

House District 29

Senate District 13

THE TWENTY-EIGHTH LEGISLATURE
APPLICATION FOR GRANTS
CHAPTER 42F, HAWAII REVISED STATUTES

Log No:

For Legislature's Use Only

Type of Grant Request:

GRANT REQUEST - OPERATING

GRANT REQUEST - CAPITAL

"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.

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

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: Helping Hands Hawaii

Db/a: Helping Hands Hawaii

Street Address: 2100 N. Nimitz Hwy, Honolulu, HI 96819

Mailing Address: 2100 N. Nimitz Hwy, Honolulu, HI 96819

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name JAN HARADA

Title President & CEO

Phone # 808-440-3820

Fax # 808-536-7237

E-mail jharada@helpinghandshawaii.org

3. TYPE OF BUSINESS ENTITY:

- NON PROFIT CORPORATION INCORPORATED IN HAWAII
- FOR PROFIT CORPORATION INCORPORATED IN HAWAII
- LIMITED LIABILITY COMPANY
- OTHER
- SOLE PROPRIETORSHIP/INDIVIDUAL

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

EMERGENCY FINANCIAL ASSISTANCE FOR HOUSING STABILIZATION (HOMELESSNESS PREVENTION AND RE-HOUSING)



RECEIVED

1/28/15 11:28 am

4. FEDERAL TAX ID #: [REDACTED]

5. STATE TAX ID #: _____

7. AMOUNT OF STATE FUNDS REQUESTED:

FISCAL YEAR 2016: \$ 258,731

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 \$ 52,453
 COUNTY \$ _____
 PRIVATE/OTHER \$ 105,052

TYPE NAME & TITLE OF AUTHORIZED REPRESENTATIVE:

[REDACTED]

AUTHORIZED SIGNATURE

JAN M. HARADA, PRESIDENT & CEO
NAME & TITLE

1/30/15
DATE SIGNED

**DECLARATION STATEMENT OF
APPLICANTS FOR GRANTS PURSUANT TO
CHAPTER 42F, HAWAI'I REVISED 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 pursuant to Section 42F-103, Hawai'i 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 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 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.

- 2) If the applicant is an organization, the applicant meets the following requirements pursuant to Section 42F-103, Hawai'i 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 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, Hawai'i 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, Hawai'i Revised Statutes, for grants used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant 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 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.

Helping Hands Hawaii
(Typed Name of Individual or Organization)

(Signature) 1/23/2015
(Date)
Jan M. Harada
(Typed Name) President & CEO
(Title)

Application for Grants

If any item is not applicable to the request, the applicant should enter "not applicable".

I. Background and Summary

This section shall clearly and concisely summarize and highlight the contents of the request in such a way as to provide the State Legislature with a broad understanding of the request. Please include the following:

1. A brief description of the applicant's background

HHH is a private 501(c)(3) not-for-profit social service agency, which was officially incorporated in 1974. For more than 30 years, the agency has consistently upheld its mission "*to strengthen our community by enhancing the quality of people's lives through the delivery of goods and services to those in need.*" The services provided by HHH include (1) housing stabilization services (material assistance, emergency financial assistance, access to SNAP benefits, asset development, linkages to other necessary community resources) for low-income or homeless individuals and families; (2) case management, outpatient treatment/groups, and representative payee services for low-income or homeless individuals with serious and persistent mental illness, many of whom also struggle with substance abuse; and (3) language access services for the Limited English Proficient (LEP) population.

In particular, the agency's Human Services Division is experienced and skilled in the administration of short-term financial assistance payments for emergency situations, such as first month's or past due rent, past due utilities, and transportation vouchers for job search. In 2014, the Community Clearinghouse (CCH) program assisted 3,645 low-income households (representing 11,170 individuals) and the Emergency Assistance Program (EAP) awarded \$382,525.63 in emergency financial assistance to 287 households (985 individuals), primarily for housing stabilization/homeless prevention but also for assistance with transitioning out of homelessness. The CCH has been administering emergency financial assistance payments for over 30 years. In 2014, the primary sources of funding for the provision of emergency financial assistance were the State Homeless Emergency Grant (SHEG) administered by the Department of Human Services (DHS), private donations made to the Star Advertiser's Good Neighbor Fund, and the Office of Hawaiian Affairs (OHA). In recent years, CCH has also administered the Emergency Food & Shelter Program (EFSP), the Homeless Prevention and Rapid Re-housing Program (HPRP) and Temporary Assistance to Needy Family (TANF) funds for emergency financial assistance payments.

HHH is well-recognized in the community as a place where low-income and homeless individuals and households can turn to for housing stabilization and emergency financial help. In 2014, HHH continued to be among the “Top 5” agencies, which Aloha United Way referred to when they received inquiries for either rent or utility payment assistance.

2. The goals and objectives related to the request

The primary goal of the proposed GIA services will be to prevent, avoid, or remedy homelessness for low-income and homeless households on the island of Oahu, especially for those households who have experienced an unexpected emergency or crisis situation. GIA grant assistance in the form of emergency financial payments will be provided to households who meet the specific criteria in Part 4 below, outlining the target population.

HHH intends to achieve the following unduplicated and measurable objectives during the 12-month project period (July 1, 2015 to June 30, 2016):

- At-risk homeless - 72 households (180 individuals in households) and 28 single persons – received assistance and retained permanent housing for at least six (6) months without additional assistance;
- Homeless (Unsheltered, Sheltered) – 35 households (average household size of 3) and 12 single persons – received assistance with transitioning into housing costs (first month’s rent, security deposit, utility deposit);
- Homeless (Unsheltered, Sheltered) who received case management and assistance with referrals to other resources available – 15 households and 13 single persons; AND
- At-Risk Homeless and Homeless (Unsheltered, Sheltered) who participated in financial literacy/education workshops - 175 households.

HHH estimates that the average assistance payment per household will be \$ 1200 (with some households needing more and some households needing less), and a total amount of \$100,500 in direct financial assistance will be expended to provide emergency financial assistance payments over the project period. Assistance will be provided for past-due rent, past-due utilities, rental security deposit, utility deposit, and other related assistance to be determined on a case-by-case basis. Also, the following limits will apply:

| # of Persons | Limit of financial assistance |
|--------------|-------------------------------|
| 1 | \$1,436.00 |
| 2 | \$1,959.00 |
| 3 or more | \$3,266.00 |

3. The public purpose and need to be served

Addressing the issue of homelessness requires support for the entire continuum of care in order to have the most positive and sustainable impact on those struggling with

homelessness or in imminent danger of becoming homeless. The continuum includes prevention, outreach, shelter, transitional housing, affordable housing, community-based support services (behavioral health services, substance abuse treatment, case management, access to affordable healthcare, financial literacy, job search and placement, etc.), and asset-building/economic self-sufficiency. Each part of this continuum is important, and one cannot work effectively without the others.

According to the 2010 Census, Hawaii has the lowest average annual salary in the nation (\$35,205/yr)¹ and highest median rent in the nation (\$1,293/mo)². This gap between income and cost of living results in Hawaii having the third highest number of cost-burdened renters (i.e. those who pay more than 30% of their income to rent and utilities³).

The individuals and households assisted through homelessness prevention efforts have experienced an emergency or other unexpected crisis situation that has resulted in the household falling behind on rent and/or utility payments. Most need assistance just to catch up, after which they have put themselves in a position to be financially self-sufficient in future months. For those individuals who cannot demonstrate the capacity for self-sufficiency in future months, HHH, through other resources, would help them to work towards self-sufficiency by providing case management, financial literacy/education workshops, and/or assistance with linkages to other community self-sufficiency programs.

For those individuals and households who are homeless and approach us for assistance with re-housing costs (first month's rent/security deposit, utility deposits, etc.), without emergency financial assistance even though they may be able to stabilize once in a housing unit, they do not have the ready cash to pay for all of the up-front costs that usually come with moving into a new unit/home and those costs then become a barrier to them accessing needed housing. Our assistance helps them to overcome some of those initial barriers to housing.

Prevention through emergency financial assistance or assistance with re-housing homeless households, is not just about handing out checks, it's about helping the individual or households to analyze their situation, determine how they ended up in the situation they are now (on the brink of homelessness), and develop a plan for how to avoid such situations in the future. Examples of emergency situations include, but are not limited to, sudden deaths in the family of an income-earner, medical emergencies/high medical bills, victims of domestic violence, multi-generational households with a senior

¹ Corporation for Enterprise Development (2012). Assets & Opportunity Scorecard – Average Annual Pay. Retrieved from <http://scorecard.assetsandopportunity.org/2012/measure/average-annual-pay?state=hi>

² U.S. Census Bureau (2010). American Community Survey. Retrieved from http://hawaii.gov/dbedt/info/census/acs/ACS2010/ACS2010_1_Year/index.html

³ Corporation for Enterprise Development (2012). Assets & Opportunity Scorecard – Housing Cost Burden – Renters. Retrieved from <http://scorecard.assetsandopportunity.org/2012/measure/housing-cost-burden-renters>

adult suddenly taking care of grand-children, and extended unemployment despite concerted efforts to look for work.

