs they have in order to become employed. Our 43-year track record is long and impressive in working with low-income clients and public housing communities.

#### **4. Target Population**

The target population will be all adult residents of the Towers at Kuhio Park who are unemployed or under-employed and not permanently disabled. According to Michaels (8/28/11), there are currently 748 public housing units. Their report states, "Ultimately, it is anticipated that as many as 1,025 new and rehabilitated dwellings, catering to public housing, project based Section 8, low-income housing tax credit and market rate residents will replace the 748 public housing units currently on site." There will not be many apartments set aside for market rate renters, and those that are market rate will be affordable units.







KPT/Kuhio Homes is recognized in the state as a community of immense need. With two large high-rise buildings that serve over 2,812 residents, it is the densest and poorest public housing community in the state. Like most public housing complexes across the country and the state, statistically within the housing complex, there is over-representation in many of the indicators of social need, such as prison census, child abuse/neglect reports, school drop-out rates, special educational support services, maternal child health risk, and other stressors related to higher health risks. In addition, many residents have difficulty in accessing community resources and obtaining employment, because of language differences and difficulty in navigating complex health care and educational systems.

The majority of the families in Kuhio Park terrace community are Samoan and Pacific Islanders, many of whom are immigrant families experiencing the stresses of acculturation. In recent years, there has been a tremendous in-migration of Marshallese and Chuukese to Kuhio Park Terrace. This has resulted in some tensions with some of the more established ethnic groups. In addition, the language and acculturation challenges are particularly significant for the new comers.

## 5. Geographic Coverage

KPT WORKS! is a specifically geographically targeted project. The Towers at Kuhio Park is the largest low income housing area in the state. It is located on Linapuni Street in the Kalihi section of Honolulu, just off of Middle/School Street and Kamehameha IV Road. It is part of Census Tracts 62.01 and 62.02 as outlined in the map above.

The geographic coverage aspect is particularly important to this Project because much of the approach for recruiting KPT WORKS! clients will be through community development efforts, job fairs, open houses at the multiple technology centers on site, etc., aimed at generating enthusiasm and energy within the community.

## II. Service Summary and Outcomes

PACT's unique approach will ensure that clients realistically assess their interests, their strengths and weaknesses, and ways to address their barriers to success. This proven process outlined below works. The fact that each participant has a coach who stays with them throughout the process and for months after they are job placed often makes the difference between job retention and job loss, business start-up success and business start-up failure.

One of PACT's most interesting options for clients is the concept of beginning their own business. This has worked very well for many PACT clients and there is an excellent track record of many businesses successfully operating for years.





KPT WORKS! will be embedded in the community, which will not only make it easier for residents to check it out, but will build support for this jobs program.

## **1. Scope of Work, Tasks and Responsibilities**

There will be different implementation aspects to KPT WORKS! which are as follows:

### **Pre-Service Delivery:**

- 1) **Finalize Office Space in Towers with Michaels Development Company.** PACT has been promised office space in each of the two towers by Michaels Development Company. There has been a commitment already for in-kind donations to furnish offices as well as outfit them with new computers. In addition, the Community Technology Center, located in the Community Resources Center on the grounds of KPT and administered by PACT, will be upgraded.
- 2) **Establish KPT WORKS! as a Highly Visible Community Project.** PACT's Program Coordinator will initiate an intensive informational campaign working in collaboration with Michaels Development's Social Services Director at Kuhio Park Terrace to potential clients and service providers. Colorful and attractive posters will be located all over the housing complex. There will a contest among community members (including children and youth) to suggest a logo for KPT WORKS! Through PACT board members and other donors, there will be hats and tee shirts with "KPT WORKS!" and a logo.
- 3) **Verify or Modify Understandings with Employers.** One of the major reasons that PACT has such a great track record in job placement and retention is due to the relationship with prospective employers, training institutes, and unions. Since KPT WORKS! participants all live in close proximity to one another, there may be ways to capitalize on that. For example, one employer might be willing to provide a van to bring folks to work.

### **Service Delivery:**

#### **a. Outreach and Recruitment:**

(Objective is to reach at least 250 individuals.) PACT will build on the relationships established above at KPT. In addition, PACT staff has a broad network of community partners and organizations to help reach and recruit potential clients. The opportunity to participate in the project with the goal of employment or business start-up is actively promoted by using, fliers, posters, job fairs, and other forms of advertising. Information will be presented at community meetings and gatherings.

There will be multiple points of entry for residents to learn more and get involved with KPT WORKS! Residents will be able to get information or apply at the





KPT Housing Management office, the three technology centers, the Family Center, PACT's main administrative office, the Head Start programs on site, Linapuni Elementary School, or Kokua Kalihi Valley Health Center. The approach of this program is to be highly visible and very inclusive.

b. **Intake and Assessment and Individualized Service Planning:**

(Objective is to reach approximately 200 individuals) to determine the skill level, barriers, and the direction for each client.

- i) During intake and assessment phase, staff will explain to participants the benefits of the program, expectations of their participation, and what they can expect from the staff and project. The Intake and Assessment phase can be one-on-one or in small groups. If neighbors are interested in exploring KPT WORKS! together, the group can easily be accommodated. In addition, since PACT has numerous interpreters who can provide seamless and simultaneous verbal translation, this would be comfortable for various groups.
- ii) PACT uses appropriate assessment tools that will assist with individualized service planning, such as: Career Kokua; TABE testing; Myers-Briggs personality type inventory; and Personality Mosaic.

c. **Client On Board and Officially Client in Program:**

(Objective is to ensure that 100 clients will complete KPT Works and be successfully placed in a job or start their own business.)

PACT has a successful protocol for supporting clients in their job quests outlining specific understandings of their responsibilities as well as those of KPT WORKS! A first part is the formal "paperwork" which includes such things as consent forms, client rights, client complaints procedure, HIPAA Notice of Privacy.

The Employment Specialists will focus on working with clients in documenting the client's work history and experience; After intake and assessment, the Employment Specialist and client discuss barriers and strategize how they can be overcome, how to access help from other providers if needed, identifying how much support the client will need.

