

House District 1,2,3,4,5,6,7

Senate District 1,2,3,4

**THE TWENTY-SEVENTH LEGISLATURE
APPLICATION FOR GRANTS AND SUBSIDIES
CHAPTER 42F, HAWAII REVISED STATUTES**

Log No: _____

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): _____

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

1. APPLICANT INFORMATION:

Legal Name of Requesting Organization or Individual:
Child & Family Service

Db/a:

Street Address: 1045A Kilauea Avenue
Hilo, HI 96720

Mailing Address: 91-1841 Fort Weaver Road
Ewa Beach, HI 96706-1909

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name HEIDI KOOP

Title Director of Hawaii Island Programs

Phone # (808) 323-2664

Fax # (808) 681-5280

e-mail cfscontracts@cfs-hawaii.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:

TO SUPPORT OPERATIONS FOR STAFF SUPPORT AND RENT SUBSIDY FOR TRANSITIONAL HOUSING PROGRAM IN EAST HAWAII. THE PROGRAM ASSISTS FAMILIES WHO ARE LIVING IN TRANSITIONAL HOUSING WITH RECOVERING FROM THE TRAUMA OF DOMESTIC VIOLENCE. FAMILIES MAY STAY UP TO TWO YEARS, AND THE PROGRAM PROVIDES SUPPORT, COUNSELING, AND WORK-RELATED ACTIVITIES TO BECOME INDEPENDENT.

4. FEDERAL TAX ID #: _____

5. STATE TAX ID #: _____

7. AMOUNT OF STATE FUNDS REQUESTED:

FISCAL YEAR 2015: \$ 150,000.00

8. STATUS OF SERVICE DESCRIBED IN THIS REQUEST:

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

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

STATE \$ _____
 FEDERAL \$ 71,643.91
 COUNTY \$ 5,300.00
 PRIVATE/OTHER \$ _____

TYPE NAME & TITLE OF AUTHORIZED REPRESENTATIVE:

AUTHORIZED SIGNATURE

PATTI BATES, EXECUTIVE VICE PRESIDENT & CHIEF OPERATING OFFICER

NAME & TITLE

1/28/14
DATE SIGNED

Application for Grants and Subsidies

I. BACKGROUND AND SUMMARY

Child & Family Service (CFS) is requesting a \$150,000 Grant-In-Aid to provide safety, shelter and an opportunity for domestic abuse survivors and their children to become independent and to live a healthy non-violent life. Funding would increase the number of transitional housing units on the Big Island from four to ten.

1. Brief Description of Child & Family Service's Background

Since 1899, Child & Family Service (CFS) has dedicated its efforts to its mission of **“Strengthening families and fostering the healthy development of children.”** CFS has 37 programs statewide that offer an array of effective and culturally relevant services to Hawaii's residents in need. The broad spectrum of services provided by CFS include: domestic violence intervention, case management, residential group homes, alternative education for alienated youth, prevention and treatment of child abuse, and family, school, and community-based counseling related services for children and their families. To broaden the continuum of the services, The Institute for Family Enrichment (TIFFE) became a subsidiary of CFS on August 1, 2012, as a means of strengthening the infrastructure and sustainability for continuing quality programs. TIFFE'S programs and staff have blended with those of CFS to provide a mix of evidence-based, outcome driven programs that make the most impact on lives while building an unduplicated continuum of services.

CFS's programs are responsive, flexible, family centered and focused on positive outcomes. CFS's value of offering continuing higher quality programs, can be seen by CFS Leadership implementing *Risking Connection*®, a Trauma-Informed Care Model, the Results Based Accountability (outcomes and impact measuring) program, piloted on the island of Hawaii, evidence-based programs such as the “SAFE” curriculum for the Domestic Violence Intervention program and the TF-CBT (Trauma-Focused Cognitive Behavioral Health) for trauma victims and their families and an Electronic Record Keeping system to meet the client in their homes and communities and complete documentation on the spot with mobile electronic devices.

Services are provided in homes, schools and in the community as well as at CFS's offices. CFS provides services through 42 sites throughout the State on the islands of Hawaii, Kauai, Maui, Molokai, and Oahu. CFS's strengths lie not only in its size and ability to share expertise and resources statewide, but also in its ability to adapt services so that they are unique and appropriate to the islands and communities it serves. Despite a 40% negative fluctuation of funding for some critical DV programs in the County of Hawaii, CFS has successfully continued domestic violence services on the island of Hawaii by consolidating operations and optimizing resources. As the community continues to face a multitude of difficult problems during the continuing

challenging times for many residents of the County of Hawaii, CFS continues to demonstrate our commitment to the community of the Big Island by supporting populations that are faced with complex problems and situations by providing high quality services in a respectful, informational, communicative and hopeful environment. CFS continues to be at the forefront of developing these skills, knowledge, and service models to address the needs of each community they serve.

CFS has over 100 years of experience in providing quality services to the people of Hawaii. CFS currently provides services in three major areas including: early childhood and children's services, behavioral health services, and adult and family services. This spectrum of CFS programs builds on the strengths of individuals and families to address the many human challenges. The organization's comprehensive array of services has allowed CFS to develop many areas of expertise. Cross-training and consultation strengthens all programs.

Transitional Housing Program

The Hale Kahua Pa'a Transitional Program was started in 2005 in Hilo, East Hawaii. With funds received by the Office of Violence Against Women, the program sought to provide another option for survivors fleeing an abusive partner and lacking the resources available to keep themselves and their children safe. In 2005, funds enabled the program to lease two homes and four apartments. The program was a true blessing for survivors and their children who had exhausted their time at the Domestic Abuse Shelter and had not solidified housing. Left with the only options of becoming homeless or returning to the abuser, The Hale Kahua Pa'a Transitional Housing Program offered survivors a temporary but safer alternative. In 2010, due to funding cuts, two homes were relinquished, leaving the program with four apartments. Hale Kahua Pa'a Transitional Housing Program continues to provide safe temporary housing for survivors of domestic violence and their children. The program fulfills a dire need for survivors, for whom emergency shelter services or other crisis intervention services are unavailable or insufficient. Participants in the program are able to reside in a safe, private apartment for 3 to 24 months giving them an opportunity to achieve self-sufficiency. A variety of supportive services are provided to assess and address individual needs and barriers that prevent survivors from obtaining safe permanent housing of their own. Services include domestic violence support and education; safety skills/planning; information/referral and linkage to community resources; individual and group counseling; household management skills, including budgeting and money management; interpersonal communication skills; legal assistance; social, cultural, and recreational and religious activities; conflict resolutions; and assistance with enrolling in education and job readiness services. Each participant that transitions out of the program into permanent housing is offered aftercare services for 3 to 12 months. Aftercare services provide encouragement, safety planning, information on maintaining a new home and support to integrate the families into their new community.

When providing these services, the safety of the adult survivors and their children is of primary importance. The Program empowers the individuals and families served to break the cycle of violence in their lives.

The table below shows the numbers for the past four years declining after the 2 homes were relinquished in May of 2012:

Fiscal Year (FY)	Number of Safe Nights	Number of Adults Served	Number of Children Served
FY2010	3,692	7	13
FY2011	4,704	7	14
FY2012	2,150	8	10
FY2013	1,810	9	7

2. Goals and Objectives Related to the Request

CFS recognizes the need to provide additional transitional housing units with intensive support services for survivors that have multiple high-risk factors in regards to mental health, child welfare, employment, homelessness and poverty issues. CFS's goal for the County of Hawaii is to overall increase the number of the current four apartments to ten apartments. The overall goal of the Transitional Housing Program is to provide safety, shelter and opportunity for survivors of domestic violence to become independent, and prevent or decrease the incidence of family violence in the County of Hawaii. Included in this goal is to strengthen parents' Five Protective Factors such as Parental Resilience, Social Connections, Concrete Support, Knowledge of Parent and Child Development, and Social and Emotional skills. This will be accomplished through information, education, temporary shelter, concrete support, referral and counseling that assists these individuals to remain safe in the future and become members of healthy families in our community of Hawaii.

3. Public Purpose and Need to be Served

Imagine having to choose between homelessness for you and your young children or staying in a household where you and your children are being abused. For hundreds of victims in the County of Hawaii, those are their only choices!

The Transitional Housing Program is a necessary element in the continuum of care for survivors and their children who have limited options after their time in the shelter is exhausted. Without them, survivors who need safe housing, protection, counseling, and support would have no place to turn for help. Children would learn to replicate the cycle of violence, and the community would suffer the consequence of these victims' continued service and economic dependence.

Many victims and children who flee an abusive relationship have nothing more than the clothing on their backs. These families also have limited resources as many batterers of

domestic violence control their access to money, credit cards, and bank accounts. For parents and their children in an abusive situation, the Transitional Housing Program provides a great resource that will empower families to rebuild their lives, protect their children and obtain safe permanent housing.