It is widely known that it costs less to prevent a household or individual from becoming homeless, than it does to re-house them after they have become homeless. And the longer they remain homeless, the more expensive it gets to re-house them.

4. Describe the target population to be served

The target population to be served is specific to the following criteria, as established by HHH's current work in the area of emergency financial assistance for housing stabilization/homeless prevention/homeless re-housing services:

- At-risk households must demonstrate that they are seeking assistance due to an unexpected emergency event beyond the household's ability to directly control (i.e. job layoff due to economic recession, medical emergency, etc.);
- At-risk households must demonstrate the ability to be both financially self-sufficient (i.e. household income will exceed household expenses), and able to maintain stable housing for future months after emergency assistance payment has been provided;
- The household must either meet the HUD definition of homelessness, or be at imminent risk of losing housing (as defined by HUD, and supported by requested verification documents);
- The household has been unable to identify alternative housing options, AND the household must demonstrate that it lacks the financial resources and support network needed to obtain immediate housing or to remain in existing housing; and
- The household agrees to attend a mandatory financial literacy workshop, emphasizing basic budgeting as well as short- and long-term goal planning.

5. Describe the geographic coverage

The proposed services will be provided for target population individuals and households residing on the island of Oahu.

II. Service Summary and Outcomes

Within its current Emergency Assistance Program (EAP), Helping Hands Hawaii (HHH) has developed an efficient and comprehensive system to offer assistance to those who are assessed as eligible for emergency assistance. This system includes verification of need, case management to further support an individual's or household's efforts to maintain housing stabilization, and a relationship with utility companies, landlords, and others, that reflects on HHH as a trusted partner with these entities who are owed money, enabling us to better help those in need by helping them to avoid eviction/homelessness, shutting off of utilities, or hesitancy of a landowner to rent a unit to a household transitioning out of homelessness.

The following describes the Emergency Assistance for Housing Stabilization (Homelessness Prevention and Rehousing) Program in more detail:

1. Describe the scope of work, tasks and responsibilities

HHH intends to build upon the existing service-delivery system for its current Emergency Assistance Program to provide the proposed emergency assistance services for the island of Oahu. Specifically, HHH will provide the following direct client services utilizing the requested funds:

- **Intake and Needs Assessment.**

HHH will conduct a financial intake and needs assessment for each household applying for emergency financial assistance. The intake and needs assessment will include a thorough review of the household's monthly sources of income, average monthly expenses, and household assets. Written verification of one month's income, as well as written verification of one month equivalent of regular monthly expenses must be provided by the applicant as part of the intake and needs assessment. The assessment will also require that the applicant submits their most recent verification of checking or savings account information, if any. Based upon the intake and needs assessment, HHH will determine if the household is eligible for emergency financial assistance, and will recommend long-term strategies to assist the household with maintaining financial self-sufficiency if emergency assistance funds are provided.

- **Verification of Homeless or At-risk Homeless status, according to HUD definitions.**

HHH will request third-party verification of homeless or at-risk status. Third-party verification for homelessness will be provided, preferably by a case manager or outreach worker with a homeless service provider, or by an individual outside of the household that can verify that the client is currently homeless and the area in which they primarily reside. Third-party verification for at-risk homeless status will be provided through verification from the client's landlord or from a utility provider if the client is seeking assistance with past due utilities.

The first preference for verification will be third-party verification. However, in cases where third-party verification cannot be obtained, HHH will have the client complete a Self Declaration of their homeless or “at-risk” status.

- **Financial assistance vendor payments for essential housing / shelter costs.**
HHH will provide short-term emergency financial assistance payments for essential housing / shelter costs, such as first month’s rent, past due rent, past due utilities, and utility deposits. The amount of financial assistance provided by HHH will be determined based upon the required intake and needs assessment, as well as HHH’s current emergency assistance guidelines. All assistance will be in the form of a third-party vendor payment to be provided directly to the vendor (i.e. landlord or utility provider), and not to the applicant household. Assistance can be provided a total of two times to the same household, as long as the payments are 6 months apart. An applicant household must complete the required intake and needs assessment, as well as complete case management plan requirements, in order to be considered for approval for emergency financial assistance.

- **Case Management Planning.**
HHH will establish a case management plan to assist applicants who do not demonstrate future financial self-sufficiency at the time of application to meet HHH eligibility requirements. The case management plan will be established in cooperation with the client and the HHH Case Manager, based upon potential barriers identified by the Case Manager, and will be tailored to the applicant’s specific need. For example, if an applicant was recently laid off from employment and has not yet obtained new employment, a case management plan may require the applicant to make a specified number of contacts to apply for employment within a designated timeframe. If an applicant faces a different barrier, the case management plan can be modified to address that specific barrier or challenge.

- **Financial Literacy Services.**
HHH will provide financial literacy workshops, which will be a mandatory requirement for households to receive Emergency financial assistance. The workshop will discuss personal values, household budgeting and planning, short-term and long-term goal setting, and will review community resources available to assist with housing and employment needs. The workshop will be one-time only, and will last for a minimum of 2.5 hours.

- **Information and referral to community resources**
Information and referral will be provided by HHH staff to households who require information about social service resources relating to housing or employment. Information and referral will be provided to assist these households in maintaining financial self-sufficiency.

- **Follow-up Services**

HHH will follow-up with households who receive assistance to assess if the household was able to maintain housing as a result of receiving emergency assistance. Follow-up will occur within six (6) months following emergency assistance. The primary method of contact will be by telephone. If telephone contact cannot be established after three attempts, the household will be contacted by mail. In addition to assessing housing status, the follow-up contact will also establish whether the household is in need of information and referral to other community resources.

2. Provide a projected annual timeline for accomplishing the results or outcomes of the service

HHH will adhere to the following projected annual timeline for the implementation and delivery of the proposed services.

| PERIOD | ACTIVITY (Designated Staff Responsible) |
|--------------------------|---|
| Quarter 1 (Months 1-3) | <ul style="list-style-type: none"> • SELECTION/AWARD AND CONTRACT EXECUTION • COORDINATION WITH STATE AGENCY TO REVIEW PROJECT OBJECTIVES & TIMELINE • BEGIN DELIVERY OF SERVICES • GOAL: 25% of funds will be expended by the end of the 1st quarter, and agreed upon outcomes will be reported to the contracting state agency. |
| Quarter 2 (Months 4-6) | <ul style="list-style-type: none"> • DELIVERY OF HOMELESSNESS PREVENTION AND REHOUSING SERVICES CONTINUES • ONGOING EFFORTS TO CONDUCT ADDITIONAL AWARENESS INITIATIVES TO INCREASE COMMUNITY KNOWLEDGE OF THIS AVAILABLE RESOURCE • GOAL: 50% of funds will be expended by the end of the 2nd Quarter, and agreed upon outcomes will be reported to the contracting state agency. |
| Quarter 3 (Months 7-9) | <ul style="list-style-type: none"> • DELIVERY OF HOMELESSNESS PREVENTION AND REHOUSING SERVICES CONTINUES • ONGOING EFFORTS TO CONDUCT ADDITIONAL AWARENESS INITIATIVES TO INCREASE COMMUNITY KNOWLEDGE OF THIS AVAILABLE RESOURCE • REVIEW PROGRAM DATA FROM QUARTERS 1 AND 2 – analyze the effectiveness of the project and develop any necessary additional strategies to achieve the agreed upon outcomes. • GOAL: 75% of funds will be expended by the end of the 3rd Quarter, and agreed upon outcomes will be reported to the contracting state agency. |
| Quarter 4 (Months 10-12) | <ul style="list-style-type: none"> • DELIVERY OF HOMELESSNESS PREVENTION AND REHOUSING SERVICES CONTINUES |

| | |
|--|---|
| | <ul style="list-style-type: none"> • ONGOING EFFORTS TO CONDUCT ADDITIONAL AWARENESS INITIATIVES TO INCREASE COMMUNITY KNOWLEDGE OF THIS AVAILABLE RESOURCE • REVIEW PROGRAM DATA FROM QUARTERS 1, 2 AND 3 – Continue the analysis of program/project effectiveness and develop any necessary additional strategies to achieve the agreed upon outcomes. • GOAL: 100% of funds will be expended by the end of the 4th Quarter, and agreed upon outcomes will be reported to the contracting state agency. |
|--|---|

3. Describe its quality assurance and evaluation plans for the request. Specify how the applicant plans to monitor, evaluate, and improve their results

HHH is committed to achieving consistent and high quality services for all agency beneficiaries and program participants. The agency is able to demonstrate the sufficiency of its Quality Assurance and Evaluation plan for the proposed homelessness prevention and rehousing program.