The major strength of PACT's employment programs is that the Employment Specialist acts as a personal coach to facilitate the development of individual plans tailored to each client. Through this process of coaching and facilitation, there is a clear plan for meeting success. The process is collaborative and serves to establish a working partnership wherein each partner in the duo takes responsibility for his or her part of the Individualized Service Plan.





d. **Training and Technical Assistance**

(Objective is to work with approximately 100 individuals) will be provided to KPT WORKS! clients during the employment development or self-employment process, and is broken down into four areas, Core Training, Job Readiness/Business Start Up, Technology Skills, and One-on-One Coaching:

a. **Core Training:**

- i. **Values** training helps clients understand and identify their own personal, family, and community values, which effect their employability and ability to retain employment or run a business. The class helps close gaps between clients' values and workforce values;
- ii. **Life Skills** training helps clients break through self-imposed limitations by helping them discover how to manage their daily actions through time management, attitudes, interactions with others, coping skills, and most importantly decision-making;
- iii. **Financial Literacy** is designed to help clients build personal financial management skills. It develops competency in creating a household budget and a savings plan so the client can learn to live within their means.
- iv. **Technology Basics** is to help participants become more comfortable with computers and understand what they can do.

b. **Job Readiness/Business Start-up:**

This training raises awareness about what is needed to transition from unemployment/underemployment to successful employment.

Activities include:

- **Resume Writing:** Layout and Styles of resumes and application forms;
- **Job Search:** How to screen ads, what employers look for;
- **Interviewing:** How to answer and ask questions appropriately; and
- **Dress For Success.**
- For clients who are learning about microenterprise creation: **Business Start-up** course teaches how to start and manage a business, including writing a business plan, accessing capital, accounting, filing taxes, marketing, and obtaining licensing. **(Please see Syllabi in the Attachments)**

- c. **Technology Intensives.** A common problem at computer training centers is that they too often typically focus on basic skills. PACT runs a very popular computer-training center in the Community Technology Center at





KPT and indeed a few of the trainings are basic. However, one of the most successful aspects of our training is the Rosetta Stone for clients to learn English. Now that PACT will have space in the towers with in-kind donations of office equipment, hardware and software, the technology classes will be increased and the computer training curriculum will focus on matching skills deemed relevant to a digital world.

### **Clients Interested in Job Placement**

**Job Preparation** (objective is to place approximately 80 individuals in full/part time employment): Clients with limited work history or who have been out of work for more than a year will be complete the entire training described above.

**Job Placement and Retention** (objective is to sustain employment of approximately 60 individuals for three to six months): Once the client has been placed in a job, the Employment Specialist will seek to maximize the client's retention in employment by continuing to coach the client while they are on the job. The Employment Specialist meets/communicates with the client no less than twice a month. Meetings with the client consist of continued reinforcement of (1) how to plan; (2) setting goals and objectives; (3) carrying out action tasks; and (4) budgeting. These meetings are also a means for clients to share any new barriers that may have arisen or to follow-up on any old barriers and engage in joint problem solving.

*One-on-one coaching:* As mentioned before, PACT works one-on-one with the client to ensure their individual service plan is completed and moving towards self-reliance. Weekly meetings keep the client on track and on target. The majority of KPT WORKS! training will be located at Kuhio Park Terrace. In some cases, training will take place outside of the public housing community. An example of this is through a partnership with a restaurant or hotel, where training will take place on their site.

### **Clients Interested in Starting their Own Business**

**Business Start-up Preparation** (objective is to complete approximately 20 business plans): Clients who are interested in or who demonstrate aptitude for starting up their own micro-enterprise business can continue with business start-up training once they have completed the core training.

- 1) The **Business Basics** course will teach clients how to start and manage a business, including accounting, filing taxes, marketing, writing a business plan, accessing capital, and obtaining licensing. With guidance, clients will research and write their own business plans.
- 2) **Licensing Procedures** (objective is to complete licensing for approximately 20 businesses): the Program Specialist will walk the client through each step to ensure licensing is complete and is understood by the client.





- 3) **During the Business Start-up phase** (objective is start up approximately 20 businesses), the Employment Specialist will work one-on-one with the client to make sure the client's business plan is complete, the business license application(s) are all in order, and there are no new obstacles to establishing their business.
- 4) During the **Business Support and Retention** component, the Employment Specialist will continue to meet with the client twice a month to provide any additional assistance the client need (e.g., bookkeeping, making sure the General Excise Tax is filed, etc.). In addition, learning how to plan, setting goals and objectives, and carrying out action tasks are important life skills that lead to the successful development and sustainability of the business. The client will have the opportunity to practice these skills and ingrain them as sound business practices, with the coaching of the Employment Specialist. The program objective is to support approximately 20 businesses, each earning between \$500 - \$1500/month.

#### **Client Tracking and Documentation.**

PACT maintains outstanding records. Through its eHana software, all client data can be tracked in real time. An employment specialist or manager can be on top of any information related to client by just logging on to their record. The on-going standard process is:

1. Employment Specialist and client complete Intake and Assessment folder;
2. Data Specialist inputs data from the Intake and Assessment folder to eHana Tracking software;
3. Monthly agendas and meeting notes are filed in the client's folder;
4. Monthly income updates are recorded in client's folder on the Income Tracking Table;
5. Project verification is filed in client's folder;
6. Monthly Milestone Achievement and Financial Reports are submitted by the 30<sup>th</sup> of each month. Quarterly progress reports are also submitted by the 30<sup>th</sup> of the month following the end of the quarter. Data for the reports are queried from PACT's eHana Client Tracking software and client's folders
7. All client paper folders are locked in the Employment Specialist's file cabinets and eHana's electronic records meet the highest standards required for client privacy and confidentiality.

#### **2. Projected Annual Timeline**

All activities to implement the KPT WORKS! program are depicted as an annual timeline, identifying the staff person responsible for each activity. Please see the attachment "KPT WORKS! Implementation Plan."





### 3. Quality Assurance and Evaluation Plans

#### **PACT Performance and Quality Improvement Plan (PQIP):**

As with all of PACT's programs, KPT WORKS! will be integrated with PACT's organizational *Performance and Quality Improvement Plan (PQIP)*.

PACT is committed to providing quality services for the community at large and has a well-developed and nationally recognized (Council on Accreditation) quality program. Driving PACT's Quality Program are three principles:

- Be accountable to stakeholders: consumers, funders and the community;
- Continually improve the way it does business and serves the community; and
- Enhance its ability to contribute to a better quality of life for Hawaii's families and children.

PACT takes action based on findings of the quality process to:

- Build on strengths;
- Eliminate or reduce identified problems;
- Determine possible causes when data reveal issues of concern;
- Develop solutions and replicate Best Practices; and
- Implement and monitor the effectiveness of corrective action plans.