In our efforts to reduce the number of survivors and children going back to an unsafe environment, the overall goal of the program is to increase the number of transitional housing units currently provided along with intensive support services. The additional funds will enable the Transitional Housing Program to assist a larger number of survivors to establish financial independence, obtain permanent housing and develop stronger protective factors raising their children. This can be made possible offering ongoing concrete support through safety planning, supportive counseling and support groups for the adults and children. Included in this concrete support is strengthening parental resilience, social connections, knowledge of parenting and child development, and social-emotional competence of children.

Every year, CFS continues to seek out a number of funding sources to ensure that program operations can be fully sustained. Residential programs frequently face ongoing difficulties regarding lack of adequate funding including our Transitional Housing Program. In May of 2012, we had to relinquish two of our six units, therefore reducing the amount of families we can assist. This has also affected staffing and the quantity of supportive services being provided.

This request for funding is to increase the number of transitional housing units on the Big Island from four to ten, and add a 20-hour Domestic Violence Specialist II (DVS II) staff position to provide adults and the children much needed services. In addition, the DVS II will make linkages and referrals to help the clients move from the transitional housing into permanent housing and integrate into their new community and schools as stronger families.

4. Target Population to be Served

The target population for services are those individuals who are fleeing their home due to a domestic violence situation, exhausted their time at the shelters and/or have no other place to go, and lack necessary resources or support networks. Applications are received Island wide, from other CFS programs, from community partners, including both East and West Hawaii Domestic Abuse Shelters and self-referrals.

5. Geographic Coverage

The Hale Kahua Pa'a Transitional Housing Program serves all residents of the County of Hawaii. Referrals are received from East and West Hawaii Domestic Abuse Shelters, other CFS programs, partner providers and agencies, and self-referrals.

II. SERVICE SUMMARY AND OUTCOMES

1. Scope of Work, Tasks and Responsibilities

Approach to Program

CFS is committed to the value of excellence, and to the process of continuous quality improvement. As part of this process, we keep abreast of Best Practices in the field and apply them in our work. As part of the ongoing process to improve our services, CFS has researched Best Practices models through sources such as the Report from the Housing Committee of the National Task Force to End Sexual and Domestic Violence. CFS is committed to the guiding principle of empowerment of women and children to live self-sufficient safer lives, to make informed decisions, and to undergo personal growth and healing. Along with this commitment, CFS has implemented the Trauma-Informed Care Model *Risking Connection*® in our program services, counseling, education and advocacy to promote a violence-free community. CFS is committed to the reduction of community and family violence. This message is reinforced by all staff and throughout all services.

Program Goals and Objectives

In our efforts to reduce the number of survivors and children going back to an unsafe environment, the overall goal of the program is to provide safe temporary shelter and assist in preparing the participants to be ready to live independently in the communities of Hawaii, to help survivors build healthy families raising healthy children, and establish financial independence and obtain permanent housing.

The objectives include providing ongoing support through safety planning, supportive counseling, support groups, life skills training, career planning and financial literacy.

1. Increase the knowledge of community resources, including housing, parenting, employment, and finances, among 80% of participants in program.
2. Maintain a safe and violence free lifestyle during participation in the program among 80% of participants.
3. Support safety by having 90% of the clients maintain a Safety Plan for themselves and their children at intake and for the duration of their participation in program.
4. Secure independent housing after 24 months of safe transitional housing among 80% of the clients seeking permanent safe living quarters.
5. Strengthen the families' Five Protective Factors reducing reliance on public services.

Screening

Applicants for the Transitional Housing Program are pre-screened by a Domestic Violence Specialist, either by the program or one of the Domestic Abuse Shelters before

an application is submitted. The screening process focuses on the individual needs and barriers of the applicant and whether the program is the appropriate service to address those needs and barriers. Should the program be inappropriate for the applicant, other resources or referrals are provided. After an application is received, the applicant is contacted and an intake appointment is scheduled.

Intake

All CFS clients complete an intake interview to gather information about the family and the abuse. Client rights are reviewed and they are asked to sign a Consent to Services form. CFS complies with all confidentiality and privacy requirements of the Health Insurance Portability and Accountability Act (HIPAA). HIPAA is explained to a new client and she/he is asked to sign the form and is provided with a copy. If there is someone (person or agency) that the program needs to be in communication with about the resident, an authorization to Use and Disclose Confidential Information/Protected Health Information form is obtained. The Program procedures and guidelines are reviewed and signed by residents. At this time a preliminary safety plan is developed, and a tour of the program is provided.

Assessment and Service Planning

An assessment for each client is completed within 3 to 5 days. The survivor will meet with the Domestic Violence Specialist who assesses any needs and or barriers, and assists in developing a service/goal plan. Assessment of each family unit's unique situation helps the program to provide information/referral and counseling that is tailored to their needs. Strengths are identified and reinforced. Also during the assessment, client rights, right to privacy, right to resolve problems, and the process to do this is explained. A plan is then developed to address the client's needs.

The CFS staff are sensitive to the ethnicity and culture of the residents. Throughout the delivery of services staff members focus on the residents' strengths and cultural background. Staff are trained to elicit cultural values, beliefs and practices during the assessment and include these components in developing the service plan with each resident. The Program also provides assistance to those residents with limited or minimal English speaking abilities by linking them with the Bilingual Access Line and Helping Hands Hawaii.

Program Services

CFS has implemented a Trauma-Informed Care Model *Risking Connection*® which acknowledges the trauma suffered by individuals and how it affects their decision making. Because victims of domestic violence may experience anxiety, stress, fear, or a sense of powerlessness they are often in need of someone to advocate for them. Within

the program, the Domestic Violence Specialist meets weekly with the clients individually in their residence.

Safety issues are discussed further and a personalized safety plan is finalized if it had not already been completed. The client's progress is tracked on a regular basis and additional referrals and support are provided as needed.

Participants are given the option to reside in Transitional Housing for 3 to 24 months and take advantage of the supportive services offered. Participation in the program is totally voluntary, and survivors can choose to leave the program at any time on their own accord. Guidelines of the program are provided to clients and they are encouraged to follow these guidelines which emphasize safety and confidentiality for themselves and their children.

Employment support is provided through the program, either by CFS employment staff or in partnership with other organizations. Assessments are conducted of clients' aptitudes, skills and interests, and barriers to employment and job stability. Employment preparation activities are provided through individual services or through group classes. These classes will teach the client how to write a resume, how to participate in a job interview, and the behaviors/skills needed for maintaining employment.

CFS integrates the community into its programming whenever possible and attends monthly meetings to collaborate and receive updates on changes that may affect or benefit those serviced. CFS will also look at new innovative ways to involve the community. For example, women who own their own businesses in the community might come to the facility and provide sessions on how they became business owners. This will demonstrate to clients that they, too, can become self-sustaining.

2. Annual Timeline for Accomplishing the Results or Outcomes

Upon obtaining the notice for additional funding, CFS will recruit and hire additional staff within the following timelines. With notice before May 1st, 2014, services can be initiated by July 1st, 2014, for fiscal year 2015:

Task	Activity	Timeline
Recruitment	Post positions	2 weeks
	Gather applications	2 weeks
	Conduct interviews	1 month
	Hire staff	45 days
Train staff	Develop Training Plan	Already implemented
	Schedule training	60 days
Rent apartments	Identify apartments and make contracts with owners	30-90 days

Task	Activity	Timeline
Policies and Procedures	None - except for training new staff	Already implemented
Implement services	Offer additional services to clients	60 days

3. Quality Assurance and Evaluation Plan

CFS is dedicated to providing quality services to the individuals and families it serves, and to be accountable to those who fund the services. CFS has well established Performance and Quality Improvement (PQI) mechanisms. PQI is an ongoing process that occurs daily as staff members strive to improve the service they provide internally and externally. On a quarterly basis, the organization-wide committees meet to review aggregate data, and program and administrative staff review their outcome data, identify their strengths, discuss compliance issues, and troubleshoot areas of concern.

The PQI structure is overseen by the Quality Assurance and Training Department and the PQI Committee. The committee receives and evaluates reports from the PQI Subcommittees, which includes departments and programs, for significant trends, and determines whether services meet pre-determined expectations of quality and outcomes. The PQI Subcommittees include Safety and Risk Management, Outcomes, Internal and External Reports, Case Record Review, Clinical Risk Management, and Training. Systematic evaluation of effectiveness and efficiency of services includes review of incident reports, client complaints and grievances, internal and external monitoring reports, client satisfaction surveys, outcomes, case record/utilization reviews, quarterly performance indicators and program accreditation review reports. Once a quarter the PQI Committee reports to management on the quality assurance activities, summarizing the important improvement areas identified in their data analysis, and identifying specific training areas needing emphasis. Quarterly, the Director of Quality Assurance and Training compiles a summary of the organization’s strengths and areas for improvement, which is provided to the Executive Leadership Team and the Board of Directors.

