

House District \_\_\_\_\_

Senate District \_\_\_\_\_

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:  
IHS, The Institute for Human Services, Inc.

Db/a:

Street Address:  
546 Kaaaahi Street, Honolulu HI 96817

Mailing Address:  
546 Kaaaahi Street, Honolulu HI 96817

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name CONNIE MITCHELL

Title EXECUTIVE DIRECTOR

Phone # (808) 447-2824

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E-mail ConnieM@ihs-hawaii.org

3. TYPE OF BUSINESS ENTITY:

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

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

AIRLINE RELOCATION SERVICES FOR RECENTLY ARRIVED HOMELESS ADULTS ON OAHU AND MAUI

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

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

7. AMOUNT OF STATE FUNDS REQUESTED:

FISCAL YEAR 2017: \$ 249,528.00

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 \$0.00  
 FEDERAL \$0.00  
 COUNTY \$0.00  
 PRIVATE/OTHER \$25,000.00

T  
\_\_\_\_\_  
AUTHORIZED SIGNATURE

CONNIE MITCHELL, EXECUTIVE DIRECTOR  
NAME & TITLE

1/22/2016  
DATE SIGNED



RECEIVED  
1/22/16 *mg*

## 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;

**Mission Statement:** "To provide respite for those who are unsheltered and solutions that transforms the lives of homeless and at-risk people"

**Vision Statement:** "A community where everyone has a right to, and responsibility for safe, decent, and affordable housing" (Adopted by the Board of Directors, November 2008).

IHS, The Institute for Human Services, Inc., Hawaii's oldest, largest and most comprehensive human services agency focused exclusively on ending and preventing homelessness in Hawaii. For 37 years, IHS has responded to community needs with strategic, innovative and specific solutions to the communities we serve. In 8-years under the leadership of Executive Director, Connie Mitchell, IHS has stabilized over 12,100 homeless individuals into housing. IHS works with 200+ community partners to find homeless individuals. We provide an array of services, to stabilize and house our clients, including:

- Employment Services (337 Participants FY2015)
- Housing Assistance (1,932 Clients Stabilized FY2015)
- Emergency Shelter (1,502 Homeless Individuals FY2015)
- Meals (265,145 Meals Served FY2015, Averaging 760 Meals Per Day)
- Case Management and Lifestyle Coaching (70% Shelter Clients Enrolled FY2015)
- Health Services (1,835 clinical visits in FY2015)
- Children's Enrichment (224 Children FY2015)
- Homeless Outreach (FY2015 individuals served: North Shore/Central Oahu: 162, Urban Honolulu: 317, Waikiki: 230)

IHS is a 501(C) 3 – a private, non-profit organization, that is solution oriented and positive outcome-driven. With homelessness being Hawaii's most contentious issue, IHS will continue to adapt and respond to community needs. Since FY2014, IHS has also expanded its service areas from Iwilei, Urban Core Honolulu and North Shore into Wahiawa, Waikiki and Makiki as a response to increased community concerns and demand. In October 2014, IHS received \$30,000 from the Waikiki hospitality industry to assist 120 persons from the US mainland in Hawaii with

relocation assistance. More recently, in October 2015, IHS received \$25,000 to fund relocation assistance activities for 80 homeless persons on Maui in partnership with Maui Family Life Center, Inc. Maui Family Life Center is a non-profit organization based in Kahului, Maui that provides Emergency Shelter, Outreach, Food/Clothing, and Meal services.