The quality improvement activities of PACT are organized according to Council on Accreditation standards with a consumer-service focus. Improvement activities encompass all programs, employees, contracted services, volunteers, vendors and partners and all are expected to participate related to their individual services and adhere to standards established by the organization. An integrated approach is used to improve outcomes, processes and systems while sustaining services and initiating action for identified opportunities. The improvement cycle includes:

- Opportunity identification;
- Assessment and analysis of data;
- Implementation of solutions, and
- Evaluation of the implemented solution.

Data from stakeholders, long-term planning, short-term planning, operational processes and staff input, case record review, outcome measurements, monitoring of purchased services, and consumer satisfaction provide the genesis for the improvement cycle.





Findings from quality improvement activities are shared with personnel, consumers, management and Board of Directors in a clear, concise, and timely manner.

In addition to the PQI plan, KPT WORKS! will implement program-specific quality improvement activities and uses specific evaluation tools to determine the effectiveness of its service provision and program performance. These tools include:

1. Monitoring on at least weekly basis the eHana system to track clients' progress and adherence to their work plan.
2. Evaluation data from each client training session,
3. One-on-one feedback from bi-weekly/monthly coaching meetings between client and Employment Specialist,
4. Weekly employment update meetings amongst EDC staff, to discuss cases, update goal sheets, and problem solve issues individual staff may be encountering,
5. Monthly collaborative staff meetings to evaluate progress of each client,
6. Informal interaction of staff and clients providing feedback, and
7. Bi-weekly individual staff supervision.

#### **4. Measures of Effectiveness**

PACT is very strong in its commitment to meeting promised outcomes and tracking data that supports that. The following is the data that will be measured for KPT WORKS!

##### **Target Outputs:**

- 1) Outreach and Recruitment Intake, Assessment, and Service Planning: Approximately 200 clients will be recruited into the program.
- 2) Technical Assistance: One-on-one Coaching scheduled bi-monthly and Training scheduled monthly; of the 200 clients recruited, approximately 100 clients will be assessed and provided with technical assistance.
- 3) Keeping the Community Informed: The KPT WORKS! Advisory Committee will be established successfully and meet once a month; the Program Coordinator will speak to three groups per month.

##### **Target Outcomes:**

- 1) Employment: 80 clients will be placed in part/full time employment;







- 2) Business Start-up: 20 clients will start-up a viable business earning between \$500 - \$1500/month;
- 3) Computer Literacy is improved in 90% clients enrolled in KPT WORKS! more than 60 days; and
- 4) Community Engagement: 80% of KPT adult residents and employees on site will be familiar with KPT WORKS!

**Measures:**

To ensure outputs and outcomes are met, the following quality assessment activities will be conducted regularly:

- 1) Weekly eHana data reviews – Employment Specialist update employment verifications; Client Record Notes: track employment and business start-ups;
- 2) Bi-monthly meetings with the client;
- 3) Bi-monthly supervision meetings;
- 4) At minimum, a monthly one-on-one coaching meeting to follow individual's progress according to plan and provide technical assistance;
- 5) KPT WORKS! bi-monthly case record with Program Coordinator;
- 6) PACT quarterly case record review;
- 7) After each training module, the clients will evaluate the trainer and the module content;
- 8) KPT WORKS! clients will demonstrate their expertise on the computer; and
- 9) An end-of-the-year survey of residents and employees at Kuhio Park Terrace.

**Reporting:**

The eHana tracking database was created and implemented for job tracking and business start-ups in February 2010. KPT WORKS! staff will maintain confidential case records of their clients to document their progress using eHana, PACT's electronic records system. eHana makes it very easy for a staff member to update their case notes, set up report-writing reminders, and track achievement of program milestones efficiently and effectively. KPT WORKS! Administrative Assistant II will be responsible for verifying, aggregating and retrieving the following information for reporting purposes:

**Number of Individuals:**

- 1) Demographics;
- 2) Provide clients with intake/assessment services;
- 3) Enrolled in employment/business training;
- 4) Completed employment/ business training; and





- 5) Received counseling, technical training, and assistance.

**Employment:**

- 1) Obtain full/part employment;
- 2) Maintain full/part employment for three (3) months; and
- 3) Maintain full/part employment for six (6) months.

**Business Start Up:**

- 1) Completed a business plan;
- 2) Start a business; and
- 3) Business owners who grossed \$500 - \$1500 within three (3) to five (5) months of starting the business.

**Report to Funders**

The monthly, quarterly, and final program progress and fiscal reports will be submitted to the contractors within 30 calendar days after the last day of each month/quarter/year. The final report on the total contract period will be submitted within 60 calendar days after the last day for the contract period. The reports provide information on fiscal performance, including comparisons between budgeted to actual expenditures, identifying and explaining the reasons for variances.

### III. Financial

#### 1. Budget and Budget Forms:

PACT requests \$289,115 in state funds to implement and support the KPT WORKS! employment program. The intensive, one-on-one nature of the project service delivery model, along with the challenges presented by a low-income, high-risk client population who have systemic barriers to employment, require a qualified and experienced staff, thus \$264,676 or 92% of the grant-in-aid request is for personnel costs. Remaining budget will fund supplies for project services, telecom (landlines and broadband) for the project office and technology training center, and copier maintenance and supplies. Just 5.5% of the budget request has been set aside for administrative overhead.

The attached budget forms detail the cost of the grant-in-aid request.





**2. Anticipated quarterly funding request for the fiscal year 2012-2013 is as follows:**

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$72,279	\$72,279	\$72,279	\$72,278	\$289,115

**3. Other Sources of Funding (list all other sources of funding for FY 2012-2013):**

- PACT Agency Funds – PACT will contribute \$28,070 of agency funds to cover liability and property insurances, audit services, and eHana Client Tracking System maintenance, and to support additional administrative services relating to strategic management, accounting, human resources, quality assurance, and facilities.
- Federal TANF Funds via State Maintenance of Effort (MOE) grant – An additional 40 hours per week of intake, training and support services to specifically address cultural, language and education/life-skill barriers will be funded through an existing TANF Maintenance of Effort contract for Family Center Core Services in KPT/Kalihi. \$40,182 of MOE personnel will support the KPT WORKS! project.
- Michaels Development – Michaels has committed space for the project valued at \$45,240 for the year. In-kind rent value is calculated at a \$2.25 per square feet per month for 850 square feet of project office space and 600 square feet of technology training center space. In-kind utilities (electricity) value is calculated at \$.35 per square feet. Rent: \$2.25 x 1450 sq. feet/month x 12 months = \$39,150. Utilities: \$.35 x 1450 sq. feet/month x 12 months = \$6,090.