Program Level Monitoring

At a program level, CFS has implemented several quality assurance and evaluation processes in order to monitor the quality of our service delivery on a consistent and comprehensive basis. The Director of Hawaii Island Programs is responsible for the development, implementation and monitoring of the domestic violence programs’ overall service quality. By combining the data from each program’s reports, the Director of Hawaii Island Programs is responsible to identify common areas for improvement, trends and overall functioning of the Program. The Director of Hawaii Island Programs reviews the findings with the Program Supervisor II. The Program Supervisor II is then responsible to make sure that resources are provided to address those areas. The following table describes the different PQI events that the Program conducts.

PQI Event	Description	Responsible Staff	Frequency
Quarterly Managers Report (QMR)	Identifies quality indicators and trends for the Program such as outcomes, clients served	DV Program Supervisor II Director of Hawaii Island Programs	Quarterly
Outcomes	Data is collected on program and contract outcomes	DV Program Supervisor II Director of Hawaii Island Programs	Quarterly
Peer Case Record Review (CRR)	Review of client case records	DV Program Supervisor II CFS Peers	Quarterly
Staff Supervision	Supervision on cases, group and professional development. Review of case record.	DV Program Supervisor II Director of Hawaii Island Programs	Bi-monthly or monthly depending on the staff's expertise and number of client contacts (groups and hours worked per week)
Annual Program Planning (APP)	Review and development of program goals	DV Program Supervisor II	Annually
Client and referral surveys	Surveys are distributed	DV Program Supervisor II Director of Hawaii Island Programs	Quarterly At Discharge
Monthly, Quarterly and Annual Reports to the Funder	Data collected on unduplicated clients served, outcomes, accomplishments, problems encountered.	DV Program Supervisor II Director of Hawaii Island Programs	Quarterly and Annually

Quarterly Manager's Report Checklist and Report

The Quarterly Manager's Checklist, ensures that managers have maintained performance and quality improvement in all managerial areas of the program. The checklist covers:

1. PQI Staff Meeting
2. Supervision
3. Training on policies and procedures
4. Identifying program training requirements for staff
5. Financial management

It is the Director of Hawaii Island Programs' and Program Supervisor II's responsibility to complete the Quarterly Manager's Checklist and Report (QMR). These documents identify areas of strengths, opportunities for improvement, and action plans to address the areas for improvement.

PQI Staff Meeting Notes

At least quarterly all program and department staff meetings will focus specifically on PQI issues. Discussions for programs include a review of client demographics; satisfaction survey results; incident reports; client grievances; case record review findings; client demographics; expected vs. actual client and program outcomes; annual program goals; and achievements/ special projects. Results from such meetings will be forwarded to the PQI Committee for review and potential recommended action. The most important aspect of the monitoring and quality assurance is that it is an ongoing process. Maintaining information regarding client issues, Best Practices and upcoming trends, we continually strive to offer the best program.

Client Outcomes and Performance Measures

Outcome and performance measures are determined by Best Practices, funder requirements, and accreditation standards. Outcome activities are documented at the program level and are used to evaluate client progress and program effectiveness. Outcome and performance measures are reported quarterly on the QMR described earlier.

Case Record Review (CRR)

Beginning with supervision, client charts are reviewed for documentation and appropriateness for the client to continue receiving services on a quarterly basis or more frequently if needed.

An internal peer review of randomly selected open and closed case records is conducted on a quarterly basis and carried out so that workers and supervisors do not review cases in which they have been directly involved. The case record review process is distinct from regular case review, which occurs with the supervisor and the direct service worker. Indicators utilized in the quarterly reviews are defined and measurable, and incorporate criteria for evaluation of the appropriateness of services.

Incident Reports

The Incident Report is the tool for reporting safety/risk concerns and to document events that are at variance with policy, procedure, practice or usual procedure. These are filed by the staff observing or involved in the incident related to clients or staff. The form is

then reviewed by the supervisor and faxed to Central Files where it is distributed to appropriate Senior Management. A copy is also given to the Program Supervisor II. The Director of Hawaii Island Programs and the Program Supervisor II review incident reports for trends, training issues and follow up.

Internal/External Monitoring

As noted in the previous section, the Clinical Coordinators review client records. A report is provided that summarizes both the strengths of the records, as well as areas that need improvement. A corrective action plan is generated which details deficient areas, tasks to be completed and timelines. The completed checklist, narrative of findings and a corrective action plan is sent to the Director of Quality Assurance and Training and Director of Hawaii Island Programs for review. The Clinical Coordinator provides follow up on the program's corrective action plan to monitor task completion by the designated timeline.

Client/Referral Satisfaction Survey Results

Supervisors conduct Telephone Satisfaction Surveys (or in person interviews) in order to monitor and evaluate the direct service staff's performance with clients. This is completed quarterly with at least two clients for each employee. The standardized form allows the supervisor to note any patterns for follow up with staff.

Client satisfaction surveys are completed at discharge and at least quarterly. Surveys are sent to referral sources and other collateral participants for all programs on an annual basis.

Client Grievance

Per our procedure, client grievances are documented and receive follow up and response according to organization timelines. The grievances are also reviewed for trends and training issues.

Grievances are forwarded to the Director of Hawaii Island Programs and the Quality Assurance and Training Department for review and response as appropriate.

4. Measures of Effectiveness

The Transitional Housing Program measures outcomes and outputs on a regular basis. Specific outcomes include:

70% of the clients will reduce their level of stress.

70% of the clients will increase self-sufficiency.

90% of the clients will complete/have a Safety Plan for themselves and their children.

70% of the parents will increase their 5 Protective Factors.*

*(The increase of protective factors is a measure for participants with children. The 5 Protective Factors are Parental Resilience, Social Connections, Knowledge of Parenting and Child Development, Concrete Support in Times of Need, Social-Emotional Competence of Children).

Outputs include the number of adults and children to be served. We are projecting serving 15 survivors and 20 children per fiscal year and providing 3,600 safe bed nights in the 10 units.

III. FINANCIAL

Budget

1. Submission of Budget Forms

The budget forms are attached to this proposal.

2. Anticipated Quarterly Funding Requests for FY 2015

The anticipated quarterly funding for this request for Fiscal Year 2015 is as follows:

Quarter 1	Quarter 2	Quarter 3	Quarter 4	TOTAL Grant
\$37,500	\$37,500	\$37,500	\$37,500	\$150,000

3. Listing of All Other Sources of Funding for FY 2015

Other sources of funding that CFS has applied for Fiscal Year 2015 include:

Name of Funding Source	Amount Requested
County of Hawaii	\$45,000
Office of Violence Against Women	\$300,000*

*over a 3-year period or \$100,000 per year. Award to be announced by 9/1/14.

Both applications are still in the process of being submitted, so neither source of funding is secured.

IV. EXPERIENCE AND CAPABILITY

A. Necessary Skills and Experience

CFS's extensive experience working with victims/survivors of domestic abuse over the past 29 years has helped to develop substantial skills and abilities to provide domestic abuse shelter services. Following is a comprehensive list of verifiable experience with projects and contracts pertinent to the proposed services. It demonstrates CFS's breadth, experience, and institutional knowledge in the field of domestic abuse.

Contracting Agency, Contact, Address, Email/Phone Description of Contract	Contract Reference	Performance Outcomes
<p>Domestic Abuse Shelter and Support Services – Leeward, Honolulu, West Hawaii and East Hawaii</p> <p>Department of Human Services Kenwyn Kaahaaina, POS Specialist (808) 586-5706 kkaahaaina@dhs.hawaii.gov 810 Richards Street, Ste 400 Honolulu, HI 96813</p> <p>CFS operates four domestic violence shelters and 24-hour crisis hotlines for victims of domestic violence and their children.</p>	<p>Oahu DHS-11-POS-415</p> <p>Hilo DHS-11-POS-416</p> <p>Kona DHS-11-POS-417</p>	<p><u>Oahu</u></p> <ul style="list-style-type: none"> 82% of clients have an increased knowledge of community resources. (Target: 75%) 79% of single adults and families have moved from the shelter to a non-abusive home environment. (Target: 60%) 99% of clients in shelter have completed a Safety Plan for themselves and their children. (Target: 90%) <p><u>Hilo</u></p> <ul style="list-style-type: none"> 91% of the clients have an increase in knowledge of community resources. (Target: 75%) 78% of single adults and families have moved from the shelter to a non-abusive home environment. (Target: 60%) 94% of the clients in shelter have completed a Safety Plan for themselves and their children. (Target: 90%) <p><u>Kona</u></p> <ul style="list-style-type: none"> 94% of the clients have an increase in knowledge of community resources. (Target: 75%) 42% of single adults and families have moved from the shelter to a non-abusive home environment. (Target: 60%) 95% of the clients in shelter have completed a Safety Plan for themselves and their children. (Target: 90%)
<p>U.S. Department of Housing and Urban Development Supportive Housing Program – Oahu</p> <p>Rebecca Borja 500 Ala Moana Blvd., Suite 3A Honolulu, HI 96813-4918 rebecca.c.borja@hud.gov (808) 522-8180 x265</p> <p>Supportive services and counseling are provided to the Domestic Abuse Shelters and Transitional Housing program on Oahu.</p>	<p>HI0020L9C011205 HI0020B9C010802 HI0020B9C10801 HI08B70-1012 HI08B601-006</p>	<p><u>Domestic Abuse Shelters</u></p> <ul style="list-style-type: none"> 92% of the clients have reduced their level of stress. (Target: 70%) 92% of the clients have increased self-sufficiency. (Target: 70%) 100% of the clients in shelter have completed a Safety Plan for themselves and their children. (Target: 90%) <p><u>Transitional Housing Program</u></p> <ul style="list-style-type: none"> 100% of the clients have reduced their level of stress. (Target: 70%) 100% of the clients have increased self-sufficiency. (Target: 70%) 100% of the clients have completed/have a Safety Plan for themselves and their children. (Target: 90%)