For all agency services, HHH has adopted a Quality Management (QM) program, which includes a Quality Committee, Governing Board involvement, and a written process for goal and priority setting following standardized methodology and data-collection. This agency-wide QM program will address Quality Assurance for the services contained in this proposal.

Consumer complaints, grievances, appeals, and consumer satisfaction.

Regarding Consumer Complaints, HHH has a policy and procedure for all consumer complaints, grievances, and appeals. This includes documentation and identification of potential problems, actions taken, and demonstrated systems improvement. The QM Committee will track all of these activities and document follow up on all items.

During intake of a potentially eligible applicant for assistance, the individual/household is asked to review and acknowledge receipt of, a statement and explanation of their right to grieve any decision, including a description of the process that would be followed should they choose to utilize this process.

Program Evaluation & Work Plan

HHH has developed a system for periodic measurement, reporting, and analysis of well-defined output, outcomes measures, and performance indicators of the delivery system. Such results and information are used to improve the delivery system and clinical operations in regard to treatment planning and consumer safety issues. Feedback is provided to staff members, with subsequent follow-up to determine the impact on the agency’s system of services and supports.

Satisfaction Surveys are conducted on a monthly basis and the survey results are reviewed and are reported to the appropriate Directors and Managers, with summary information also provided to the HHH Senior Management Team (CEO, CFO, VP-Human Resources).

The HHH QM Program also includes a Work Plan that is established annually, and identifies goals and activities based on an Annual Program Evaluation. The Work Plan includes designated timelines for the project, with identified department / persons responsible for carrying out items on the Work Plan.

Maintenance of QM Policies & Procedures

HHH assures that it has established and will maintain and regularly update the following relevant QM policies and procedures: (1) Consumer Complaints, Grievances and Appeals, (2) Consumer Safety, (3) Consumer Satisfaction, (4) Disaster Preparedness, (5) Emergency Evacuation, (6) Evidence Based Practice Guidelines, (7) Compliance, (8) Consumer Rights and Orientation, and (9) Confidentiality/HIPAA.

4. *List the measure(s) of effectiveness that will be reported to the State agency through which grant funds are appropriated (the expending agency). The measure(s) will provide a standard and objective way for the State to assess the program's achievement or accomplishment. Please note that if the level of appropriation differs from the amount included in this application that the measure(s) of effectiveness will need to be updated and transmitted to the expending agency.*

For the purposes of these housing stabilization services, HHH will provide to the contracting state agency, quarterly reports covering the following primary measures of effectiveness:

- a. The number of households that are approved for financial assistance payment;
- b. The number and type of financial assistance payments provided;
- c. The average amount of financial assistance payment provided per household;;
- d. The challenges encountered and potential remedies for challenges encountered during the reporting period; and
- e. The revenue and expenditures to date, including explanations of variance in the program budget.

III. Financial**Budget**

- 1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.*

Please refer to the State budget forms included as Attachment A.

- 2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2016.*

| Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total Grant |
|-----------|-----------|-----------|-----------|-------------|
| \$67,500 | \$67,500 | \$67,500 | \$67,500 | \$250,000 |

- 3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2016.*

In addition to the funds being requested through this GIA application, for those households or individuals who for whatever reason are deemed ineligible for assistance through this proposed program, but whom HHH would still like to assist through different mechanisms, HHH has available 3 confirmed additional avenues of support for housing stabilization and homelessness prevention services that provide funding primarily for the financial assistance payments themselves, with very little allocated to staffing and program costs.

- Star Advertiser Good Neighbor Fund - \$40,000 (additional Good Neighbor Funds are available if needed – this is our conservative estimate based on other funding sources available to also meet the need)
- Aloha United Way - \$65,052
- TANF MOE - \$20,000 (actual assistance payments)

It is important to note, that without the GIA funding being requested, while we will have the funds to cover the actual assistance payments via the above sources, the overall emergency assistance for housing stabilization program will be severely limited because we will not have the funding for staffing and program costs that are necessary to run it at its full capacity (i.e. we will have a limited mechanism through which to distribute the payments). In review of the proposed budget, you will see that direct program staffing and costs account for 96.92% of the total staffing budget, which means that only 3.08% is for administrative oversight and other operational costs.

- 4. The applicant shall provide a listing of all state and federal tax credits it has been granted within the prior three years. Additionally, the applicant shall*

provide a listing of all state and federal tax credits they have applied for or anticipate applying for pertaining to any capital project, if applicable.

HHH has received no state or federal tax credits at anytime in the prior three years, and does not have any current pending application for such credits.

5. *The applicant shall provide a listing of all government contracts and grants it has been and will be receiving for program funding.*

See Attachment B – For list of all Government contracts and grants related to the proposed program. The attachment includes two confirmed awards part of which is for emergency financial assistance. There are also listed, two current contract awards for which a new award putting us into FY 2016 is not confirmed/is pending RFP issuance and/or awarding of contracts, so is therefore not guaranteed and not confirmed.

6. *The applicant shall provide the balance of its unrestricted current assets as of December 31, 2014.*

Helping Hands Hawaii is on a calendar year for our fiscal year. 2014 Year-End financials are not yet available. As of October 31, 2014 the balance of unrestricted current assets was \$874,043.32.

IV. Experience and Capability

A. Necessary Skills and Experience

The applicant shall demonstrate that it has the necessary skills, abilities, knowledge of, and experience relating to the request. State your experience and appropriateness for providing the service proposed in this application. The applicant shall also provide a listing of verifiable experience of related projects or contracts for the most recent three years that are pertinent to the request.

Since its incorporation in 1974, the agency has acquired the necessary skills, abilities, and knowledge required to provide financial assistance for homeless or at-risk homeless households as described within this proposal.

Skills Relating to the Delivery of Financial Assistance.

For the past 30 years, the agency's Human Services division has provided short-term emergency financial assistance payments for essential needs, such as past due rent or utilities. HHH has developed a strong network of over-100 social service partner agencies that have provided referrals to the agency for financial assistance and other services. Financial assistance has traditionally been provided by HHH through its Community Clearinghouse (CCH) program. However, in 2008, HHH established the

Homelessness Prevention & Rapid Re-Housing Program (HPRP), which provided financial assistance independently from the CCH.

Since 2008, HPRP eventually evolved into the current Emergency Assistance Program (EAP) that has acquired funding from a variety of public and private resources, to provide a broad range of emergency assistance services and supports to the at-risk homeless and unsheltered/sheltered homeless. In 2014, HHH assisted 287 households (representing 985 individuals) through the CCH and EAP, and awarded \$382,525.63 in emergency financial assistance.

To aid in the effective delivery of financial assistance payments, HHH has developed strong community partnerships with local vendors to ensure that services are provided in a time-sensitive manner that recognizes the urgency of an applicant's request. An examples of these are the partnerships that HHH has developed with local utility providers, such as the Hawaiian Electric Company (HECO), the Honolulu Board of Water Supply (HBWS), and The Gas Company, in regards to emergency financial payments for past due utilities. To ensure that applications are processed promptly, HHH developed a system to notify these utility companies' customer service departments by e-mail as soon as payment for an applicant is approved. This allows the applicant's account to be credited immediately to prevent disconnection of service.

HHH has also encouraged coordination and partnership with other financial assistance agencies through its active participation in *Ka Hui Ho'olaulima*. *Ka Hui Ho'olaulima* is a group of financial assistance providers on the island of Oahu, which includes Catholic Charities Hawaii, The Salvation Army – Family Services Office, Institute for Human Services, Queen Liliuokalani Children's Center, and Kalihi Palama Health Center among its active participants. HHH coordinates the agenda and prepares minutes for the quarterly discussions of this group, and through this effort helps to facilitate the development of "best practice" towards delivery of financial assistance and also increase awareness of resources offered through other providers.