**4. State and Tax Credits:**

PACT has not been granted any state/federal tax credits in the prior three years and does not anticipate applying for such credits in fiscal year 2012-2013. PACT is not requesting funding for any capital projects with this application.

**IV. Experience and Capability**

**PACT, the Organization**

Established in Kalihi in 1968, Parents and Children Together is one of Hawaii's largest and most respected private, non-profit human service agencies, serving 15,937 people statewide. PACT is a leader in the design and delivery of a broad range of innovative social, educational, and employment services. For over 40 years, PACT has been successfully serving families, children, and adults through active partnerships with





community coalitions, schools and other providers. PACT has been a strong advocate for Hawaii's most in need and disenfranchised citizens, involved in and leading coalitions to address compelling community needs.

PACT has 14 programs in the areas of: early childhood education; economic development; mental and behavioral health support; youth development; child abuse and neglect prevention; domestic violence prevention and treatment; and community building. Known for prevention as well as treatment, for economic development as well as family support, for advocacy as well as child care, PACT's diversity brings to life its mission: *Parents And Children Together promotes and supports healthy individuals, families, and communities, by creating opportunities for them to identify and address their own strengths, needs, and concerns and successfully realize their potential.*

Some recent notable success of PACT in the past few years are listed below.

1. Is a major employer in the non-profit industry, employing 408 staff in every island county.
2. Consistently receives excellent, independent financial audits with no findings and no management letter of any kind.
3. Is fully accredited by the Council on Accreditation (COA).
4. Always meets contracts outcomes and is in compliance with the deliverables of all PACT contracts; and universally receives excellent reviews from site monitoring visits and program reviews by funders.
5. Was the winner of the "Best Places To Work 2011."
6. President and CEO Ruthann Quitiquit was selected 2011 Pacific Business News Businesswoman of the Year for Non-profits.
7. Was selected as the replacement grantee and received the Federal contract to provide Head Start services on Hawaii Island in 2010 and successfully passed its first federal contract monitoring in December, 2011.
8. Uses a state-of-the-art electronic client records management system (eHana);
9. PACT's Family Center co-published and co-financed the book *Voyaging Together to A New Life*, a resource for the newly arrived to Hawaii, written in Marshallese, Chuukese, and Spanish, with information on community norms and resources and presented in a culturally-relevant and user-friendly manner.
10. PACT's Family Center developed and implemented the Sundays Project, using the Positive Deviance Model, to work with low-income Chuukese parents on increasing family engagement to increase children's academic achievement.





### **PACT Relevant and Verifiable Experience**

Although PACT is now in every county in the state with a large variety of programs, its roots and foundation will always be at Kuhio Park Terrace. PACT's first program in the 1960s was a federally funded Head Start program for infants and toddlers at Kuhio Park Terrace. For years, PACT has worked within the KPT community, held community events with its residents, and hired residents as staff members. We are eager to introduce KPT WORKS! to the community and to work collaboratively with residents and the new management during this time of incredible change.

In addition, through its Economic Development Center (EDC), PACT has been providing job placement and business start-up for years. The following two tables are verifiable relevant experiences. The first is a listing of contracts for helping people get jobs and the second is a listing of contracts related to helping people start their own micro-enterprises.

### **EMPLOYMENT PROJECTS VERIFIABLE EXPERIENCES 2006-2012**

<b>FISCAL YEAR</b>	<b>CONTRACT # &amp; GRANT AMOUNT</b>	<b>CONTRACTING AGENCY</b>	<b>CONTACT PERSON &amp; E-MAIL</b>	<b>PHONE</b>	<b>TITLE OR BRIEF DESCRIPTION OF SERVICE</b>
FY 2011-2013	DHS-10-ETPO-242 (CFDA 93.558) HMS-903-10-02-S \$1,513,529 Year 1 \$1,240,730 Year 2 & 3	Dept. of Human Services	Catherine Scardino, Employment Program Specialist <a href="mailto:cscardino@dhs.hawaii.gov">cscardino@dhs.hawaii.gov</a>	586-7095	First To Work Program
FY 2010 - 2011	DHS-08-BESSD-5144 (Supp. Contract No. 3) TANF MOE \$88,000	Dept. of Human Services	Catherine Scardino, Employment Program Specialist <a href="mailto:cscardino@dhs.hawaii.gov">cscardino@dhs.hawaii.gov</a>	586-7095	Provide one-on-one and technical assistance and train Business Start-up curriculum to TANF clients
FY 2009 - 2010	DHS-08-BESSD-5144 (Supp. Contract No. 2) TANF MOE	Dept. of Human Services	Catherine Scardino, Employment Program Specialist <a href="mailto:cscardino@dhs.hawaii.gov">cscardino@dhs.hawaii.gov</a>	586-7095	Provide one-on-one and technical assistance and train Business Start-up





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FISCAL YEAR	CONTRACT # & GRANT AMOUNT	CONTRACTING AGENCY	CONTACT PERSON & E-MAIL	PHONE	TITLE OR BRIEF DESCRIPTION OF SERVICE
	\$132,000				curriculum to TANF clients
FY 2010-2011	OCS-POS-10-27 \$270,600	Office of Community Services	Keith Yabusaki* Acting Director Keith.Y.Yabusaki@hawaii.gov	586-8675	Ready to Work
FY2008-2009	OCS-POS-08-32 \$243,200	Office of Community Services	Sam Aiona,* Executive Director sam.aiona@hawaii.gov	586-8675	Ready to Work III
FY 2007-2008	DHS-08-BESSD-5092 DHS \$348,993	Dept. of Human Services	Catherine Scardino, Employment Program Specialist <a href="mailto:cscardino@dhs.hawaii.gov">cscardino@dhs.hawaii.gov</a>	586-7095	Economic Self-Reliance II
FY 2006-2007	OCS-POS-06-30 \$221,260	Office of Community Services	Sam Aiona,* Executive Director <a href="mailto:sam.aiona@hawaii.gov">sam.aiona@hawaii.gov</a>	586-8675	Ready to Work II

\*Note: Keith Yabusaki and Sam Aiona are no longer at the Office of Community Services.