Contracting Agency, Contact, Address, Email/Phone Description of Contract	Contract Reference	Performance Outcomes
<p>Department of Human Services Benefit, Employment, Support Services Division Domestic Violence Advocacy Oahu, Hilo, Kona & Maui</p> <p>Department of Human Services Benefit, Employment, Support Services Division 820 Mililani Street, Suite 606 Honolulu, HI 96813 Iva Cain icain@dhs.hawaii.gov (808) 586-7068</p> <p>Oahu, Hilo, Kona and Maui provide support, advocacy, and counseling for those who are receiving Temporary Assistance to Needy Families (TANF) and Temporary Assistance to Other Needy Families (TAONF) to overcome barriers to self-sufficiency.</p>	<p>DHS-08-BESSD-5048 DHS-08-BESSD-5048 DHS-08 BESSD-5048</p>	<p>East Hawaii</p> <ul style="list-style-type: none"> 61% of clients have completed their goals within 6 months and moved to FTW or obtained employment. (Target: 10%) 100% of clients have completed their goals within the 12-month period and moved into FTW or obtained employment. (Target 75%) 88% of clients are able to simultaneously engage in employment activities and domestic violence counseling services. (Target: 60%) <p>West Hawaii</p> <ul style="list-style-type: none"> 52% of clients have completed their goals within 6 months and moved to FTW or obtained employment. (Target: 10%) 100% of clients have completed their goals within the 12-month period and moved into FTW or obtained employment. (Target 75%) 57% of clients are able to simultaneously engage in employment activities and domestic violence counseling services. (Target: 60%) <p>Oahu</p> <ul style="list-style-type: none"> 16% of clients have completed their goals within 6 months and moved to FTW or obtained employment. (Target: 10%) 89% of clients have completed their goals within the 12-month period and moved into FTW or obtained employment. (Target 75%) 49% of clients are able to simultaneously engage in employment activities and domestic violence counseling services. (Target: 60%) <p>Maui</p> <ul style="list-style-type: none"> 19% of clients have completed their goals within 6 months and moved to FTW or obtained employment. (Target: 10%) 36% of clients have completed their goals within the 12-month period and moved into FTW or obtained employment. (Target 75%) 29% of clients are able to simultaneously engage in employment activities and domestic violence counseling services. (Target: 60%)

Contracting Agency, Contact, Address, Email/Phone Description of Contract	Contract Reference	Performance Outcomes
<p>Department of Attorney General Victims of Crime Act (VAWA) Oahu and Maui</p> <p>Department of the Attorney General Crime Prevention & Justice Assistance Division Helena Manzano Helena.Y.Manzano@hawaii.gov (808) 586-1164 235 S. Beretania Street, Suite 401 Honolulu, HI 96813</p> <p>Oahu offers support and counseling to the Transitional Housing component of the House of Hope.</p> <p>Maui offers assistance in filing Temporary Restraining Orders.</p>	<p>06-WF-22 07-WF-16 07-WF-14 06-WF-08</p>	<p>Oahu</p> <ul style="list-style-type: none"> 92% of the clients have reduced their level of stress. (Target: 70%) 92% of the clients have increased self-sufficiency. (Target: 70%) 100% of the clients have completed/have a Safety Plan for themselves and their children. (Target: 90%) <p>Maui</p> <ul style="list-style-type: none"> 79% of victims participating in support services identified at least 3 personal safety skills. (Target: 80%)
<p>Emergency Shelter Grant Program East and West Hawaii</p> <p>Department of Human Services Homeless Programs Office Judy Ishida jishida@dhs.hawaii.gov (808) 586-7064 820 Mililani Street, Suite 606 Honolulu, HI 96813</p> <p>Supports operational costs (utilities, repairs and maintenance).</p>	<p>S-08-DC-15-0001 HPB-09-14</p>	<p>Hilo</p> <ul style="list-style-type: none"> 100% of the clients have an increase in knowledge of community resources. (Target: 75%) 71% of single adults and families have moved from the shelter to a non-abusive home environment. (Target: 60%) 83% of the clients in shelter have completed a Safety Plan for themselves and their children. (Target: 90%) <p>Kona</p> <ul style="list-style-type: none"> 99% of the clients have an increase in knowledge of community resources. (Target: 75%) 47% of single adults and families have moved from the shelter to a non-abusive home environment. (Target: 60%) 99% of the clients in shelter have completed a Safety Plan for themselves and their children. (Target: 90%)
<p>City and County of Honolulu Department of Community Services Emergency Shelter Grant Program</p> <p>City & County of Honolulu Department of Community Services Emergency Shelter Grant Program</p>	<p>CT-DCS-1300299 CT-DCS-1100013-2 CT-DCS-0900038 F61637</p>	<ul style="list-style-type: none"> 81% of the clients have an increase in knowledge of community resources. (Target: 75%) 69% of single adults and families have moved from the shelter to a non-abusive home environment. (Target: 60%) 96% of the clients in shelter have completed a Safety Plan for themselves and their children. (Target: 90%)

Contracting Agency, Contact, Address, Email/Phone Description of Contract	Contract Reference	Performance Outcomes
<p>Janelle Yokota, Project Officer jyokota@honolulu.gov (808) 968-7748 715 South King Street, Suite 311 Honolulu, HI 96813</p> <p>Supports operational costs (utilities, repairs and maintenance).</p>		
<p>State of Hawaii Judiciary Family Court, First Circuit, Interventions</p> <p>Maureen Kiehm PO Box 3498 Honolulu, HI 96811-3498 maureen.n.kiehm@courts.state.hi.us (808) 539-4406</p> <p>Developing Options to Violence – Oahu provides domestic violence intervention services for batterers, teenagers and victim support groups.</p>	<p>J12128 J08-083</p>	<ul style="list-style-type: none"> • 75% of the clients completing batterer intervention services demonstrated the knowledge, skill and attitudes necessary for maintenance of non-abusive behavior, which includes learning non-violent conflict resolution and non-aggressive communication. (Target: 60%) • 75% of the clients completing batterer intervention services significantly increased their knowledge of the effects of domestic violence on children. (Target: 100%) • 97% of victims participating in support services identified at least 3 personal safety skills. (Target: 80%)
<p>State of Hawaii Judiciary Family Court, Second Circuit</p> <p>Kim Cuadro 2145 Main Street, Suite 206 Wailuku, HI 96793-1679 kim.s.cuadro@courts.state.hi.us (808) 244-2779</p> <p>Developing Options to Violence – Maui provides domestic violence intervention services for batterers, teenagers and victim support groups.</p>	<p>J08-040</p>	<ul style="list-style-type: none"> • 89% of the clients completing batterer intervention services demonstrated the knowledge, skill and attitudes necessary for maintenance of non-abusive behavior, which includes learning non-violent conflict resolution and non-aggressive communication. (Target: 60%) • 100% of the clients completing batterer intervention services significantly increased their knowledge of the effects of domestic violence on children. (Target: 100%) • 79% of victims participating in support services identified at least 3 personal safety skills. (Target: 80%)