As an agency, HHH also administers a statewide Representative Payee program that monitors finances and bill payment for seriously mentally ill (SMI) individuals that are referred to the agency by the State Department of Health, Adult Mental Health Division (AMHD) or come to HHH on a fee-for-service basis. HHH has provided Representative Payee services since 1999. Through the Representative Payee program, HHH maintains a caseload of between 575-625 clients statewide, and issues approximately 10,000 check payments a month for various bills owed by program participants. The Representative Payee program is an example that HHH has the capacity as an agency to administer financial assistance payments to a large number of individuals and multiple vendors on a statewide scale.

Skills Relating to the Delivery of Homeless / Housing Services.

HHH also has developed extensive skills and expertise in the delivery of services for individuals who are homeless, or who are at immediate risk of homelessness.

HHH currently provides case management to homeless individuals through (1) Community-Based Case Management (CBCM), (2) Community-Based Care Coordination (CBCC), and (3) the Hawaii Pathways Project – a Housing First model supported by a grant from the Substance Abuse and Mental Health Services Administration and as administered by the Department of Health’s Alcohol and Drug Abuse Division, targeting the chronically homeless struggling with substance use disorders or substance use with co-occurring mental illness. This specific experience with the homeless mentally ill population is critical because housing presents a unique challenge to individuals with mental illness. According to the National Alliance on Mental Illness (NAMI), housing is a particular challenge for adults with mental illness because average housing costs in Hawaii are 170% greater than income for mentally ill adults who receive government benefits, such as SSI.⁴

HHH has also incorporated case management into its EAP program. The EAP program includes case management services for individuals who – at time of application – do not demonstrate the ability to afford future household expenses, but show the potential to do so with ongoing assistance. For these individuals, EAP staff will develop a case management plan for the individual, which involves meeting specified goals or objectives in order to receive ongoing financial assistance through the program.

To more efficiently provide case management for EAP and to effectively leverage available community resources outside of pure funding, HHH utilizes practicum students from many of the Oahu higher education institutions. Social work practicum students provide up to 16 hours of service per week, which includes conducting intake and assessment with clients, as well as assisting clients in developing individualized case management plans as outlined above.

In addition to case management, HHH also has demonstrated experience in connecting homeless and at-risk individuals with basic necessities and other benefits necessary to help them both obtain and maintain long-term stable housing. Specifically, the CCH warehouse program has demonstrated its ability for over 30 years to connect homeless individuals with basic necessities, such as food, clothing, furniture, and other household items. In 2014, the CCH provided basic necessities to 1025 households (28.12% of total CCH clients) who self-identified as homeless. These clients were either walk-ins directly from the street or directly referred to CCH by emergency and transitional homeless shelters throughout the island of Oahu – including the Institute for Human Services, Onemalu, Waikiki Care-A-Van, Shelter of

⁴ National Alliance for Mental Illness. (2010). *State Statistics: Hawaii*. Arlington, VA: Author. Retrieved from: <http://www.nami.org/ContentManagement/ContentDisplay.cfm?ContentFileID=93489>.

Wisdom, Ulu ke Kukui, Weinberg Village at Waimanalo, Maili Land Transitional Shelter, and Onelauena, Ohana Ola O Kahumana.

HHH also connects homeless individuals to essential public benefits through its SNAP Outreach program. The SNAP Outreach program identifies individuals who are potentially eligible for Supplemental Nutrition Assistance Program (SNAP) benefits (i.e. “food stamps,”), assists clients with applying for benefits, and assist the client in tracking the status of their SNAP application. In particular, the HHH SNAP Outreach program helps to identify homeless individuals seeking assistance because these individuals will qualify for “expedited” processing of benefits, which means that benefits are processed by DHS within 7 days as opposed to a normal processing time of 30 days or more.

As a result of the demonstrated knowledge and skills described above, HHH believes that it is qualified to provide the services detailed in this proposal. Specifically, HHH believes that it has demonstrated its ability to provide (1) cash assistance for rent, utility and other arrearage, as well as (2) supportive services coupled with housing. These two items were identified within a 2003 report by the Urban Institute as skills that were necessary for the delivery of an effective strategy for homelessness prevention.

Experience

The agency’s relevant experience in delivering the services described above is demonstrated through the following relevant contracts listed below:

- **Housing Stabilization (Basic Necessities)(Oahu)**
City & County of Honolulu
- **Emergency Assistance – Homelessness Prevention and Homeless Rehousing (Oahu)**
City & County of Honolulu
- **Homeless Prevention and Rapid Re-Housing Program (HPRP) (Oahu)**
Department of Human Services
- **State Homeless Emergency Grant (SHEG) Program (Oahu)**
Department of Human Services
- **Housing stabilization and poverty reduction (Oahu)**
Department of Human Services – TANF
- **Housing Stabilization for Native Hawaiians (Oahu)**
Office of Hawaiian Affairs

- **Housing Stabilization and SNAP Outreach Services (Oahu)**
Hawaii Community Foundation
- **Emergency financial and material assistance (Oahu)**
Aloha United Way

B. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the request. If facilities are not presently available, describe plans to secure facilities.

HHH Housing Stabilization services will be provided at the following location:

Helping Hands Hawai'i
2100 North Nimitz Highway
Honolulu, HI 96813

This main facility also houses the Administration, Accounting, and other Behavioral Health, Human Services, and Language Access programs of the agency. The office is conveniently located in a non-congested area along Nimitz Highway, which is a main traffic thoroughfare. There are several bus stops located nearby as well as easy access to the H-1 freeway. The office is ADA compliant and has two designated parking stalls for individuals with disabilities.

The HHH office provides a warm and welcoming environment for clientele, and can comfortably support offices for program staff and case managers. Individual therapy will be available for clients during normal business hours, from 8:00 a.m. to 4:30 p.m., and will be scheduled as needed. The office has designated areas for group therapy and individual psychotherapy services as well as secured and private staffing offices. In addition, the office also contains a working kitchen, which can be utilized for providing healthy snack preparation for clients. In the event that the program outgrows the space, HHH will search for additional space to rent, that meets program needs.

The HHH facility for Oahu meets all ADA requirements. Wheelchair recipients and others have been reasonably accommodated in this facility. Moreover, this office has met all CARF safety requirements during site visits and inspections.

In addition, because the agency is required to maintain CARF accreditation for our behavioral health services, the following additional facility quality standards are applied/followed:

1. HHH will maintain a structurally sound facility that does not pose a threat to the health and safety of the recipients it serves;

2. HHH will ensure the facility is accessible and capable of being utilized without unauthorized egress and regress through other private properties. The HHH facilities will have multiple means of egress in case of fire or disaster;
3. HHH ensure each site is afforded adequate space and security for personnel effects;
4. HHH will ensure all facilities have natural or mechanical ventilation, including window or air conditioning units. HHH facilities will be free of pollutants;
5. HHH will ensure all recipients have access to bathrooms that are in proper operating condition, maintain privacy, and are adequate for personal cleanliness;
6. HHH will ensure all facilities have adequate lighting provided by a natural source, either such as sunlight, or by artificial means, including light fixtures;
7. HHH will ensure recipients have access to a kitchen area and adequate space for healthy snack preparation, including refrigerator, stove and microwave;
8. HHH will ensure all equipment and appliances within all facilities are in operational and sanitary condition;
9. HHH will ensure each facility has at a minimum, one battery-operated or hardwired smoke detector that is maintained in proper working order;
10. HHH will ensure all facilities develop and adhere to health, fire, and safety regulations within the residence in accordance with State, City, County, and accreditation standards; and
11. HHH staff will supervise all recipients within each facility to ensure each facility is maintained in a clean, safe, manner. HHH will strive to create a comfortable homelike but professional environment for all its facilities.

V. Personnel: Project Organization and Staffing

A. Proposed Staffing, Staff Qualifications, Supervision and Training

The applicant shall describe the proposed staffing pattern and proposed service capacity appropriate for the viability of the request. The applicant shall provide the qualifications and experience of personnel for the request and shall describe its ability to supervise, train and provide administrative direction relative to the request.

1. Proposed staffing.

HHH proposes the following staffing pattern to effectively implement Emergency Assistance for Housing Stabilization services for the island of Oahu:

One (1) Program Manager (.50 FTE)

Two (2) Case Managers (2.00 FTE)

One (1) Customer Service Representative (2 x .50 FTE)

The client:staff ratio for the proposed program will be 40 applications per Case Manager per month. The Case Managers will be responsible for processing a combined total of about 80 applications for emergency assistance monthly.

The client:staff ratio has been determined based on the existing workload of staff for the current EAP program. Currently, the EAP employs one staff person who is responsible for conducting the intake and assessment interview for financial assistance for approximately 80 clients per month, while the other staff member is responsible for providing case management services to those that may not be eligible for the program at first. Although the current process is adequate enough to deliver the proposed services, we are looking to modify this process to help streamline the proposed services. Instead of having one staff member who is responsible for conducting intake and assessment interviews, we are looking to have another Case Manager in that person's place and utilize the two Case Managers to conduct intake and assessments, while providing case management services to everyone that they meet with.