**BUSINESS START-UPS VERIFIABLE EXPERIENCES 2007 ~ 2011**

Fiscal Year	Contract # & Award Amount	Contracting Agency	Contact Person & E-mail	Phone	Title or Brief Description of Service
FY 2010 FY 2011	OCS-POS-10-28 \$270,000	Office of Community Services	Keith Yabusaki,* Acting Executive Director <a href="mailto:keith.yabusaki@hawaii.gov">keith.yabusaki@hawaii.gov</a>	586-8675	Building Business Together-Start up home businesses
FY 2011	CDBG FY11 \$114,637	City and County of Honolulu	Pablo Venenciano, Program Specialist <a href="mailto:pvenenciano@honolulu.gov">pvenenciano@honolulu.gov</a>	768-5861	Business Start up-start-up home businesses
FY 2010 FY 2011	DHS-08-BESSD-5144 (Supp. Contract No. 3)	Dept. of Human Services	Catherine Scardino, Program Specialist <a href="mailto:cscardino@dhs.hawaii.gov">cscardino@dhs.hawaii.gov</a>	586-7095	Provide one-on-one and technical assistance and train Business Start-up





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Fiscal Year	Contract # & Award Amount	Contracting Agency	Contact Person & E-mail	Phone	Title or Brief Description of Service
	TANF MOE \$88,000				curriculum to TANF clients
FY 2009 FY 2010	DHS-08-BESSD-5144 (Supp Contract No. 2) TANF MOE \$132,000	Dept. of Human Services	Catherine Scardino, Program Specialist <a href="mailto:cscardino@dhs.hawaii.gov">cscardino@dhs.hawaii.gov</a>	586-7095	Provide one-on-one and technical assistance and train Business Start-up curriculum to TANF clients
FY 2009 FY 2010	CDBG FY10 \$120,000	Office of Community Services	Pablo Venenciano, Program Specialist <a href="mailto:pvenenciano@honolulu.gov">pvenenciano@honolulu.gov</a>	768-5861	Business Start up-start-up home businesses
FY 2008	CDBG FY08 \$126,305	Office of Community Services	Pablo Venenciano, Program Specialist <a href="mailto:pvenenciano@honolulu.gov">pvenenciano@honolulu.gov</a>	768-5861	Business Start up-start-up home businesses
FY 2007 FY 2008	DHS-08-BESSD-5092 \$348,993	Dept. of Human Services	Catherine Scardino, Program Specialist <a href="mailto:cscardino@dhs.hawaii.gov">cscardino@dhs.hawaii.gov</a>	586-7095	Economic Self-Reliance II-Start up home businesses
FY 2008 FY 2009	OCS-POS-08-31 \$221,000	Office of Community Services	Sam Aiona,* Executive Director <a href="mailto:sam.aiona@hawaii.gov">sam.aiona@hawaii.gov</a>	586-8675	Building Business Together-Start up home businesses

\*Note: Keith Yabusaki and Sam Aiona are no longer at the Office of Community Services.

**Business Start Ups. PACT has worked with many clients in setting up their own businesses. We believe it will be an exciting option for residents at KPT.** Below is a sampling of businesses that EDC assisted in start-up. Some microenterprises have remained in business for over 10 years.





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**Successful Business Start Ups**

	<b>Business Name</b>	<b>Type of Business</b>	<b>Monthly Income</b>	<b>Date Business Started</b>	<b>Still In Bus.?</b>
1	2MF LLC	Digital transfer	\$2,000.00	7/1/2010	Y
2	808 Cycle Center	Moped Parts	\$8,000.00	6/1/2008	Y
3	Art Pascua Studio Photogenx	Photography	\$1,000.00	1/1/2006	Y
4	Babies of Joy	Childcare	\$1,200.00	5/1/2009	Y
5	Bloomin' Enterprises, LLC	House cleaning	\$2,000.00	1/1/2010	Y
6	Brandy Sonoda	Healing	\$2,500.00	3/7/1996	Y
7	Brite Sunshine and Detail	House cleaning	\$500.00	4/8/2009	Y
8	Celestial Balance, LLC	Gymnastics instruction	\$1,200.00	4/1/2010	Y
9	Chelsea's Cleaning Services LLC	House cleaning	\$4,100.00	12/1/2009	Y
10	Chyler's Hawaiian Beef Chips	Beef Jerky	\$3,500.00	6/13/2007	Y
11	Cre808	Screen Printing	\$4,500.00	7/1/1997	Y
12	Flowers Can Wait	Girls' Clothing	\$300.00	7/8/2009	Y
13	Guava Patch by Lucy	Hawaiian Quilt	\$2,500.00	10/24/1988	Y
14	Heidi (Ilima) Ho-Lastimoso	T-shirts	\$400.00	1/1/2008	Y
15	Jairus Fishery	Buy/sell fish	\$500.00	5/1/2010	Y
16	J & J Gifts	Gift baskets	\$1,400.00	4/15/2009	Y
17	Keiki Tyme Childcare	Childcare	\$2,000.00	1/1/2010	Y
18	Leimina Sufia	Commercial cleaning	\$6,256.00	1/1/1996	Y
19	Mosaic Treasures Hawaii	Mosaic Arts	\$3,500.00	1/01/21005	Y
20	N & L Cleaning Services LLC	Cleaning service	\$1,000.00	6/15/2010	Y
21	Pene's Custom Cleaning	Janitorial	\$3,000.00	2/1/2008	Y
22	Rishtam Miscellaneous Treasures	Collectibles & antiques	\$82.00	6/1/2010	Y
23	Southern Hospitality	Catering/Catering Services	\$2,800.00	5/1/2008	Y
24	T's Towing II	Towing company	\$6,500.00	7/1/2009	Y
25	T N J Playground	Childcare	\$1,050.00	7/15/2009	Y
26	Tany's Salsa	Salsa	\$100.00	9/2/2008	Y
27	Teeup Massage	Licensed massage therapist	\$45.00	12/1/2010	Y







PACT is eager to develop the KPT WORKS! program and has the enthusiasm, the long-standing connection to the KPT community, the positive relationship with Michaels (the new owner of The Towers at Kuhio Park), and the deep experience and capability to make this a huge success.

## A. Facilities

PACT currently has facilities in the Community Resources Center that is between the two high-rise apartment buildings at Kuhio Park Terrace. There is office space, classroom space and a somewhat over crowded Community Tech Center. In addition, Michaels Development Company has promised PACT office space in both Tower A and Tower B – we will move into Tech Center in Tower A in early March and the renovations in Tower B are currently occurring and we anticipate moving in mid-October. This allows KPT WORKS! to have a great presence and reach participants easily. All office and classroom spaces are ADA compliant.