Contracting Agency, Contact, Address, Email/Phone Description of Contract	Contract Reference	Performance Outcomes
<p>State of Hawaii Judiciary Family Court, Third Circuit</p> <p>State of Hawaii Judiciary Family Court, Hale Kaulike Third Circuit Aolani Mills Aolani.m.mills@courts.hawaii.gov (808) 938-1478 777 Kilauea Avenue Hilo, HI 96720</p> <p>Alternatives to Violence – Hilo and Kona provide domestic violence intervention services for batterers, teenagers and victim support groups.</p>	<p>J12122 J08141</p> <p>(Hilo and Kona)</p>	<p>Hilo</p> <ul style="list-style-type: none"> • 100% of the clients completing batterer intervention services demonstrated the knowledge, skill and attitudes necessary for maintenance of non-abusive behavior, which includes learning non-violent conflict resolution and non-aggressive communication. (Target: 60%) • 100% of the clients completing batterer intervention services significantly increased their knowledge of the effects of domestic violence on children. (Target: 100%) • 86% of the child and adolescent witnesses demonstrated knowledge of basic feelings such as anger, sadness, confusion, and happiness. (Target: 80%) • 88% of victims participating in support services identified at least 3 personal safety skills. (Target: 80%) <p>Kona</p> <ul style="list-style-type: none"> • 100% of the clients completing batterer intervention services demonstrated the knowledge, skill and attitudes necessary for maintenance of non-abusive behavior, which includes learning non-violent conflict resolution and non-aggressive communication. (Target: 60%) • 98% of the clients completing batterer intervention services significantly increased their knowledge of the effects of domestic violence on children. (Target: 100%) • 88% of victims participating in support services identified at least 3 personal safety skills. (Target: 80%)
<p>Office on Violence Against Women U.S. Department of Justice</p> <p>Katherine Mera Katherine.Mera@usdoj.gov (202) 616-2599 800 K Street NW, Suite 920 Washington, DC 20001</p> <p>Oahu and Hilo - Provides transitional housing for victims of domestic violence.</p>	<p>Oahu 2009-EH-S6-0054</p> <p>Hilo 2008-WH-AX-0084</p>	<p>Oahu</p> <ul style="list-style-type: none"> • 92% of the clients reduced their level of stress. (Target: 70%) • 92% of the clients increased self-sufficiency. (Target: 70%) • 100% of the clients completed/have a Safety Plan for themselves and their children. (Target: 90%) <p>Hilo</p> <ul style="list-style-type: none"> • 100% of the clients reduced their level of stress. (Target: 70%) • 68% of the clients increased self-sufficiency. (Target: 70%) • 100% of the clients completed/have a Safety Plan for themselves and their children. (Target: 90%)

Contracting Agency, Contact, Address, Email/Phone Description of Contract	Contract Reference	Performance Outcomes
<p>State of Hawaii Department of the Attorney General Crime Prevention and Justice Assistance Division</p> <p>Helena Manzano 235 S Beretania Street, Suite 401 Honolulu, Hawaii 96813 (808) 586-1164</p> <p>Victim services for adult female victims of domestic violence, dating violence, sexual assault, and stalking at the transitional housing.</p>	<p>House of Hope (Leeward Oahu) 09-EF-03</p> <p>Victim Support Services (Big Island) 09-EF-02</p>	<p>Same as above</p>

B. Facilities

Child & Family Service is Accessible Statewide

CFS maintains facilities throughout the State which are equipped and appropriately furnished to deliver the full range of services.

Headquarters: The corporate office is located at 91-1841 Fort Weaver Road, Ewa Beach, Hawaii. CFS maintains 41 sites throughout the State, on the islands of Hawaii, Kauai, Maui, Molokai, and Oahu.

ADA Accessibility: CFS sites meet accessibility requirements of the Americans with Disabilities Act (ADA).

Communication Accessibility: CFS has committed significant resources towards the development and maintenance of its information systems and communications network. CFS has a Wide Area Network (WAN) in place and provides data and resource sharing between its seven main offices and numerous satellite offices on five islands using frame relay technology. Our primary sites are located in Ewa Beach and Honolulu on Oahu, Kauai, Kona, Hilo, Maui and Molokai. Home based and mobile staff are connected either through remote access (RAS) or web-based access (OWA). CFS computers are issued with a minimum of 2GB RAM, Intel based Core i7 processors, Microsoft Windows 7 Pro, Microsoft Office 2007 Enterprise Edition (including Word, Excel, PowerPoint, Publisher, InfoPath, Outlook, and Access), Adobe Acrobat Reader, Internet Explorer and enterprise email running on Exchange Server 2007.

The organization is well equipped and resources are shared throughout. Resources include:

- Video monitors, DVD players and VCRs for showing educational tapes.
- Portable audio and video/DVD recorders for use in clients' homes for the purpose of showing educational material and to record family interactions for playback to clients. This helps them observe their interpersonal behavioral patterns.
- An extensive library of print and electronic material covering topics such as parenting skills, self-esteem, family systems, and family preservation.
- Videoconferencing capability is available at the Honolulu and Ewa sites on Oahu and at each neighbor island office. This facilitates communication between sites and creates more opportunities for training.

Transitional Housing

CFS operates two offices on the Island of Hawaii, located in Hilo and Kealahou. The current transitional housing consists of four apartments that are located in a clustered area in Hilo on East Hawaii. The housing consists of three 2-bedroom and one bath apartments, and one 1-bedroom and one bath apartment. There is covered parking, a laundry facility and private mail boxes. The location of apartments is less than 2 miles

from the nearest Fire station and 1 mile from a Hilo police substation. Smoke alarms are located in each apartment, with fire extinguishers affixed outside every three apartments. There are four schools in the community, both public and private, within walking distance of the apartments. The housing units are located along a mass transit bus route. It is highly likely that additional apartments can be rented in the same apartment complex which supports the participants of the program to support each other. Before the move-in day of the new participant, arrangements are made to provide a clean apartment with the basic necessities offered such as food, kitchen compliance, bedding, chairs, and other things.

V. PERSONNEL: PROJECT ORGANIZATION AND STAFFING

A. Proposed Staffing, Staff Qualifications, Supervision and Training

The CFS programs in the County of Hawaii, which includes the Domestic Abuse Shelter Programs in East and West Hawaii, are overseen by the Director of Hawaii Island Programs, Heidi Koop, who has a Master’s Degree in Social Work and is a Licensed Clinical Social Worker. She has 12 years of post Master’s experience in management, supervision and administration and has been with CFS for over 13 years.

The Program Supervisor II is only partially allocated to the Transitional Housing Program (Hale Kahua Pa’a), and oversees a continuum of other domestic violence services in East Hawaii. The Program Supervisor II, Michele Carvalho, has over 20 years of experience working with high-risk families. Her knowledge in the field of domestic violence includes assistance for victims of domestic violence; facilitating victim support and batterer intervention groups; court advocacy; community awareness presentations; and in 2005 and, development of the Hale Kahua Pa’a Transitional Housing program.

The Grants-in-Aid funding would provide an additional half-time Domestic Violence Specialist II position and the support for the operation of six additional apartments.

The following chart indicates the Transitional Housing staffing.

Position/FTE	Qualifications	Responsibility
Director of Hawaii Island Programs 0.0200 FTE	Master’s Degree in Human Services and four years post Master’s supervisory and administration experience in community or social services settings.	Primary oversight responsibility for programs on the island of Hawaii. Overall responsibility for the direction of the program.
Program Supervisor II	Master’s Degree from a school accredited by a	Plans, organizes, coordinates, monitors, and evaluates the services

Position/FTE	Qualifications	Responsibility
0.2000 FTE	recognized accrediting agency, over two years, up to and including four years experience, and one year administration or supervisory experience	of the program and contracts assigned. Develops and implements program goals, objectives, outcomes. Monitors the quality and quantity of services and compliance with contract, accreditation, and regulatory requirements. Networks with community leaders, funders, and advocacy groups. Attends community meetings. Hires, supervises, and evaluates staff. Assures a safe environment is maintained. Provides 24-hour clinical and administrative support to staff.
Domestic Violence Specialist II 0.5000 FTE	Bachelor's Degree in the Human Services area, with one to four years experience.	Provides intakes and assessments, life skills training, career planning and case management.
Clinical Coordinator 0.0200 FTE	Master's Degree in the Human Services area, with two years experience.	Assists in the planning and implementation of the quality assurance and accreditation activities as well as contract compliance activity.
Program Secretary 0.0625 FTE	High School and business training. Able to use computer with one to two years experience.	Provides clerical support to the program.

Focus on Supervision Organization Wide

CFS has well established procedures and expectations for supervision. The process of supervision holds individual staff accountable for appropriate performance of their assigned duties and responsibilities, monitors the quality of client services, and provides a mechanism for professional development. One of the major goals of the supervisory process is to provide direct line staff with the knowledge and support to remove barriers to accessing services and achieving outcomes with their cases.

To promote excellence in supervision, CFS provides extensive supervisory training. New hires receive a supervisory orientation and within the first year of employment, supervisors attend training sessions in human resources, fiscal, and administration. In addition, CFS requires supervisors to attend a clinical supervision training module. This

module covers topics such as assessing staff strengths, defining supervisory styles, core components of supervision, and understanding the dynamics of change.