2. The goals and objectives related to the request;

The goal of this project is to assist 155 homeless adult individuals currently living on Oahu and Maui islands who are “stuck” and are looking to be reconnected with family, friends or service providers in their home state, country of origin, or location where they have family or friends who have set down roots and can provide a solid foundation of support. Goals are set to relocate 107 clients on Oahu and 48 on Maui island in the project year. Short-term objectives of the relocation assistance program are:

- 1) Through outreach and case finding activities, surface, identify, engage, and connect with sheltered and unsheltered homeless adults, including persons in families, who are newer arrivals to Hawaii from out of State and/or have supports and a home to return to in their community of origin or place of meaningful tie to which they wish to relocate.
- 2) Assist persons in the target population with successfully completing their desired relocation to their community of origin or place of meaningful tie through:
  - a) Relocation navigation assistance through an outreach worker or case manager to assist the client in engaging with Point of Contact (POC), such as a family member or friend, to complete relocation planning activities.
  - b) Relocation financial assistance, by providing 50% of the client’s airline ticket purchase cost, to assist with relocation.
- 3) Expansion and solidification of a Relocation Program model on Maui island to serve the target population through provision of consultation and assistance to Maui island stakeholders: public officials, the general public, hospitality industry, commercial security, patrol officers, housekeeping staff encountering homeless persons
- 4) Provide a template Relocation Program Model for replication and refinement for Kauai and Hawaii counties in future years.

Long-term goals for the relocation program are:

1. Decrease the amount of visible homeless individuals in Hawaii by providing a safety net supporting return home of origin and/or place of meaningful ties for recent arrivals and others with support systems available out of State.
2. Decrease the amount of people coming to Hawaii as new arrivals and subsequently becoming homeless.
3. Demonstrate program effectiveness and efficiency to encourage inclusion of Relocation Assistance as a line item in the annual budget of the State of Hawaii.

Similar relocation programs have been used in the past in other locations and have proven to be not only effective but efficient. A similar program was implemented in the state of New York in 2007, allowing them the ability to relocate over 550 families in just two short years (The Guardian, 2009). Critically, this program ends homelessness for those with willing social supports and a home to go to but are homeless due to geographical distance from these supports.

## 3. The public purpose and need to be served;

This project meets the crucial public purpose of ending homelessness for the target population on Oahu and Maui by providing support in returning to their home of origin, thereby decreasing costs to our already heavily utilized local homeless, medical, psychiatric, supported housing, and social assistance systems. This type of assistance is presently limited, though need is amply demonstrated through IHS, County and State data sources illustrating the contribution of more newly arrived persons who fall into homelessness to our State's overall homeless population. Additionally, visible homelessness adversely impacts tourism, one of our State's key economic engines.

Every year, IHS receives about 100-150 inquiries from homeless individuals looking to be homeless in Hawaii. Our Homeless Outreach Program works to dissuade them by explaining the realities of being homeless in Hawaii and educates them about the high cost of living, etc. At the same time, for individuals who want to relocate to Hawaii but are looking to take responsibility by finding a home, job and not rely on government subsidies, IHS connects them with leads to the appropriate resources and information.

Data on entries into our homeless services system by more recently arrivals is well documented and validates our organizational experience. The University of Hawaii Homeless Services Utilization Report 2014<sup>1</sup> noted that in Fiscal Year 2014, 16% (1,767) of homeless adults Statewide had come to Hawaii within the last five years. Of these newer arrivals, 6% (615) had been in the Hawaii for 12 months or less, 6% (656) for 1 to three years, and 5% (496) for three to five years. Maui County had the highest percentage of newer arrivals, comprising 22% of adults served. Adults arriving in Hawaii within 12 months or less prior to enrolling in homeless services made up 10% of the total adult volume served. This data is summarized in Table 1 below.

County	Total # Homeless Adults Served	# Adults 12 Months or Less	% of Total Adults Served	# Adults 1 to 3 Years	% of Total Adults Served	# Adults 3 to 5 Years	% of Total Adults Served	# Adults 5 Years or Less	% of Total Adults Served
Hawaii	1,292	63	5%	92	7%	62	5%	217	17%
Kauai	486	24	5%	39	8%	20	4%	83	17%
Maui	1,837	180	10%	135	7%	92	5%	407	22%
Honolulu	7,108	348	5%	390	5%	322	5%	1060	15%
State of Hawaii	10,723	615	6%	656	6%	496	5%	1767	16%

<sup>1</sup> Yuan, S., Vo, H., & Gleason, K. (2014). Homeless Service Utilization Report: Hawai'i 2014. Honolulu: University of Hawaii, Center on the Family.