## V. Personnel: Project Organization and Staffing

### A. Proposed Staffing, Staff Qualifications, Supervision and Training

The proposed staffing and qualifications for KPT WORKS! is as follows:

- 1) **Program Director (.30 FTE)** – The Program Director (PD) will be responsible for the overall planning, implementation, and oversight of a comprehensive program, including KPT WORKS!, and for defining the program's vision and direction towards excellence in the area of economic development. The PD is under the direct supervision of the Senior Vice President of Programs.

Minimum Qualifications: Bachelor's degree in Business, Social Services or related field and three years' experience in economic and community development and three years' supervisory experience.

- 2) **Program Coordinator (1.0 FTE)** – The Program Coordinator (PC) will be responsible for the management and daily supervision of the program's implementation in order to meet contracted goals and requirements. The PC will conduct presentations to potential employers, the KPT/Kuhio Community, other services providers, and potential KPT WORKS! clients. The PC will be responsible for the overall coordination of the program and implementing quality assurance activities, and will be supervised by the Program Director.

Minimum Qualifications: Bachelor's degree in related field plus two years of experience in job placement/business start-up, case management; supportive services for underserved populations OR High School Diploma or equivalent and three years of experience in the previously mentioned areas of experience.





- 3) **Employment Specialists (2.0 FTE)** – the Employment Specialists (ES) will perform outreach and recruitment, conduct intakes and assessments of potential clients, and conduct all components of the job readiness/placement and business start-up trainings, except for the Technology Intensive. The ES will maintain regular contact with program clients and assist them in identifying and addressing barriers to clients' participation in the program, in their job placements or in getting their micro-enterprises started. While the ES may specialize in one area of job or business development, the two staff positions will be cross-trained to provide full and continuous coverage and service to clients. The ES will report to the Program Coordinator.

Minimum Qualifications: Bachelor's degree in related field with one year's experience in job placement or business start-up and one year's experience in supportive services case management OR High School Diploma or equivalent with two years in the previously mentioned areas of experience.

- 4) **Community Technology Supervisor (.50 FTE)** – The Community Technology Supervisor (CTS) will oversee the set up and maintenance of the technology training rooms and equipment in towers A and B, develop and revise the technology training curriculum based on program clients' training needs and market requirements, and advise the Education Technology Specialist on training and technology issues.

Minimum Qualifications: Bachelor's degree in Business, Technology, Education or related field and one-year experience in working with Microsoft Office, other software, website development, familiarity with PC troubleshooting and local area network management.

- 5) **Education Technology Specialist (1.0 FTE)** – The Education Technology Specialist (ETS) will develop lesson plans and train KPT WORKS! clients on PC basics, use of the Internet, office productivity software, email, social media programs, such as Facebook and Twitter, Web-based communications such as Skype, creating resumes, and doing online job searches and job applications. The ETS will be available for individual tutoring and support. The ETS will be supervised by the Program Coordinator and advised on training content by the CTS.

Minimum Qualifications: Bachelors' degree in Technology, Business, Educational Technology or related field and one year's experience in computer training, adult education OR High School Diploma or equivalent with two years' experience in the previously mentioned areas of experience.

- 6) **Administrative Assistant II (.50 FTE)** – The Data Clerk (DC) will support the KPT WORKS! staff with logistical arrangements; provide some clerical assistance; interfacing and assisting the PC and staff in communications with program clients, other providers, and potential employers; and entering and





maintaining client data on the eHana Client Tracking System. The AAI will be supervised by the Program Coordinator.

Minimum Qualifications: High School Diploma or equivalent, two years' experience in an office setting, and experience with office productivity software, including databases.

### **Supervision and Training.**

PACT recognizes the importance of having a well-qualified, well-trained staff, and places priority on creating access to appropriate supervision and training. Staff training and professional development plans are determined individually during annual performance evaluations. Staff are encouraged to participate in relevant conferences, workshops, trainings, and on-the-job in-service trainings. All staff participate in an annual all staff training and new staff are required to participate in two sessions of agency-level and program-level orientations during their first few months of employment.

New supervisors are required to attend the Hawaii Employers' Council training for supervisors and PACT has worked with the Butler Institute of the University of Denver's Graduate School of Social Work to customize its experiential, supervisory training for child welfare agencies, named *Putting the Pieces Together*, which is required of PACT employees who have a supervisory role. PACT has developed a corps of supervisors who have been training in delivering the *Putting the Pieces Together* curriculum to other staff, and has created a supervisor's hui to allow for regular practice and reflection on supervisory issues, using the curriculum.

## **B. Organization Chart**

The PACT organization chart depicts the lines of authority and functions of the organization. The Board of Directors is ultimately responsible for the health and sustainability of the organization. The President and CEO is the chief professional officer who reports to the Board, and is supported by the executive management team of the Chief Operating Officer, Senior Vice-President of Programs, and Vice-President of Operations. The Senior Vice-President of Programs has executive oversight of all programs, except for Early Head Start/Head Start. The Vice-President of Operations has executive oversight of the Fiscal, Technology, and Facilities departments.

The attached program organization chart illustrates the lines of authority, staff positions, and FTE equivalents of the proposed KPT WORKS! program. The Program Director (.30 FTE) is the overall administrator of the Economic Development Center, which includes the KPT WORKS! program. She will oversee the Program Coordinator (1.0 FTE), who will manage, coordinate, and supervise employees of KPT WORKS!





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The Employment Specialists (2.0 FTE) and Education Technology Specialist (1.0 FTE) will provide direct employment, business start-up and technology education and training to KPT WORKS! clients. These specialists will report to the Program Coordinator. The Community Technology Supervisor (.50 FTE) will oversee the equipment and software of the technology centers in Towers A and B, in addition to developing and refining the training curriculum, and will be advisor on content issues to the Education Technology Specialist.

The Administrative Assistant II (.50 FTE) will provide some clerical support to the KPT WORKS! staff and fully support the program's data entry/management requirements.

## VI. Other

### A. Litigation

There is no litigation pending for Parents And Children Together.

### B. Licensure or Accreditation

PACT is fully accredited by the Council on Accreditation.