Supervision of Program Staff

The Program Supervisor II receives administrative supervision from the Director of Hawaii Island Programs. The Program Supervisor II supervises the Domestic Violence Specialist. Direct service staff receive individual and group supervision at least twice a month. Supervision will address case consultation, client progress, performance and training needs.

A key factor in the success of service delivery is the extent to which CFS management staff can effectively supervise and administer direction. The key features of the supervision plan include:

- Accountability to the requirements in the contract
- Accountability and adherence to the service model
- Continuous learning

Accountability to the Requirements in the Contract

Staff are instructed in the basic requirements of the contract. The supervisors verify that documentation and case services follow the contracted procedures through quarterly record reviews and weekly supervision.

Accountability and Adherence to the Service Model

The supervision process addresses staff accountability and close adherence to the service model and program principles. Integral to the success of the service program, CFS staff engage in extensive individual and group supervision as well as in-house and external training.

The major goal of the supervisory process is to provide direct line staff with the knowledge and support to remove barriers to accessing services and achieving outcomes with their cases. Staff receive regular weekly supervision and case consultative experience to allow them to successfully engage families, plan achievable outcomes with the families based on good clinical assessments, work with families to help them reach and sustain goals.

Training – Enhancing Skills and Knowledge

CFS is committed to increasing staff knowledge and skill development through its training program. In a survey, CFS employees identified the ability to learn and develop their skills as an important reason they work for CFS. The organization has invested

considerable resources in training and the development of training modules, as well as videoconferencing capacity. This enables CFS staff on all islands to receive standardized information.

CFS has developed internal training modules for direct service staff and supervisors on Child Abuse and Neglect, Substance Abuse, Engaging Challenging Families, Positive Behavior Supports, and Medication Management. In addition to these training modules, the CFS Quality Assurance and Training Department developed PowerPoint trainings on Case Management, Client Advocacy, Reportable Criminal Behavior, Stress Management, Case Documentation, Maintaining Professional Boundaries, Therapeutic Rapport, Communication Barriers, Family Violence, Emergency Response Practice and Safety in the Field, and Community Based Practice – Psychosocial Approach. These trainings are available and accessible to all staff via the CFS computer network.

CFS's Training Committee has established requirements for orientation and ongoing training at an organization wide level. These requirements include those topics that are mandated for the organization to meet accreditation standards. In addition, each program has identified specific requirements for orientation and training that meet contract requirements and accreditation standards. All CFS staff receive announcements of upcoming training opportunities, both internal and external, through the Quality Assurance and Training Department.

Orientation to the Program and the Organization

CFS provides orientation for both the Program and the organization. The Transitional Housing Program provides orientation to the Program within 30 days of an individual's employment. In addition, CFS requires all new hires to attend an organization wide orientation within 60 days of employment. The lists below highlight some of the topics covered in these orientations.

Program Specific Orientation – within 30 days of employment
• Review of job description
• Review of program training plan
• Program service hours and work schedule, phone contact list, emergency contact form
• Review of program and ethical standards
• Review of documentation requirements, including client-related forms, client files, service provision records, quarterly report data forms, and timelines for submission of reports
• Review of referral process
• Review of administrative policies and procedures, confidentiality and HIPAA
• Review of program specific policies and procedures, COA and contract requirements
• Review of assessing risk and safety of persons served and mandated reporting

Program Specific Orientation – within 30 days of employment
• Techniques for handling emergencies
• Orientation to the establishment of rapport and responsive behaviors
• Orientation of the collaboration with other disciplines and community services in meeting the needs of the persons served
• Review of appropriate coordination with mental health, law enforcement, and other professionals
• Orientation of the basic health and medical needs of the service population
• Orientation on the needs of families in crisis, including needs of victims of violence, child abuse and neglect, and family members
• Orientation on the procedures for working with foreign language speakers and persons with communication impairments and the use of interpreters
• Orientation on community resources including public assistance programs
• Review of personal and client safety issues
• Review of supervision procedure and schedule, program and department staff meetings, and training plan
• Orientation on email, CFS network, network shared drives, timekeeping system, and databases
• Trauma-Informed Care Training

Organization Orientation – within 60 days of employment
• Mission, vision and values of CFS
• Organization structure and overview, including communication plan and strategic planning
• Performance and Quality Improvement process
• Safety program and purpose, including worker's compensation overview
• Information technology, including computer network access and usage
• Overview of behavior management policy, State and Federal laws on confidentiality including HIPAA and Federal laws relating to a client's drug/alcohol use under the 42 CFR Part 2 guidelines.
• Overview of Identifying and Preventing Child Abuse and Neglect, Crisis Management, Person and Family Centered Services, Principles of Positive Behavior Support for Paraprofessionals, Medication Management, Guidelines for Documentation, Age Specific Care, Cultural Diversity, Strengths-Based Client Assessment and Service and Collaboration with other agencies/partners.
• Client rights and responsibilities, client grievances and complaints process and client satisfaction

By the end of the first quarter of employment, employees receive training in:

- Cultural competency/cultural approaches with various populations
- Personal safety and appropriate behavior management techniques

- Awareness of special needs populations
- HIPAA Policies and Procedures

Ongoing Training

Once an employee completes orientation, ongoing training opportunities are provided. An individualized training plan is developed between the supervisor and staff. The plan identifies areas that need further development. The supervisor tracks the staff development as an integral part of regular supervision.

Training topics for ongoing training include but are not limited to:

Training Focus	Trainings
Program Philosophy/ Service Delivery Techniques	<ul style="list-style-type: none"> • Cognitive Behavioral Theory and Techniques • Trauma-Informed Care • Power and Control • Cultural, societal and gender issues related to domestic violence • Motivational Interviewing
Group Training	<ul style="list-style-type: none"> • Dynamics of groups • Special consideration in working with domestic violence
Domestic Violence	<ul style="list-style-type: none"> • Overview of domestic violence • Dynamics of power and control • Impact of violence on victims • Effects on children and other household members • Cultural and gender issues • Victim safety and offender accountability
Risk, Legal and Regulatory Requirements	<ul style="list-style-type: none"> • Safety and rights of victims • Professionalism and ethics • Mandatory reporting • DHS statutory mandates under 45 CFR 1340; Hawaii Revised Statutes 346, 350, and 587; and Hawaii Administrative Rules and Departmental procedures • Reportable criminal behavior • Review of risk management/reporting standards • Behavior management (CFS policy and procedures) including nonviolent crisis intervention • CPR and First Aid
Assessment and Service Planning	<ul style="list-style-type: none"> • CFS Comprehensive Basic Assessment • Identifying family and individual strengths • Service planning
Service Delivery Basics	<ul style="list-style-type: none"> • Documentation • Client advocacy • Referral resources in the community • Case management/collaboration/coordination

Training Focus	Trainings
	<ul style="list-style-type: none"> • Basic health and medical needs of the service population to include special needs • Working with clients with communication barriers
Clinical Knowledge and Skills	<ul style="list-style-type: none"> • Professionalism/boundaries • Mental health basics and common diagnoses • Building therapeutic rapport • Basic counseling skills • Needs of individual and families in crisis; to include suicide precautions • Substance use and abuse
Quality Assurance	<ul style="list-style-type: none"> • Program outcomes development and measurement • Integration, coordination and monitoring of service quality standards
Supervisory	<ul style="list-style-type: none"> • Tracking and supervisory tools • Supervisory training (Module 1-Administration; Module 2-Human Resources; Module 3-Supervision; and Module 4-Fiscal)
Cultural Competency	<ul style="list-style-type: none"> • Values and beliefs of the various cultures in Hawaii

Additional training needs are determined through the quality improvement process, through information on Best Practices models or are identified by staff members and their supervisor during individual supervision. In order to be cost effective, CFS programs are able to utilize other programs within the organization for training on child development, domestic violence, mental health, and substance use and abuse. Details of all topics can be found in the Program Training Plan which is available upon request.

Commitment to Clinical Excellence and Cultural Practice

CFS has initiated a Clinical Enhancement Program for staff members who are interested in developing their clinical skills with clients. This program is mandatory for all licensed clinicians, but is also open to any CFS staff members that provide direct service and want to strengthen their clinical skills. Every month, the group meets to discuss difficult cases, brainstorm alternative approaches, and validate clinical responses. The Clinical Enhancement Program is led by a Clinical Psychologist with over 30 years of clinical experience. The ultimate goal is to provide staff with an opportunity to learn evidence-based clinical responses for working with children, youth, individuals and/or families. A secondary goal is to provide a safe, confidential environment where difficult cases can be discussed and alternative clinical responses explored. CFS staff members have reported that this program is very helpful in their day-to-day work with clients.