There is no established client:staff ratio for the Program Manager and Customer Service Representative positions.

2. Staff Qualifications

Minimum qualifications (i.e. level of education, special licenses and/or certifications, and work experience) for all proposed staff positions are outlined in agency Job

Descriptions, which are provided along with this proposal.

Please refer to Attachment C for Job Descriptions.

3. Supervision of Project Staff

The Program Manager will be responsible for the supervision of all proposed program staff. Supervision for the Program Manager will be provided by the CEO.

Supervision will be held with staff on a weekly basis, and will include a review of each staff's caseload and pending applications.

All HHH staff are evaluated and given feedback on a regular basis by their supervisor, with formal Performance Appraisals to occur at 90 days from the date of hire, and annually thereafter.

Staff training begins with New Hire Orientation. New Hire Orientation is provided by the Human Resources Department. All new employees regardless of their status must complete orientation before employment begins. This training covers employment, benefits, HIPAA, and agency rules and regulations, including but not limited to, confidentiality, code of ethics, and safety procedures.

In addition to general staff training, more specific training will be provided to staff depending on their respective duties relating to the proposed emergency assistance/housing stabilization services.

4. Training of Project Staff

Staff training begins with New Hire Orientation, as provided by the Human Resources Department. All new employees regardless of their status must complete orientation before engaging in their job responsibilities. This training covers employment, benefits, HIPAA, and agency rules and regulations including but not limited to confidentiality, code of ethics, and safety procedures.

All staff will receive specific training in the delivery of services for financial assistance and upon hire will shadow existing HHH employees who staff equivalent positions within the Emergency Assistance program. Together with the EAP Program Manager and the CEO, the existing employees new hires on how to process applications for financial assistance, as well as how to conduct follow-up contacts with participants.

Professional development opportunities will be made available to program staff as well as opportunities to engage in community/network discussions regarding the various socio-economic issues facing the households and individuals we will be assisting.

B. Organization Chart

The applicant shall illustrate the position of each staff and line of responsibility/supervision. If the request is part of a large, multi-purpose organization, include an organization chart that illustrates the placement of this request.

HHH has provided the program organization chart for the proposed Emergency Assistance for Housing Stabilization services, as well as the agency-wide organization chart. Please see the attached sheets in order to reference each staff position and line of responsibility / supervision.

Please refer to Organizational Charts in Attachment D.

C. Compensation

The applicant shall provide the annual salaries paid by the applicant to the three highest paid officers, directors, or employees of the organization by position.

| | |
|-------------------------------|-----------|
| Chief Executive Officer | \$101,900 |
| Director of Behavioral Health | \$80,000 |
| V.P., Human Resources | \$73,518 |

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgement. If applicable, please explain.

HHH does not having any current or pending litigation to which it is a party.

B. Licensure or Accreditation

There are no licensure or accreditation requirements relevant to the proposed program. However, the agency did receive in November 2012, a 3-year accreditation (the longest term that can be given) from the Commission on Accreditation of Rehabilitation Facilities (CARF) in relation to our provision of Behavioral Health services and will be engaging in its next 3-year accreditation review in the fall of 2015. While related to our behavioral health services, the CARF accreditation review process includes an in-depth analysis of all administrative/organizational functions as well, including leadership/management, safety, Board oversight, financial management, risk management, and a number of other critical areas of operation.

C. Federal and County Grants

The applicant shall separately specify the amount of federal and county grants awarded since July 1, 2014.

HHH has had not been awarded any federal or county grants since July 1, 2014.

D. Private Educational Institutions

The applicant shall specify whether the grant will be used to support or benefit a sectarian or non-sectarian private educational institution. Please see Article X, Section 1, of the State Constitution for the relevance of this question.

N/A. This grant will not be used for a private educational institutions.

E. Future Sustainability Plan

The applicant shall provide a plan for sustaining after fiscal year 2015-16 the activity funded by the grant if the grant of this application is:

(1) Received by the applicant for fiscal year 2015-16, but

(2) Not received by the applicant thereafter.

Emergency financial assistance for at-risk homeless households and households working to transition out of homelessness is considered to be a core part of HHH agency programs and services. HHH continually looks for additional and diversified sources of funding to support this program area including private contributions, private grants, fundraising, and government (state and county) funding opportunities. The diversified funding stream for our EAP program has in recent years included: A contract specific to the EAP's work with Native Hawaiian households (administered by the Office of Hawaiian Affairs); TANF MOE funding (administered by the Department of Human Services); Private contributions to the Star Advertiser Good Neighbor Fund; Smaller private foundation grants; Unrestricted donations to HHH; and Funding for homeless prevention and re-housing work (administered by the Department of Human Services). Should any of these funding sources not become available in future years/should we not receive a contract award to continue with a particular funder, we would continue to provide the proposed services, just on a smaller scale.

F. Certificate of Good Standing (If the Applicant is an Organization)

If the applicant is an organization, the applicant shall submit one (1) copy of a certificate of good standing from the Director of Commerce and Consumer Affairs that is dated no earlier than December 1, 2014.

See Attachment E for Certificate of Good Standing (COGS).

**ATTACHMENT A
PROGRAM BUDGET**

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2015 to June 30, 2016

Applicant: Helping Hands Hawaii

| BUDGET CATEGORIES | Total State Funds Requested (a) | Total Federal Funds Requested (b) | Total County Funds Requested (c) | Total Private/Other Funds Requested (d) |
|---|------------------------------------|--|-------------------------------------|--|
| A. PERSONNEL COST | | | | |
| 1. Salaries | 116,792 | | | |
| 2. Payroll Taxes & Assessments | 13,700 | | | |
| 3. Fringe Benefits | 15,218 | | | |
| TOTAL PERSONNEL COST | 145,710 | | | |
| B. OTHER CURRENT EXPENSES | | | | |
| 1. Airfare, Inter-Island | 0 | | | |
| 2. Insurance | 0 | | | |
| 3. Audit Services | 1,640 | | | |
| 4. Contractual Services - Administrative | 2,246 | | | |
| 5. Contractual Services - Subcontracts | 0 | | | |
| 6. Insurance | 1,640 | | | |
| 7. Lease/Rental of Equipment | 0 | | | |
| 8. Lease/Rental of Motor Vehicle | 0 | | | |
| 9. Lease/Rental of Space | 0 | | | |
| 10. Mileage | 443 | | | |
| 11. Postage, Freight & Delivery | 343 | | | |
| 12. Publication & Printing | 1,000 | | | |
| 13. Repair & Maintenance | 1,500 | | | |
| 14. Staff Training | 0 | | | |
| 15. Subsistence/Per Diem | 0 | | | |
| 16. Program Supplies | 981 | | | |
| 17. Telecommunication | 270 | | | |
| 18. Transportation | 0 | | | |
| 19. Utilities | 2,265 | | | |
| 20. Membership | 193 | | | |
| 21. Financial Assistance | 100,500 | | | |
| TOTAL OTHER CURRENT EXPENSES | 113,021 | | | |
| C. EQUIPMENT PURCHASES | 0 | | | |
| D. MOTOR VEHICLE PURCHASES | 0 | | | |
| E. CAPITAL | 0 | | | |
| TOTAL (A+B+C+D+E) | 258,731 | | | |
| SOURCES OF FUNDING | | Budget Prepared By: | | |
| (a) Total State Funds Requested | 258,731 | Jan Harada 440-3820 | | |
| (b) TANF MOE (confirmed) | 20,000 | Name (Please type or print) Phone | | |
| (c) Private Funds (confirmed) | 105,052 | <div style="background-color: black; width: 150px; height: 20px; display: inline-block;"></div> 1/28/2015 | | |
| (d) Total Federal (CDBG) Funds (pending contract execution) | 32,453 | Signature of Authorized Official Date | | |
| (e) Total Other Funds (pending) | 800,000 | <div style="text-align: center;"> Jan M. Harada, President & CEO Name and Title (Please type or print) </div> | | |
| TOTAL BUDGET | 1,216,236 | | | |

BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2015 to June 30, 2016

Applicant: Helping Hands Hawaii

| POSITION TITLE | FULL TIME EQUIVALENT | ANNUAL SALARY A | % OF TIME ALLOCATED TO GRANT REQUEST B | TOTAL STATE FUNDS REQUESTED (A x B) |
|---|----------------------|--------------------|---|--|
| Program Manager | 1.00 | \$42,228.00 | 50.00% | \$ 21,114.00 |
| Case Manager | 1.00 | \$32,640.00 | 100.00% | \$ 32,640.00 |
| Case Manager | 1.00 | \$32,640.00 | 100.00% | \$ 32,640.00 |
| Customer Service Representative | 1.00 | \$22,880.00 | 100.00% | \$ 22,880.00 |
| Administrative Staffing Support and Oversight (CEO, CFO, VP Human Resources, Accountants I and II | 1.00 | \$332,823.00 | 2.26% | \$ 7,518.00 |
| | | | | \$ - |
| | | | | \$ - |
| | | | | \$ - |
| | | | | \$ - |
| | | | | \$ - |
| | | | | \$ - |
| | | | | \$ - |
| | | | | \$ - |
| | | | | \$ - |
| | | | | \$ - |
| | | | | \$ - |
| TOTAL: | | | | \$116,792 |
| JUSTIFICATION/COMMENTS: | | | | |

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Period: July 1, 2015 to June 30, 2016

Applicant: Helping Hands Hawaii

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

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

BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS

Period: July 1, 2015 to June 30, 2016

Applicant: Helping Hands Hawaii

| 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: 2013-2014 | FY: 2014-2015 | FY:2015-2016 | FY:2015-2016 | FY:2016-2017 | FY:2017-2018 |
| PLANS | | | | | | |
| LAND ACQUISITION | | | | | | |
| DESIGN | | | | | | |
| CONSTRUCTION | | | | | | |
| EQUIPMENT | | | | | | |
| TOTAL: | | | | | | |
| JUSTIFICATION/COMMENTS: N/A | | | | | | |

ATTACHMENT B
LIST OF GOVERNMENT CONTRACTS AND/OR
GRANTS

ATTACHMENT B

GOVERNMENT CONTRACTS AND/OR GRANTS

Applicant: Helping Hands Hawaii

| | CONTRACT DESCRIPTION | EFFECTIVE DATES | AGENCY | GOVERNMENT ENTITY (U.S. / State / Haw / Hon / Kau / Mau) | CONTRACT VALUE |
|----|--|---|--|---|---------------------------------------|
| 1. | TANF MOE Contract – providing funding for HHH Community Clearinghouse services to TANF-eligible households, including \$20,000 for emergency financial assistance. | 1/1/15 – 12/31/15 | Department of Human Services (DHS) | State of Hawaii | \$100,000 |
| 2. | Punawai Program – Emergency financial assistance, IDA savings match, financial literacy/education and community linkages and referrals for income-eligible Native Hawaiian households. Collaborative partnership with Catholic Charities Hawaii and Hawaiian Community Assets. | 8/1/13 – 6/30/15 | Office of Hawaiian Affairs (OHA) | State of Hawaii | \$1.6M (total) |
| 3. | State Homeless Emergency Grant (SHEG) program – emergency financial assistance for households and individuals at-risk of homelessness or working to transition out of homelessness into housing. | 7/1/11 – 6/30/15 | Department of Human Services (DHS) | State of Hawaii | \$250,000/yr |
| 4. | Community Development Block Grant (CDBG) public service contract award – funding for Community Clearinghouse services – no \$ for the direct financial assistance payments is included in the award, but listing here because some of the funds help to support the emergency assistance provided through the Community Clearinghouse. | Undetermined 12 month period – contract was awarded but a firm contract start date has not yet been set/contract has not yet been executed. | C&C of Honolulu – Department of Community Services | C&C of Honolulu | \$186,934 (subject to change by City) |
| | | | | TOTAL | \$2,886,934 |

ATTACHMENT C
JOB DESCRIPTIONS

Helping Hands Hawaii Job Description

Position: Program Manager
Reports To: President & CEO
Division: Human Services
Department: Emergency Assistance Program (EAP)
Type: Full-time
FLSA Status: Salary; Exempt
EEO Code: 1 – Officials and Managers
Location: 2100 N. Nimitz Highway, Honolulu, HI 96819

OBJECTIVES:

Provides general coordination and day-to-day supervision of staff responsible for emergency support and short-term financial assistance payments for individuals and families in need. Works together with the President & CEO to ensure compliance with all State, Federal and private contract and grant requirements relating to the delivery of financial assistance and emergency support under the agency's Emergency Assistance Program (EAP). Ensures compliance with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Assists the President & CEO in developing, implementing and evaluating policies and procedures for the EAP. Recommends new approaches and/or needed amendments to existing policies and procedures to effect continual improvement of efficiency of program services.
2. Ensures delivery of needed services to the community through development, promotion and maintenance of effective and cooperative relationships with appropriate public and non-profit community agencies/partners, schools, private corporations, funding sources, and other professionals.
3. Provides final EAP review of applications for payment assistance and submits a recommendation to the President & CEO regarding applicant's eligibility to receive such payments through HHH.
4. Develops and promotes outreach strategies to solicit potential applicants for emergency financial assistance, and to promote the Emergency Assistance Program (EAP) to low-income communities and agencies servicing these communities.
5. Ensures EAP staff are processing and maintaining a caseload of applications for financial assistance payments, including following through to ensure the completion of applications if necessary.
6. Assists the President & CEO by developing and ensuring the population of appropriate data and outcome gathering tools.
7. Assists the President & CEO with quality assurance and monitoring of HHH sub-contractors providing services in collaboration with HHH for emergency assistance programs.
8. Maintains current knowledge of relevant events, discussions, policy decisions, and economic indicators that impact the EAP and the people it serves. Examples include, but are not limited to: local, state and federal budget discussions on benefits for low-income households; community debate/discussion regarding best practice strategies for addressing homelessness prevention; capabilities of partner agencies (what they are able to provide/do for people served); and county and/or state regulatory (rules, laws, etc.) action impacting EAP activities or the people served.

SUPERVISORY RESPONSIBILITIES:

1. Provide day-to-day supervision for EAP staff who are responsible for implementation of the program.
2. Work with the HHH SNAP Outreach/Volunteer Coordination Program Manager in the supervision of the Hawaii Health Connector Marketplace Assister positions.
3. Work with the HHH Volunteer Coordinator to recruit and train EAP volunteers. Ensures that the HHH EAP is optimally staffed.

4. Ensure that requested and required reports and documents are submitted in an accurate and timely manner.

REPORTING REQUIREMENTS:

1. Prepare periodic written and/or verbal reports to the President & CEO as necessary/required.
2. Prepare and submit statistical reports associated with the program as needed/required.

OTHER DUTIES:

1. Performs other duties as assigned by the President & CEO.

Note: The Company reserves the right to assign additional duties and to add, delete, or modify any essential or marginal job functions.

WORKING CONDITIONS:

Indoors, office setting, occasionally outdoors; may travel to see employees, other program sites, meeting sites, etc. as required by the job.

WORKING HOURS:

Primarily Monday – Friday, 8:00 a.m. to 4:30 p.m. Additional hours may be required to meet business needs.

EQUIPMENT USE:

Personal computer, standard office equipment and tools.

MENTAL & PHYSICAL DEMANDS:

1. Duties require the use of considerable initiative and judgment, with the ability to work independently.
2. Requires the ability to meet deadlines and at times work under pressure.
3. Requires the ability to appropriately and professionally deal with difficult people or situations.
4. Requires the ability to establish and maintain cooperative and productive work relationships internally and externally.
5. Requires sitting for an extended period of time.
6. Requires traveling to various business locations as required by the job.

COMMUNICATION DEMANDS:

Requires strong English oral and written communication skills, the ability to give instructions or directions to others, the judgment to know when to ask questions and/or ask for help, and the ability to research necessary information from a variety of sources.

MINIMUM QUALIFICATIONS:

1. Bachelor's degree in social science field from an accredited college or university and one (2) years of progressive work experience in the Human Services environment.
2. An exception may be made for the above-mentioned educational requirements, on an individual case-by-case basis, if a candidate meets the following combination of required minimum education & experience:
 - a. HS diploma or equivalent, and four (4) years of progressive job-related experience where knowledge and abilities have been demonstrated, preferably in the Human Services environment.
3. Effective communication skills (i.e. verbal/written and listening skills).
4. Working knowledge of Windows and other MS Office programs (Word, Excel, Powerpoint).
5. Ability to work directly, cooperatively and collaboratively with multi-faceted and multi-ethnic programs, staff, and volunteer force.

6. Prior supervisory experience.
7. Valid Driver's license and willingness to use properly insured car.
8. TB Clearance.

PREFERRED QUALIFICATIONS:

1. Relevant program experience in the fields of homelessness prevention and/or working within low-income communities.
2. Relevant program development experience, to include assessing community needs, developing program ideas, and implementing programs to meet those needs.