# Budget





**BUDGET JUSTIFICATION  
PERSONNEL - SALARIES AND WAGES**

(Period: July 1, 2012 to June 30, 2013)

Applicant: Parents And Children Together

Date Prepared: 1/31/2012

POSITION NO.	POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
1	Program Director	1	66,500	30.00%	\$ 19,950
2	Program Coordinator	1	42,000	100.00%	\$ 42,000
3	Community Technology Center Supervisor	1	42,000	50.00%	\$ 21,000
4	Education Technology Specialist	1	38,000	100.00%	\$ 38,000
5	Employment Specialist	1	36,000	100.00%	\$ 36,000
6	Employment Specialist	1	36,000	100.00%	\$ 36,000
7	Administrative Assistant II	1	32,000	50.00%	\$ 16,000
<b>TOTAL:</b>					<b>\$ 208,950</b>

**JUSTIFICATION/COMMENTS:**

PACT strives to maintain a competitive, market-based compensation package to attract and retain qualified employees, thus the agency offers a strong benefits package and salaries that are comparable to similar positions within the service area and industry based on salary surveys conducted annually by the Hawaii Employer's Council. The intensive, one-on-one nature of the project service delivery model along with the challenges presented by a low-income, high-risk client population who have systemic barriers to employment require a qualified and experienced staff, which PACT has had great success recruiting from both within the agency and from the surrounding community. Section V (Project Organization and Staffing) of the proposal describes the job duties and qualifications for each position listed in this table.

Salaries of direct service staff are allocated to the contract based on an assessment of time needed to provide the services described in Section II of the program narrative (Service Summary and Outcomes) and program timeline. State GIA funding will support 212 hours per week of project services. An additional 40 hours per week of intake, training and support services to specifically address cultural, language and education/life-skill barriers will be funded through an existing TANF Maintenance of Effort contract for Family Center Core Services in KPT/Kalihi. Project staff will have capacity to place 100 clients in jobs or their own business by the end of the project period.

The agency complies with all Federal and State standards, tracking allocated personnel costs through timesheets and/or time studies and completing agency salary allocation forms for each employee that are approved by program and agency management, and reviewed by the Human Resource Director and Controller.