Persons experiencing homelessness have varied abilities and needs. In addition to low income, shortage of affordable housing, and basic economic challenges, many also have trauma and domestic violence histories, mental illness, drug and alcohol problems, and chronic health conditions. Due to the multi-dimensionality of homelessness, there needs to be a wide variety of solutions. In calendar years 2013 and 2014, IHS started an initial response by case managing 34 homeless individuals that were helped to navigate back to their homes out of state. IHS, however, did not pay for the airline tickets. Instead, IHS reserved bed space until these individuals saved enough to purchase their own tickets.

Through IHS’ Waikiki Outreach Initiative funded in November 2014, outreach and case management staff began finding and serving homeless individuals looking for a one-way ticket out of state with the agreement of working with case managers to have a safety net on the receiving end. Initial program demand was overwhelming. In the first two months of operating, IHS assisted 2 individuals back to the U.S. mainland by paying for half their ticket in addition to 54-inquiries from homeless individuals not living in Waikiki who were also looking for airline assistance.

Homeless individuals who come to Oahu from the Mainland typically stay in the heart of Waikiki, in front of hotels and businesses, unwilling to work and disrupting those who are working or vacationing. According to the Hawaii Tourism Authority (HTA), in FY 2014 tourism expenditures in Hawaii increased to over \$14.94 billion dollars. The tourism industry was comprised of approximately 145,235 jobs in 2010, more than 17.4% of total employment for the state (HTA, 2014). Visible homelessness adversely impacts visitor experiences, which likewise negatively affects their likelihood of making a return visit as well as their recommendations to others considering a visit. HTA’s 2014 Visitor Satisfaction and Activity Report noted that the most commonly reported issue or nuisance reported by visitors was “seeing homeless.”

Major Market Area	US-West	US-East	Japan	Canada	Europe	Oceania
% Reporting Seeing Homeless	42.1%	52.0%	48.0%	46.5%	46.5%	63.0%

Thusly, newer arrivals from the US Mainland and other overseas locations who become homeless increase the number of persons experiencing homelessness in our State and thusly, visible homelessness. Visible homelessness has the potential to negatively affect our local economy by deterring visitors from coming here on vacation. Relocation services provide a low cost alternative to shelter services to persons who are homeless by virtue of geographical distance from friends and family by reuniting them with their supports in their home of origin or place of meaningful tie.

4. Describe the target population to be served; and

The target population for this project comprises homeless adult individuals who have come to Hawaii from out of state and have subsequently become homeless and are seeking assistance in returning to their home of origin. These individuals typically have family or friends in other

states, but are often reluctant to admit that they have become homeless. Many have lost their identification, fell victim to unanticipated safety issues, or had a different assumption of what cost of living, daily life, and homelessness would be like in Hawaii.

While all demographic characteristics of the population served cannot be predicted precisely, analysis of IHS data on 94 households (all who experienced successful relocations) provided with relocation assistance services between December 2014 and December 2015 illustrates the known characteristics of service utilizers for a prior one year service period. It should be noted that relocations services assisted many “locals”, including persons of Native Hawaiian ancestry, who had relocated to the mainland in prior and had been stranded in Hawaii following a visit with family in the islands.

### **Household Types**

Data indicate that singles comprised 77.7% of households served, with the balance comprising couples and persons in families. Average family size was 3.5 persons. Reviewing the distribution of individuals by household types served contextualized against the total number of persons served shows that 31.6% of the total volume of persons served were persons from families. These items are summarized in the table below.

Table x <i>Household Types Served and Persons in Households, IHS Relocation Clients, Dec. 2014-Dec. 2015</i>				
HH Types	# HH	% of Total HH	# Persons in HH	% of Total Persons
Singles	73	77.7%	73	54.9%
Couples	9	9.6%	18	13.5%
Families	12	12.8%	42	31.6%
Total	94	100.0%	133	100.0%

Broken out by gender, 62 (66% of total) households had a male as the primary household contact and 32 (34% of total) had a female head of household. Broken out by household type, singles had 55 males and 18 females. Heads of households for couples comprised 5 males and 4 females, while heads of households for families comprised 3 males and 9 females. Thusly, the single largest group of households served was single males. The program served 7 veterans, all of whom were single males. Among all households assisted, 54 were IHS shelter guests upon relocation and 40 were not shelter guests.