COMPANY RIGHTS:

The above information has been designated to indicate the general nature and level of work performed for this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of the employee assigned to this job. This job description does not constitute an employment contract. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

I, (print name) _____, hereby acknowledge and accept all responsibilities as the Program Manager.

Signature: _____

Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: Housing Case Manager
Reports To: Program Manager
Division: Human Services
Department: Emergency Assistance Program (EAP)
Funding - SHEG
Type: Full-time
FLSA Status: Salaried, Exempt
EEO Code: 2 - Professional
Location: 2100 N. Nimitz Hwy. Honolulu, HI 96819

OBJECTIVES:

To conduct financial literacy workshops relating to budgeting, goal setting, the importance of values, and resources relating to employment and childcare. To serve as a liaison between the Emergency Assistance Program (EAP), program participants, and community partners. To comply with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Conducts financial literacy workshops, for applicants who are seeking financial assistance payments from HHH.
2. Reviews financial literacy curriculum, and recommends revisions and new content as appropriate.
3. Collaborates with the Eligibility Worker and Program Assistant to enroll applicants in the financial literacy workshops.
4. Coordinates a monthly schedule of financial literacy workshops for financial assistance applicants.
5. Informs the Eligibility Worker when an applicant has completed attendance in the financial literacy workshop.
6. Provides assistance and follow-up to applicants for financial assistance who require help in gathering required documents or meeting application timelines and other requirements.
7. Provides referrals to social service agencies and other community resources for financial assistance applicants, and establish a plan of action to pursue such referrals if required.
8. Conducts outreach in low-income communities and with agencies serving low-income populations to promote the EAP.
9. Responds to inquiries, questions, and concerns from landlords, vendors, and other social service agencies regarding the EAP.
10. Coordinates, schedules and trains office volunteers to assist with case management and follow-up for EAP applicants as needed.
11. Completes administrative tasks, which include but may not be limited to; forms processing, data entry, photocopying, word processing and filing.

SUPERVISORY RESPONSIBILITIES:

N/A

REPORTING REQUIREMENTS:

As directed by the Program Manager.

OTHER DUTIES:

1. Develop and maintain cooperative relationships and positive communication with other Helping Hands Hawaii staff, volunteers, corporate, school and community partners.
2. Performs additional related responsibilities as assigned by Program Coordinator.

Note: The Company reserves the right to assign additional duties and to add, delete or modify any essential or marginal job functions.

WORKING CONDITIONS:

Indoors, office setting, occasionally outdoors; may travel to see employees, other program sites, meeting sites, etc. as required by the job.

WORKING HOURS:

Primarily Monday through Friday, 8:00-4:30; additional hours (eg., nights and/or weekends) may be necessary to meet business and community needs.

EQUIPMENT USE:

Personal computer, Audix PBX telephone system, standard office equipments and tools.

MENTAL & PHYSICAL DEMANDS:

1. Duties require the use of considerable initiative and judgment.
2. Work under minimal supervision and direction.
3. Requires working under deadlines and pressure.
4. Requires dealing with difficult people or situations.
5. Establishes and maintains cooperative and productive work relationships.
6. Requires sitting for an extended period of time.
7. Requires traveling to various business locations as required by the job.

COMMUNICATION DEMANDS:

Requires communicating effectively both orally and in writing in the English language; giving instructions or directions to others; and seeking information from a variety of sources.

MINIMUM QUALIFICATIONS:

1. Bachelor's Degree in Education, Psychology, Human Services or a related field, and six (6) months of progressive job-related experience in the Human Services environment.
2. An exception maybe made for the above-mentioned educational requirements, on an individual case-by-case basis, if a candidate meets the following combination of required minimum education & experience:
 - a. HS diploma or equivalent and two (2) years of progressive job-related experience where knowledge and abilities have been demonstrated, preferably in the Human Services environment.
3. Extensive working knowledge of computer programs including but not limited to Microsoft Word and Excel, Power Point and other database operational software.
4. Ability to work directly and collaboratively with diverse persons and programs found in a multi-faceted agency and community.
5. Ability to organize, direct, review and evaluate activities and volunteers.
6. Effective Communication skills (listening, speaking and writing) with proven ability to take and relay detailed and accurate information.
7. Detail oriented and ability to multi-task.
8. Valid Driver's license, clear traffic abstract, and willingness to use properly insured vehicle.

9. Current TB clearance.

PREFERRED QUALIFICATIONS:

1. Previous experience in conducting educational workshops or seminars.

COMPANY RIGHTS:

The above information has been designated to indicate the general nature and level of work performed for this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of the employee assigned to this job. This job description does not constitute an employment contract. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

I, (print name) _____, hereby acknowledge and accept all responsibilities as the Housing Case Manager.

Signature: _____ Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: Customer Service Representative
Reports To: Program Manager
Division: Human Services
Department: Emergency Assistance Program (EAP)
Funding - SHEG
Type: Part Time
FLSA Status: Hourly; Non-Exempt
EEO Code: 5 – Administrative Support Workers
Location: 2100 N. Nimitz Hwy. Honolulu, HI 96819

OBJECTIVES:

To provide general office and clerical support to the Emergency Assistance Program (EAP), which provides assistance to low-income individuals applying for financial assistance payments. To assist with EAP applicant scheduling, and conduct eligibility pre-screening over the telephone for EAP applicants. Will comply with company code of ethics, confidentiality practices, HIPAA, safety, and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Answer all incoming phone calls for the EAP in a courteous and professional manner.
2. Route all incoming calls for the appropriate department and / or contact person.
3. Retrieve messages from voicemail audix and write down the information on appropriate paperwork indicating the name of caller, date, time of call, phone number, nature of call, and route to appropriate department / contact person.
4. Schedule applicants for the EAP for intake / eligibility appointments with the Eligibility Worker and Case Manager as appropriate.
5. Provide clerical support for the Program Manager, Program Assistant, Case Manager, and Eligibility Worker, which includes but may not be limited to: typing documents in word or excel, processing forms, photocopying, faxing, shredding, and distributing documents.
6. Assist in maintaining files for EAP clients, including to file all paperwork to appropriate file and/or folders on a daily basis.
7. Provide excellent customer service in person or via telephone to clients, vendors, community partners, and others.

SUPERVISORY RESPONSIBILITIES:

N/A

REPORTING REQUIREMENTS:

As directed by the Program Manager.

OTHER DUTIES:

1. Performs additional related responsibilities as assigned by the Program Manager.

Note: The Company reserves the right to assign additional duties and to add, delete or modify any essential or marginal job functions.

WORKING CONDITIONS:

Indoors, office setting, occasionally outdoors; may travel to see employees, other program sites, meeting sites, etc. as required by the job.

WORKING HOURS:

Primarily Monday – Friday, 8:00 a.m. to 4:30 p.m. Additional hours may be required to meet business needs.

EQUIPMENT USE:

Personal computer, Audix PBX telephone system, standard office equipments and tools.

MENTAL & PHYSICAL DEMANDS:

1. Duties require the use of considerable initiative and judgment.
2. Work under minimal supervision and direction.
3. Requires working under deadlines and pressure.
4. Requires dealing with difficult people or situations.
5. Establishes and maintains cooperative and productive work relationships.
6. Requires sitting for an extended period of time.
7. Requires traveling to various business locations as required by the job.

COMMUNICATION DEMANDS:

Requires communicating effectively both orally and in writing in the English language; giving instructions or directions to others; and seeking information from a variety of sources. Must demonstrate courtesy and tact when dealing with the general public and staff.

MINIMUM QUALIFICATIONS:

1. High School Diploma or equivalent and one (1) year of progressive job-related experience where knowledge and abilities have been demonstrated, preferably in the Human Services environment.
2. Extensive working knowledge of computer programs including but not limited to Microsoft Word and Excel, Power Point and other database operational software.
3. Ability to work directly and collaboratively with diverse persons and programs found in a multi-faceted agency and community.
4. Ability to organize, direct, review and evaluate activities and volunteers.
5. Effective Communication skills (listening, speaking and writing) with proven ability to take and relay detailed and accurate information.
6. Detail oriented and ability to multi-task.
7. Health Clearance and annual TB Clearance.
8. Valid Driver's license and willingness to use properly insured vehicle, preferred.