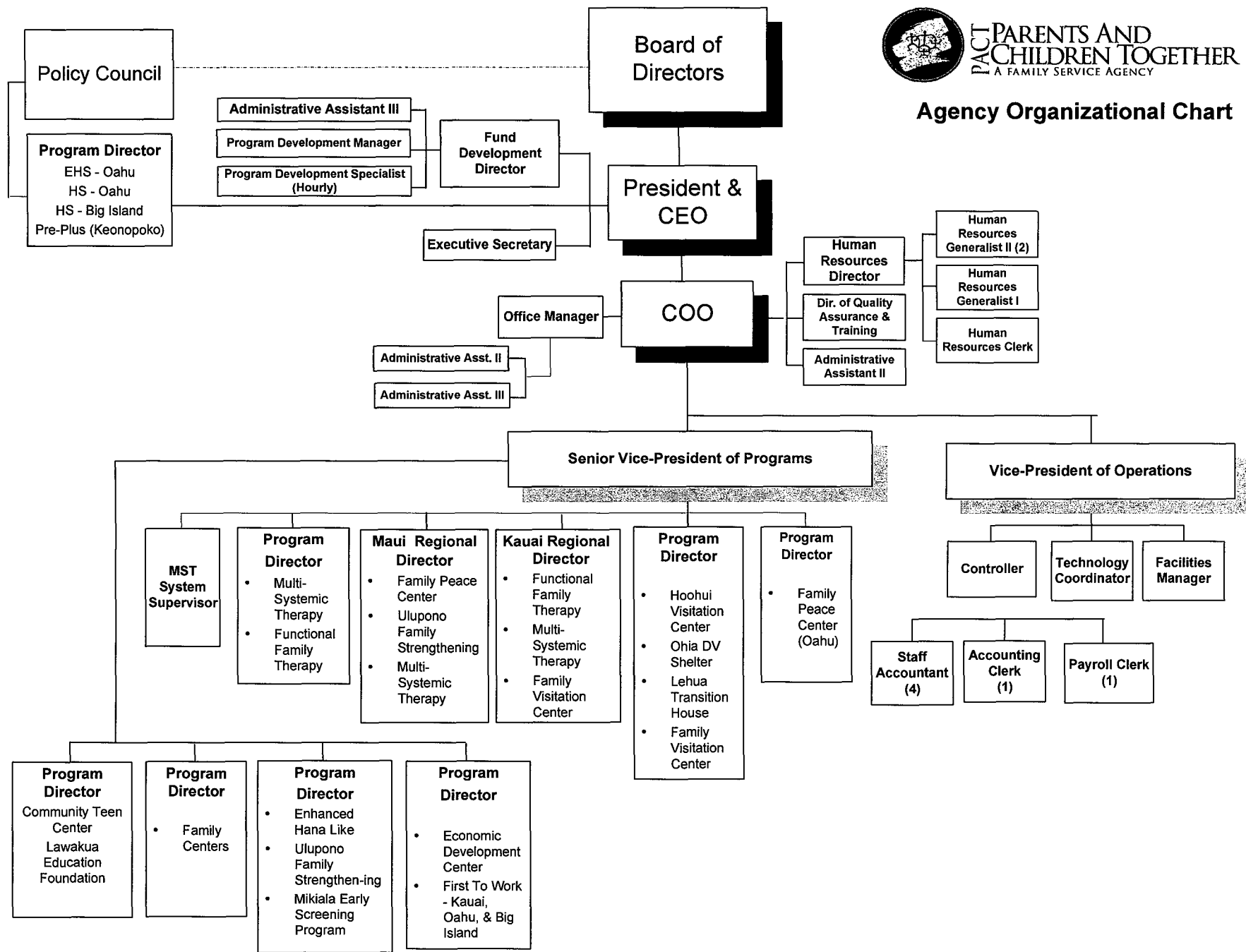
# Attachments

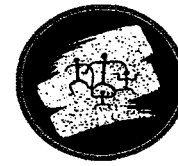




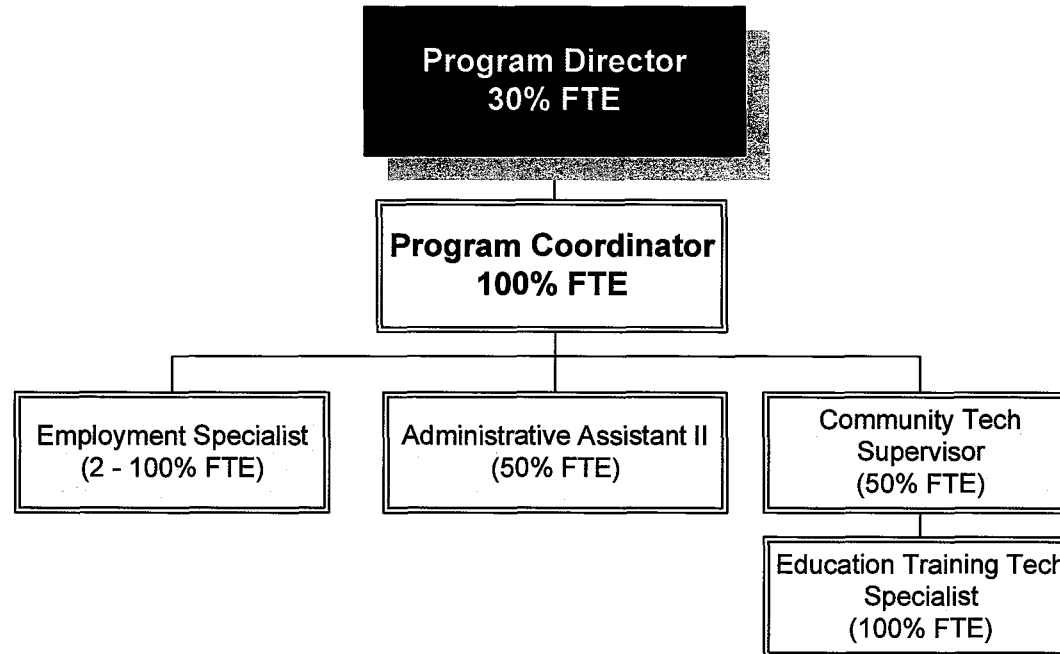


# Agency Organizational Chart





## **KPT Works! Organizational Chart**



**PROJECT IMPLEMENTATION SCHEDULE**

**Organization:** Parents And Children Together

**Project:** KPT WORKS!

Objectives and Major Tasks	Performed By (Position)	1st QTR			2nd QTR			3rd QTR			4th QTR		
		7	8	9	10	11	12	1	2	3	4	5	6
Hire Staff	*PD/PSup												
Develop "marketing" campaign for KPT WORKS!	*PD/PSup/PS/Admin												
Meet with Tenant Associations	*PD/PSup		X										
Establish KPT WORKS! advisory committee	*MDC/PD/PSup			X									
Open House at Technology Center	*PD/PSup/PS/Admin			X									
Training and Technical Assistance	*PD/PSup/PS/ Admin		X	X	X	X	X	X	X	X	X	X	X
Screening and Selection	*PSup/PS/Admin		X	X	X	X	X						
Individuals enrolled in the program	*PSup/PS/Admin			X		X							
On-on-One Coaching	*PSup/PS			X	X	X	X	X	X	X	X	X	X
<b>Pre-Service Delivery</b>		X	X										
Finalize Office Space in Towers	*MDC/PD/PSup	X	X	X									
Establish KPT WORKS!	*PD/PSup/PS/Admin	X	X	X									
Verify/Modify Understanding w/Employer	*PSup/PS												
<b>Service Delivery</b>													
Outreach and Recruitment	*PSup/PS/ Admin	X	X	X	X	X							
Individual Assessments and Service Planning	*PSup/PS/ Admin		X	X	X	X							
Enrollment	*PSup/PS/ Admin			X		X							
Training and Technical Assistance	*PSup/PS/ Admin			X	X	X	X	X	X	X	X	X	X
<b>Job Placement</b>													
Job Preparation	*PSup/PS/ Admin / C			80									80
Job Placement and Retention	*PSup/PS/ Admin / C			80									80
Milestone 1 (Intake and Assessment)	*PSup/PS/ Admin / C			80		80							160
Milestone 2 (Employment Training)	*PSup/PS/ Admin / C			80		80							160
Milestone 3 (Find Employment)	*PSup/PS/ Admin / C				40		40						80
Milestone 4 (Employment for 3 month)	*PSup/PS/ Admin / C							30			30		60
Milestone 5 (Employment for 6 month)	*PSup/PS/ Admin / C										40		40
Milestone 6 (Employment for 1 year)	*PSup/PS/ Admin / C										32		32
<b>Starting Own Business</b>													
Business Start-up Preparation	*PSup/PS/ Admin / C			40									40
Business Basic	*PSup/PS/ Admin / C			40									40
Licensing Procedures	*PSup/PS/ Admin / C			20									20
Business Start-up Phase	*PSup/PS/ Admin / C			20									20
Business Support and Retention	*PSup/PS/ Admin / C			20									20
Milestone 1 (Intake and Assessment)	*PSup/PS/ Admin / C		40										40
Milestone 2 (Complete Business Training)	*PSup/PS/ Admin / C			40									40
Milestone 3 (Start up Business: Complete Business Plan and	*PSup/PS/ Admin / C			20									20
Milestone 4 (Submit GET Application for Business)	*PSup/PS/ Admin / C			20									20
Milestone 5 (Gross \$500 a month)	*PSup/PS/ Admin / C						20						20
Milestone 6 (Gross \$1000 a month)	*PSup/PS/ Admin / C										16		16
<b>*Legend</b>													
Admin - Administrative Assistant II							PD - Program Director						
C - Client							PS - Program Specialists						
E - Employer							PSup - Program Supervisor						
MDC-Michaels Development Company													

# Declaration Statement



**DECLARATION STATEMENT  
APPLICANTS OR GRANTS AND SUBSIDIES  
CHAPTER 42F, HAWAII REVISED STATUTES**

The undersigned authorized representative of the applicant acknowledges that said applicant meets and will comply with all of the following standards for the award of grants and subsidies pursuant to section 41F-103, Hawaii Revised Statutes:

- (1) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant or subsidy is awarded;
- (2) Comply with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
- (3) Agree not to use state funds for entertainment or lobbying activities; and
- (4) Allow the state agency to which funds for the grant or subsidy were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant or subsidy.

In addition, a grant or subsidy may be made to an organization only if the organization:

- (1) Is incorporated under the laws of the State; and
- (2) Has bylaws or policies that describe the manner in which the activities or services for which a grant or subsidy is awarded shall be conducted or provided.

Further, a grant or subsidy may be awarded to a non-profit organization only if the organization:

- (1) Has been determined and designated to be a non-profit organization by the Internal Revenue Service; and
- (2) Has a governing board whose members have no material conflict of interest and serve without compensation.

For a grant or subsidy used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant or subsidy was awarded and disposes of the land in fee simple or by lease, the organization shall negotiate with the expending agency for a lump sum or installment repayment to the State of the amount of the grant or subsidy used for the acquisition of the land.

Further, the undersigned authorized representative certifies that this statement is true and correct to the best of the applicant's knowledge.

Parents And Children Together

(Typed Name of Individual or Organization)

January 31, 2012

(Date)

Ruthann Quitiquit

(Typed Name)

President & CEO

(Title)