CFS recognizes the importance of providing learning opportunities for staff and practicum students. In recent months, the organization has developed a progressive Clinical Supervision Program for staff with a Master's Degree in Social Work working towards their clinical license. This program is facilitated by Karen Tan, LCSW, and

provides staff with the required clinical supervision hours/experience and ultimately will qualify them to take the LCSW (social work clinical license) exam. The focus with these employees is on Best Practices and Evidence-Based interventions with clients. With a shortage of licensed clinical social workers in the State of Hawaii, it is important that CFS supports employees in this area. Currently, 13 staff are actively involved in this program.

CFS has partnered with the University of Hawaii to develop a targeted practicum learning environment for second year MSW students. This program allows each student to focus on a particular area of interest, while gaining experience within several practicum settings. For example, a student can select social work in education as their focus. They will then gain experience working in several education settings throughout the organization. Group and individual supervision are also provided for students, providing in-depth discussion and learning opportunities.

CFS obtained private foundation funding to assure that the trauma-informed care curriculum, *Risking Connection*® was culturally appropriate and met the needs of the population in Hawaii. CFS collaborated with Partners in Development (PID), a Native Hawaiian organization with a substantial programming background, to integrate Native Hawaiian cultural practices into the curriculum. This partnership will enable CFS to achieve greater impact with Native Hawaiian clients. The cultural experts and direct service staff from PID made recommendations on ways to integrate appropriate Native Hawaiian cultural practices into the *Risking Connection*® curriculum without undermining the effectiveness of the curriculum. They determined the appropriate practices and beliefs to be included. The intent is to enrich the curriculum in ways that makes it a meaningful methodology for Native Hawaiian clients.

CFS staff who had already received training Trauma-Informed Care were then trained on the revised curriculum so they could incorporate the recommended Native Hawaiian cultural practices into their work with Native Hawaiian clients. It is planned that the adapted curriculum will be test piloted at two programs of CFS and PID at a later date, following additional funding. After being piloted, any final revisions to the adapted curriculum will take place and the curriculum will be available to all programs at CFS, PID and the larger community of human service agencies who work with Native Hawaiian clientele. Thus, it will have a broad application within the State of Hawaii. We also anticipate the adapted curriculum, with approval from *Risking Connection*® curriculum designers, will have national implications as other cultural groups throughout the United States will have a model for adaptation of their specific cultural based practices. We also anticipate research possibilities based on the adapted *Risking Connection*® curriculum among Native Hawaiians to determine what impact, if any, this new curriculum has.

CFS Maui offers the Kamalama parenting class at its Neighborhood Place of Wailuku on a regular basis. In addition, CFS Kauai has three staff members who are certified to

teach this class and have been providing the classes in the community. CFS is seeking additional funding to train numerous staff on every island. This parenting class that is based on traditional and timeless Hawaiian values. It is a values-based parenting curriculum. "*Kama lama*" literally means "*the light*" in Hawaiian language. It is a 10-week course with each class incorporating a Hawaiian value combined with practical, but inspiring, teaching lessons and parenting principles interwoven together. We believe these teachings are at the very heart of what has made Hawaii such a beautiful and welcoming place. The Hawaiian values and concepts experienced and learned in the class express a universal language of living *Pono*.

In the supportive learning environment of Kamalama, parent participants realize how much of their own values and beliefs systems contribute to their own style of parenting. Parents become introduced to a set of traditional Hawaiian values that reflect the fundamental principles of positive parenting. These lessons are universal to all parents but most relevant when they reflect the norms of the local culture.

The class focuses on the premise that parents/caregivers are truly their children's first teachers. It emphasizes the important responsibility they have as parents and caregivers to teach and to role model healthy values and behaviors for their children. It is the beliefs they embrace for their *'ohana* and for themselves. Assuring that young children learn morals and values is one of the first and most important responsibilities parents face. These values provide the foundation for good development. Honesty, compassion, responsibility, persistence, faith, self-discipline: individuals who possess these traits tend to be respected by others and generally do well in life. Knowing what our own values are and appreciating other people's values help us to identify the ones we want to teach our children.

CFS has permission to utilize the Native Hawaiian violence intervention curriculum, Ke Ala Lokahi. The curriculum was developed by Valli Kalei Kanuha, in collaboration with the University of Hawaii and staff at the Turning Point for Families, Inc. (TPFF). The curriculum was implemented at TPFF in East Hawaii and was researched through a CDC grant. CFS was able to provide the curriculum in East Hawaii for several years following the merger between CFS and TPFF. CFS continues to seek a long term funding source for the curriculum. It was funded short-term by the Office of Hawaiian Affairs in the past.

The program goal is to increase the knowledge and practices of the Hawaiian Culture as protective factors against intimate partner and sexual violence. The program utilizes Hawaiian values, beliefs and traditions to address intimate partner violence. The KAL men's program consists of a 23-week curriculum for men and the KAL women's component consists of a 22-week curriculum for women who have been victims of domestic and sexual violence.

The core curriculum consists of all program activities with two interconnected aspects. Participation in traditional Native Hawaiian physical, mental, and spiritual practices reinstates the integral nature of the Lokahi Triangle. It is contextualized in an understanding of how violence as power in intimate relationships cause disrespect and harm that is not consistent with the value, beliefs and conduct of traditional Native Hawaiian culture. All activities of the curriculum are designed and implemented with two groups of experts: Native Hawaiian Cultural Specialists (Native Hawaiian weaving or kalo farming) and trained domestic violence and sexual violence counselors and advocates.

B. Organization Chart

CFS provides the infrastructure and support to manage programs effectively. This support is provided through a number of mechanisms including direct supervision and guidance from the Vice President of Programs, the Quality Assurance and Training Department, the strategic planning process, the CFS communication plan, and senior management.

The statewide CFS organization chart is attached. In addition, the **Transitional Housing Program** organization chart is attached, which illustrates the positions and reporting structure.

VI. OTHER

A. Litigation

Child & Family Service is not involved in any pending or current litigation.

B. Licensure or Accreditation


The Council on Accreditation (COA) has accredited CFS since 1980. As a member of COA, CFS maintains the highest standards in organization management and program delivery.

In 2013, CFS successfully completed reaccreditation with COA, and in that review, CFS did not have a single citation that needed a response. The reviewers commended CFS on having one of the best PQI systems in place with clear and precise reports and a strong PQI committee structure.

The Transitional Housing Program does not require licensing.

BUDGET REQUEST BY SOURCE OF FUNDS
(Period: July 1, 2014 to June 30, 2015)

Applicant: **Child & Family Service Transitional Housing East Hawaii**

BUDGET CATEGORIES	Total State Funds Requested (a)	(b)	(c)	(d)
A. PERSONNEL COST				
1. Salaries	32,902			
2. Payroll Taxes & Assessments	4,573			
3. Fringe Benefits	4,952			
TOTAL PERSONNEL COST	42,427			
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island				
2. Insurance	1,845			
3. Lease/Rental of Equipment	900			
4. Lease/Rental of Space	60,300			
5. Staff Training	250			
6. Supplies	1,250			
7. Telecommunication	1,750			
8. Utilities	11,190			
9. Audit	660			
10. Postage	100			
11. Repairs and Maintenance	1,900			
12. Printing and Publications	200			
13. Mileage	600			
14. Client Assistance	5,628			
15. Administrative Support	21,000			
16				
17				
18				
19				
20				
TOTAL OTHER CURRENT EXPENSES	107,573			
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
E. CAPITAL				
TOTAL (A+B+C+D+E)	150,000			
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	150,000	Bobbi Goodman 681-1441		
(b)		Name (Please type or print) _____ Phone _____		
(c)				
(d)				
TOTAL BUDGET	150,000	Signature of Authorized Official _____ Date _____ Patti Bates, Executive Vice President & COO Name and Title (Please type or print)		

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Applicant: **Child & Family Service Transitional Housing East Hawaii**

Period: July 1, 2014 to June 30, 2015

DESCRIPTION EQUIPMENT	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				
JUSTIFICATION/COMMENTS:				

DESCRIPTION OF MOTOR VEHICLE	NO. OF VEHICLES	COST PER VEHICLE	TOTAL COST	TOTAL BUDGETED
			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				
JUSTIFICATION/COMMENTS:				

BUDGET JUSTIFICATION CAPITAL PROJECT DETAILS

Applicant: **Child & Family Service Transitional Housing East Hawaii**

Period: July 1, 2014 to June 30, 2015

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY: 2012-2013	FY: 2013-2014	FY:2014-2015	FY:2014-2015	FY:2015-2016	FY:2016-2017
PLANS						
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
TOTAL:						
JUSTIFICATION/COMMENTS:						

**DECLARATION STATEMENT OF
APPLICANTS FOR GRANTS AND SUBSIDIES PURSUANT TO
CHAPTER 42F, HAWAII REVISIED STATUTES**

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants and subsidies pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) 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;
 - b) Complies 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;
 - c) Agrees not to use state funds for entertainment or lobbying activities; and
 - d) Allows 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.