### **Relocation Destination**

Relocation destination data by number of households was analyzed in raw format and coding was applied to form regions. The three most prevalent destinations were California (20.2%), Oregon (7.4%), and Nevada (6.4 %.). Further evaluation of regionalized data indicates that households served strongly preferred by Western United States, followed by the US South and Mid-West.

**Regionalized Relocation Data, by Number of Households**

<b>Region</b>	<b># of Households</b>	<b>% of Households</b>
Western United States	41	43.6%
Southern United States	19	20.2%
Mid-West United States	11	11.7%
East Coast United States	9	9.6%
Mountain United States	4	4.3%
Unknown	4	4.3%
Alaska	3	3.2%
Neighbor Isle	1	1.1%
North-East United States	1	1.1%
Outside of US	1	1.1%
<b>TOTAL</b>	<b>94</b>	<b>100.0%</b>

**Reason for Coming to Hawaii**

Data for 35 (23 singles, 4 couples, 8 families) households totaling 58 individuals was available for coding and study. The three largest groups comprised persons who came to Hawaii: 1) To visit or live with family or friends (28.6%), 2) Came on vacation (14.3%), or 3) Came to attend school or seek employment (14.3 %.)

<b>Reason for Coming to Hawaii</b>	<b>#</b>	<b>%</b>
Visit or live with family or friends	10	28.6%
Vacation/Seeing Paradise	5	14.3%
School or Work	5	14.3%
Start New Life	5	14.3%
Use Section 8 voucher	2	5.7%
Military Service	2	5.7%
Cheapest ticket into US from overseas	2	5.7%
Grew up in Hawaii	2	5.7%
Unknown	1	2.9%

Escape family	1	2.9%
Total	35	100.0%

### **Referral to Program and Shelter Tenure**

#### Relocation Assistance Referral Sources, Dec. 2014-Dec. 2015

Analysis of data for relocation assistance recipients was analyzed for 37 households for whom referring party information was available. Referral through IHS Outreach, Case Management, Shelter, and other program staff comprised the largest source of program referrals, followed by self referrals and referrals via partner agencies.

Coded	#	%
IHS Outreach, Case Management, or Shelter Staff	20	42.6%
Self	17	36.2%
Partner Agency	6	12.8%
Family	2	4.3%
Other Homeless People	1	2.1%
Police Department	1	2.1%
Total	47	100.0%

Though relocation services are now available on Oahu and have just started on Maui, relocation is not available on the islands of Kauai, Hawaii, Molokai, and Lanai. This project focuses on solidifying ground gained on Oahu and crystallizing the Maui project model, thereby creating a template of program practices and systems interfaces to provide a model that can be replicated and refined on the other islands through incorporation with the community and social services systems in place on each of the islands.

#### 5. Describe the geographic coverage.

The target geographical coverage area for this project will comprise the islands of Oahu and Maui, State of Hawaii. Oahu geographical coverage will be provided by the IHS Outreach team and referrals received through the IHS helpline phone line and email system, as well as leads from the general public. Maui geographical coverage will be provided through collaboration with stakeholders on that island, including existing providers, supported by IHS staff on Oahu and adding 1.0 FTE of Outreach Specialist dedicated to relocation on Maui.