PREFERRED QUALIFICATIONS:

1. Proficiency in utilizing Microsoft Word, Access, and Excel.
2. Knowledge of general office policies and procedures.

COMPANY RIGHTS:

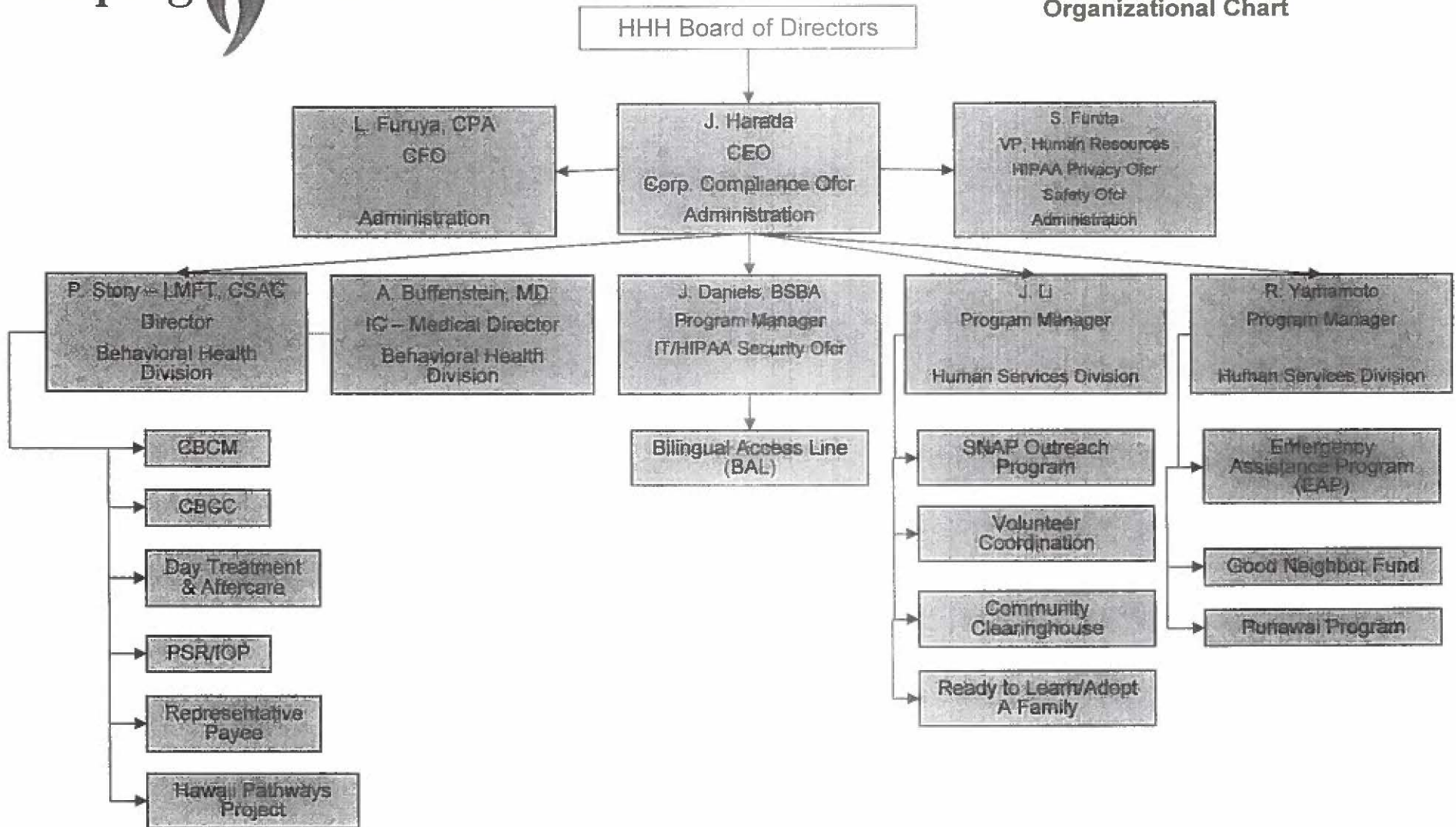
The above information has been designated to indicate the general nature and level of work performed for this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of the employee assigned to this job. This job description does not constitute an employment contract. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

I, (print name) _____, hereby acknowledge and accept all responsibilities as the PT Customer Service Representative.

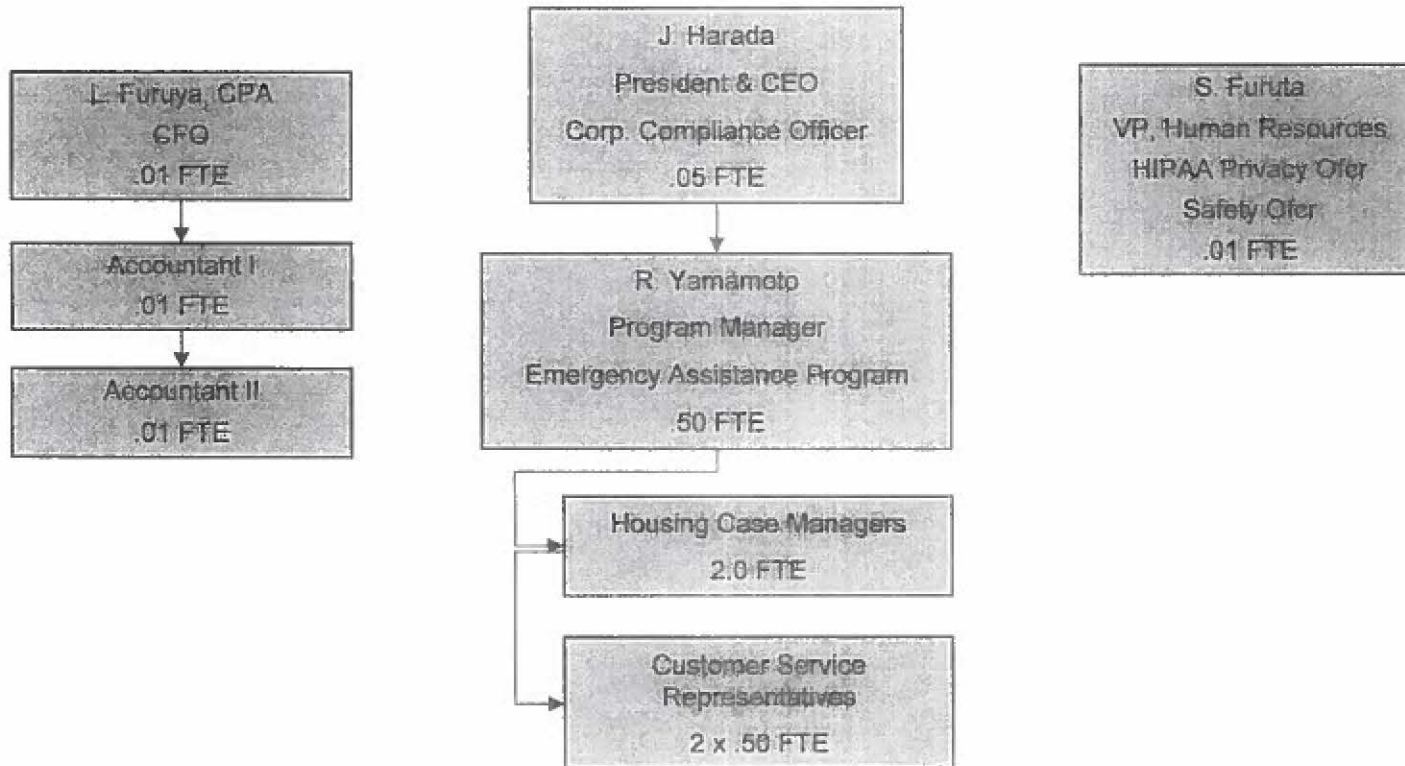
Signature: _____ Date: _____

An Equal Opportunity Employer

ATTACHMENT D
ORGANIZATION CHARTS
(1) AGENCY
(2) PROPOSED PROGRAM



ATTACHMENT D –
Program
Organizational Chart



ATTACHMENT E

**CERTIFICATE OF GOOD STANDING
(UPDATED 1-24-15)**



Department of Commerce and Consumer Affairs

CERTIFICATE OF GOOD STANDING

I, the undersigned Director of Commerce and Consumer Affairs of the State of Hawaii, do hereby certify that

HELPING HANDS HAWAII

was incorporated under the laws of Hawaii on 02/04/1974 ; that it is an existing nonprofit corporation; and that, as far as the records of this Department reveal, has complied with all of the provisions of the Hawaii Nonprofit Corporations Act, regulating domestic nonprofit corporations.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of the Department of Commerce and Consumer Affairs, at Honolulu, Hawaii.

Dated: January 24, 2015

Interim Director of Commerce and Consumer Affairs