- 2) The applicant meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is incorporated under the laws of the State; and
 - b) 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.

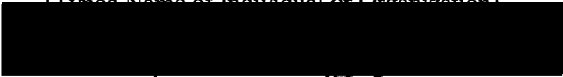
- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
 - b) Has a governing board whose members have no material conflict of interest and serve without compensation.

Pursuant to Section 42F-103, Hawaii Revised Statutes, for grants or subsidies 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.

Child & Family Service

(Typed Name of Individual or Organization)


(Signature)

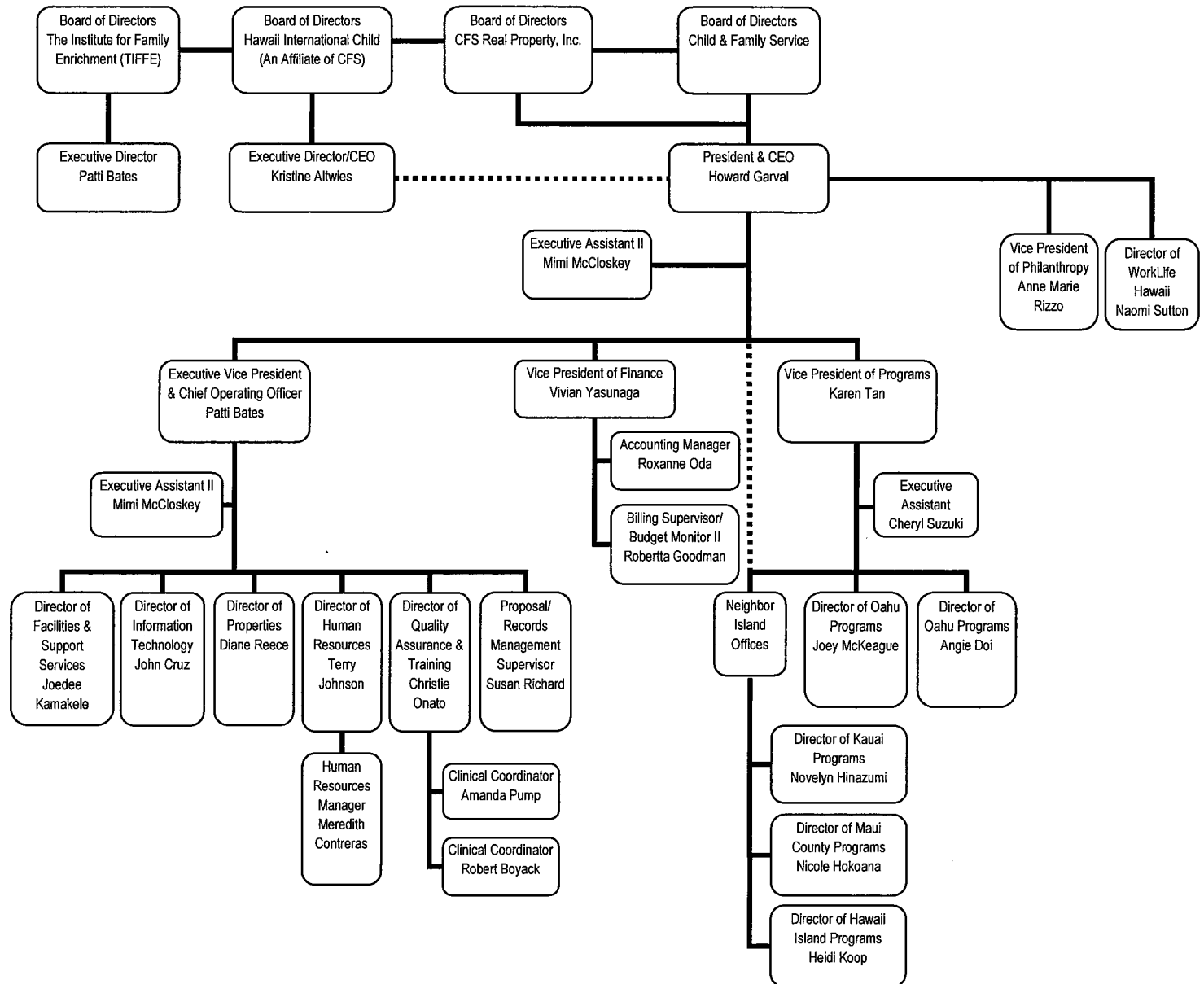
(Date)

1/28/14

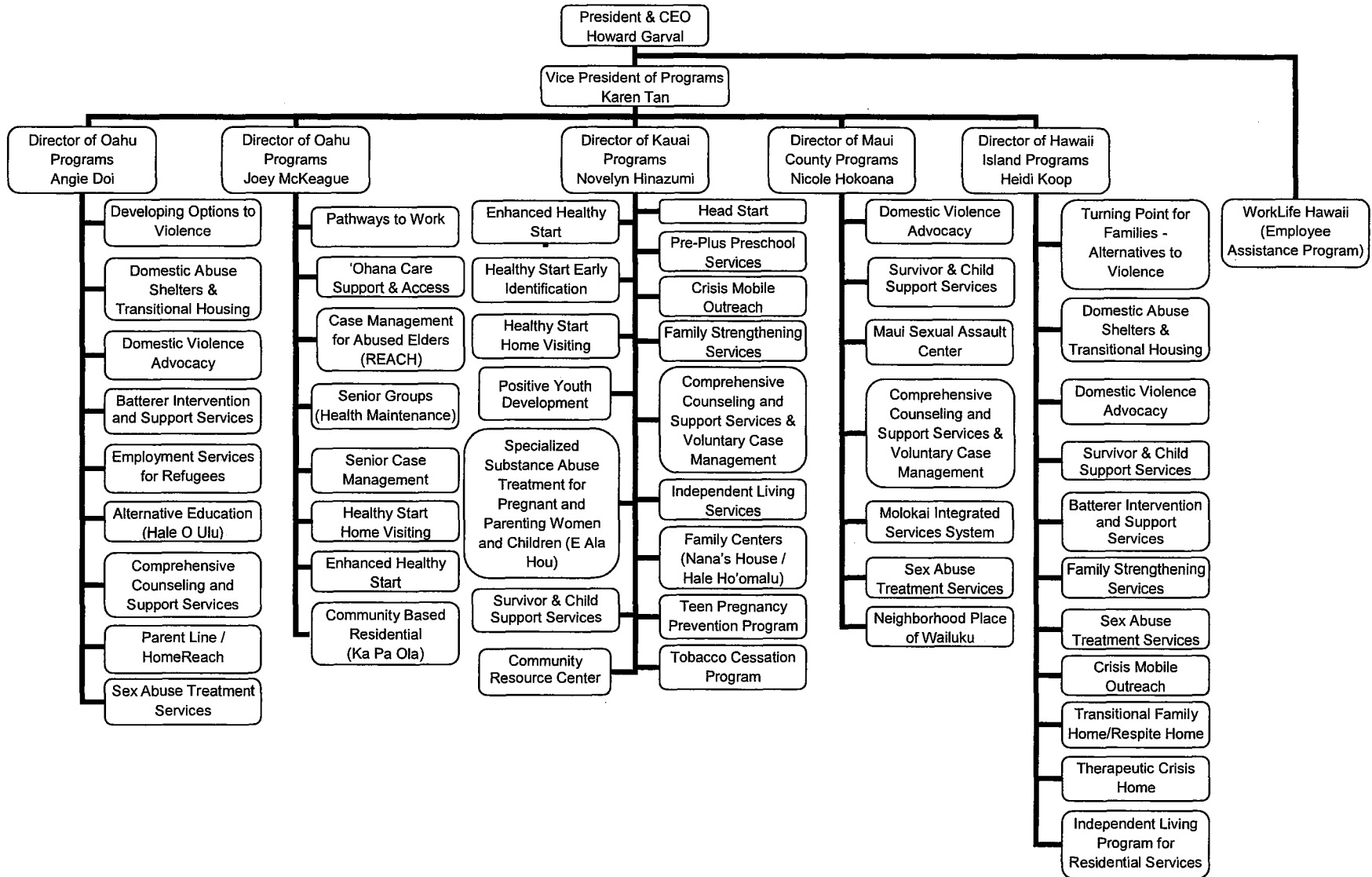
Patti Bates
(Typed Name)

Executive Vice President & COO
(Title)

Child & Family Service Organization Chart



Child & Family Service Organization Chart



Child & Family Service
Transitional Housing Program – East Hawaii
Organization Chart