## **II. Service Summary and Outcomes**

The Service Summary shall include a detailed discussion of the applicant's approach to the request. The applicant shall clearly and concisely specify the results, outcomes, and measures of effectiveness from this request. The applicant shall:

1. Describe the scope of work, tasks and responsibilities;

Assisting a homeless client through the process of relocation is a lengthy and detailed process. Staffing and program supports for this proposal incorporate lessons learned in the pilot year, particularly with respect to staffing volume required to deal with a large amount of inquiries and situation types. This will allow for speedier service delivery and more detailed data collection and analysis. Program participation requirements are designed with low-barriers to ensure accessibility while maintaining participant accountability. The scope of services for this project follows an evidence-based method called the Generalist Intervention, Model (GIM) comprised of seven service phases: 1) Outreach and Case Finding, 2) Engagement, 3) Assessment, 4) Planning and Implementation, 5) Termination, and 6) Follow Up, and 7) Program Evaluation. IHS uses a "No Wrong Door" service approach across our spectrum of services, where those vetted for whom Relocation Assistance (or any other program) is not a good fit are still provided with referral and linkages to services and resources meeting their needs. The program participation requirements and service stages are related to relocation are summarized below.

### **Program Participation Requirements**

#### **Relocation Assistance Criteria:**

1. Client must agree to pay half of cost of one-way ticket out of state.
2. Client must have a safety-net plan on the receiving end after departure from Hawaii that is vetted through Case Management and/or Outreach programs.
3. Client must work with IHS to verify client has funds to pay his/her share of cost.
4. Client must be willing to pay half the cost of airline ticket to IHS upon airfare purchase.
5. Client must sign the Relocation Assistance Waiver.

The Relocation Waiver includes an agreement by the client that if he/she does not follow through with his/her travel plans after the ticket has been purchased, he/she will forfeit what he/she paid towards the ticket and will owe IHS the amount that IHS paid toward the ticket purchase.

#### **Airfare Ticket Purchasing Procedure:**

1. Airfare tickets are purchased by the IHS Business Office.
2. Outreach Specialists/Case Managers provide client's requested departure date and income information.
3. Business office staff obtain a quote for an airline ticket against a reasonable timeframe.
4. Business office purchases ticket using the IHS company credit card.

#### **Departure:**

1. GCM and/or Outreach Specialist ensure client gets on the plane, on-time.
2. GCM and/or Outreach Specialist confirm client arrived at their destination.

3. GCM and/or Outreach Specialist will follow up with client up 30-days after departure to provide follow up referral and resource information, if needed by the client.

#### *Phase 1: Outreach and Case Finding*

**Outreach and Case Finding** activities surface and identify the target population, homeless sheltered and unsheltered adults, including persons in families, seeking return to an out of state home and support system, for engagement and assessment activities. **Outreach and Case Finding** are of two types: 1) Those conducted by IHS Outreach, Shelter, and Case Management staff, composed of direct field outreach and referral receipt, and 2) Activities conducted by non-agency staff, such as referrals from other social service providers (e.g. domestic violence shelters, homeless outreach providers and shelters) and stakeholders as well as persons self-referring. IHS Outreach assesses unsheltered homeless persons encountered for recency of arrival from out of state locations and existence of out of state supports, while the IHS shelters and case management programs assess these factors among persons who enter the shelters.

In addition to direct field outreach in camps, streets, and parks, IHS Outreach receives referrals from other social service providers, the general public, and stakeholders via the IHS HELP line by emailing [Info@IHS-Hawaii.org](mailto:Info@IHS-Hawaii.org) or calling 808-447-2800. Requests and referrals for relocation and other assistance services are documented by the Outreach Program Coordinator and assigned to Outreach Specialists for follow up, with after-action documentation of follow up actions, service and resource linkages, and outcomes. Maui **Outreach and Case Finding** activities will replicate those used on Oahu, with adjustments to the unique geography and homeless population distribution, with geographic distances, of Maui island. Cell phone, laptop, and internet technology will assist in bridging the physical distance between Maui and Oahu operations.

#### *Phase 2: Engagement*

**Engagement** is the process of establishing working rapport with persons served following **Outreach and Case Finding**. Core to engagement is determining what the homeless person wants his or her living situation to be, and in the context of relocation, if he or she wishes to relocate. For those interested, the criteria and process for relocation assistance receipt is reviewed. This model begins a knowledgeable outreach workers and case manager who specialize in housing navigation, resource and service linkage, employment, substance abuse and mental health services. Outreach workers complete field outreach rounds 4-5 times a week, finding appropriate clients and screening those who would be an appropriate fit, as well as following up with those referred by external sources. IHS case managers conduct this type of engagement work with shelter guests. In order to build a trusting relationship, numerous encounters are often needed in order to establish rapport. For those working full or part time and with no medical problems, engagement may be nearly instant. If the client has more complex needs, such as chronic health problems, mental illness or severe substance abuse issues, this process can oftentimes take up to a month or more.

#### *Phase 3: Assessment*

Relocation **Assessment** commences once **Engagement** has occurred with a person who is interested in relocating, and entails determining whether relocation assistance is a fit for the

client's needs. This step in the process takes about a week given that the client has needed documentation of income and personal identification. **Assessment** is carried out through completion of a Relocation Assistance Pre-Screening form with the client by an Outreach Worker or Case Manager. Criteria for participation and the relocation process are reviewed with the client. The completing worker uses data collected from the client, as well as other sources (with client consent) to obtain more information about the client's needs (e.g. mental health, medical, or substance abuse problems) and preferences as well as relevant history (where he/she is staying, how long in Hawaii, why he/she came to Hawaii, how he/she became homeless), existing resources (income amount and sources, identification documents, family and friends), and existing services (case management, medical care, medications, etc.) Legal holds and other barriers to travel, such as lack of valid ID, are identified and solutions evaluated.

An initial Relocation Assistance Plan is created, with an identified receiving Point of Contact (POC) person and address in the location the client wants to relocate to. The POC is verified and contacted by the IHS worker and the program is explained to the POC. This step is critical because it verifies that there is a living arrangement and point of contact for the relocating person in the area he/she is returning to. Employment/income and airline ticket information are collected to set a client departure target date, information forwarded to IHS Business Office to research ticket cost and pricing options, and set a client savings goal. Clients complete a Relocation Assistance Waiver to complete the packet. Two to three weeks at least, are needed to effectively establish a plan with goals and objectives for the client. Upon completion, the **Relocation Assessment** is reviewed by the Outreach Program Coordinator for approval.

After this intake has been processed and the client appears to be a good fit for the program (i.e. willingness to pay for half of their own ticket, known and specified support system at desired location and determination to succeed in that location), clients then enter IHS if they have not already done so. The process of getting an eligible client to the shelter can take as little a week to as long as six months, depending on the client's mental health capacity and possible substance abuse issues. The client would then set up a Kooka account, or savings account, with IHS in order to assist in saving the needed amount for his/her share of the ticket, depending on income.

#### *Phase 4: Planning and Implementation*

While started in **Assessment, Planning and Implementation** work continues until the client has successfully arrived at his/her destination. The planning and implementation phase is crucial contributes greatly to the success of the program in serving each client. After the plan has been set up, the outreach worker and case manager forwards needed information to the IHS Business Office to complete purchase of the plane ticket, ideally a month in advance. During this relocation preparation period, the worker and client continue relocation preparation activities. Special focus is put on tracking savings for the client's share of his/her ticket and saving funds for expenses once he/she has relocated, benefits transfer for disability benefits (if applicable), advance job searching, and resume and job application activities (for those who will be seeking work in their new location.) Contacts with the POC continue as needed and ground transportation logistics (e.g. drop off and pickup, bus or taxi travel) to the departing and from the arriving airports is determined. Familiarization with resources and services meeting client needs in the receiving community are explored with the client, who is provided with referral contact

information. Special needs arrangements for travel are also set up and packing activities take place. On departure day, the worker and client drive to the airport, obtain the necessary documentation for TSA. The worker touches base by phone, text or email with the client directly or through his/her POC when the client arrives at his/her destination.

*Phase 5: Termination*

Service **Termination** take place when the worker has confirmed that the client has successfully arrived at his/her destination safely.

*Phase 6: Follow-up*

Thirty days after arrival, the worker will follow-up with the client by phone, email, or text to discuss any problems he or she may have and provide referral information to services or resources in that community that can be of assistance. The worker will encourage the client to stay at their location and not return back to Hawaii unless they have a plan for success.

*Phase 7: Program Evaluation*

Project program evaluation will oversee program results, outcomes, and measures of effectiveness. Formative Evaluation activities at the program level include weekly updates of referral logs, assessments, relocation plans, and client activity by the Clinical Director and Outreach Program Coordinator. Summative evaluation activities include monthly reporting on project outcomes achieved monthly and cumulatively conducted by the IHS Director of Programs and Evaluation and Data Specialist. The IHS Director of Community relations will provide one day consultation trips on the ground on Maui for stakeholders in Quarters 1 and 3 and facilitate development of program educational materials and consolidation of a referral system for Maui island stakeholders.

Projected Project Year Outcomes are:

- # of unsheltered and sheltered homeless households assessed for relocation assistance: Total: 210 (140 on Oahu, 70 on Maui.) This includes those who decide to enter the program as well as those who do not enter the program.
- # of unsheltered and sheltered homeless households completing relocation assistance plan: Total: 170 (110 on Oahu, 60 on Maui.) These are clients who enter the program.
- # of unsheltered and sheltered homeless households successfully relocated: Total: 155 (107 on Oahu, 48 on Maui.) These are clients successfully relocated through program.

Measures of effectiveness are:

- % of clients referred receiving phone, email, or face to face response within two working days of referral or inquiry: 90% (Total 189: 126 on Oahu and 63 on Maui.)
- % of clients assessed for relocation assistance who require relocation navigation assistance only (do not require relocation financial assistance): 14% (Total: 30, 20 on Oahu and 10 on Maui.)
- % of successfully relocated clients completing 30 day post-relocation follow up: 75% (116 total, 80 from Oahu and 36 from Maui.)

- % of relocation clients meeting monthly savings benchmarks: 81% (Total 139, 96 on Oahu and 43 on Maui); it should be noted that Maui clients are projected to meet savings benchmarks at a lower rate than Oahu clients.
- % of successfully relocated clients with 120 day or less length of stay in relocation program from Relocation Planning to Termination: 69% (Total: 107, 74 on Oahu and 33 on Maui.)

*Results:* Through this Grant in Aid, IHS will assist 107 homeless persons on Oahu and 48 on Maui in relocating back home to family and other supports either on the U.S. Mainland or Pacific Islands. This includes working with partner agencies on the neighbor islands to homeless individuals in their areas as well.

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

Projected annual timelines are based on an assumed period of performance commencing on June 1, 2016 and concluding on June 30, 2017.

**Month 1:** Oahu services will commence immediately upon the grant start date, as IHS is already operating Relocation Assistance on that island. Training activities for the Oahu Outreach Specialists that will assume relocation functions will take place via on-the-job-training by the Outreach Team Leader. For Maui, a 3- week “ramp up period” during Month 1 will be needed to hire and onboard the Relocation Assistance Outreach Specialist for that island. During this time period, IHS will also establish relocation assistance referral chains via existing homeless and other social services providers and stakeholders to surface the target population. The Clinical Director, program evaluation, and finance support staff needed to execute the scope of work are already hired, trained, equipped, and in place. The three week ramp up includes project staff orientation to target goals, reporting, and communication with community stakeholders and outreach providers to streamline referrals.

Full services commence for Maui island in Month 1, Week 3.

**Months 2-12:** The program model assumes a relatively uniform amount of relocation assistance utilization throughout the duration of the project. An average of ten relocations per month from Oahu and 6 to 7 per month for Maui are projected. Program Sustainability activities focused on sustaining the program and comprising stakeholder education will commence at start of project. Community stakeholder education sessions and referral system visits to Maui by the IHS Director of Community Relations (one-day on-the-ground visit) will take place in Quarters 1 and 3. Program education materials are forecasted to be completed in **Month 4** and distributed in **Month 5**.

\*Program Evaluation: A slightly higher intensity of time will be required during Month 1 to ensure proper data collection conducted by staff and outcomes based reporting maintained. Include report forms and dialogue with funder to facilitate monthly report creation.

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

The quality assurance plan for this request will mirror those in place for similar existing IHS programs. Basic data quality and program phase status will be maintained for clients by a master by-name roster of households (singles, couples, adults) will be maintained for persons referred to the program, and updated as they move through vetting, program enrollment, relocation planning, relocation assistance, air travel, and reunification stages of the program. Rosters will also contain birth date, location and contact information, demographic, financial, and clinical information needed to assist persons served, date relocation agreement completed, along with status of employment/financial benefits, savings, relocation person of contact, relocation destination, and relocation plan status. Dates and times contacts take place will be charted for each client, along with documentation of services rendered, outcome, next steps, and follow up plans. It is hoped that the newly launched Homeless Management Information System (HMIS) in place for Partners in Care (Honolulu Continuum of Care) and Bridging the Gap (Neighbor Islands CoC) will have the capacity to maintain information of this type for relocation programs by the time this pilot is concluded. An electronic chart for each client household that enters into relocation services will be maintained containing scanned copies of the client's ID, verification of homelessness, financial statements, relocation agreement, relocation plan, and any other supporting documents that may be needed to support the client in relocating. Electronic charts will be reviewed by the Team Leader bi-weekly to ensure needed client documentation and documents are in place and to track referral, outreach, vetting, enrollment, and relocation process outcomes for the program. A monthly report will be completed by the Team Leader with assistance from IHS Program Evaluation department tracking process and outcome metric achieved versus established targets.

Project level quality assurance processes in place specific to this program include verification of identity through ID, verification of homelessness, verification of client financial resources, and verification of person of contact at relocation destination. Financial quality assurance activities will be conducted by IHS Finance staff, overseen by the Director of Finance, who conduct finance activities, such as airline ticket purchases and billing, in accordance with Generally Accepted Accounting Principles (GAAP.)

Evaluation plans for this request shall comprise monthly reports reviewing micro-systems, quantitative progress on established targets for relocation of individual households served through the project as well as mezzo-system level progress with establishing referral mechanisms and providing stakeholder education, as well as feedback from stakeholders. Data sources informing evaluation activities will include but are not limited to the by-name list, individual client records, progress notes, and synopses of stakeholder contacts. Thusly, qualitative elements will also be reported in monthly reports to capture emerging themes. Monthly reports will assess performance for each month and cumulative progress on goals through the project year.

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.

Proposed measures of effectiveness that will indicate that the project is performing are as follows:

- % of clients referred receiving phone, email, or face to face response within two working days of referral or inquiry: 90% (Total 189: 126 on Oahu and 63 on Maui)
- % of clients assessed for relocation assistance who require relocation navigation assistance only (do not require relocation financial assistance): 14% (Total: 30, 20 on Oahu and 10 on Maui)
- % of successfully relocated clients completing 30 day post-relocation follow up: 75% (116 total, 80 from Oahu and 36 from Maui)
- % of relocation clients meeting monthly savings benchmarks: 81% (Total 139, 96 on Oahu and 43 on Maui); it should be noted that Maui clients are projected to meet savings benchmarks at a lower rate than Oahu clients.
- % of successfully relocated clients with 120 day or less length of stay in relocation program from Relocation Planning to Termination: 69% (Total: 107, 74 on Oahu and 33 on Maui)

Referral receipt and client caseload are expected to build at a relatively uniform monthly rate on both islands, with Maui island possibly having lower rates during Month 1 and increasing thereafter.

### III. Financial

#### Budget

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

See attached budget forms.

2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2017.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$64,209.50	\$61,679.50	\$61,959.50	\$61,679.50	\$249,528.00

Total funds requested for this project through this request is \$249,528.00. Per client cost is \$1,609.86, based on the 155 clients who will be provided relocation assistance in the year.

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2017.

See attached.

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.

Not Applicable, IHS has not been granted any tax credits.

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

Existing and forecasted relocation airline assistance comprises:

- Hawaii Lodging and Tourism Association, \$25,000 award for Maui airline relocation assistance (11/1/15-11/30/16.) Funds airline ticket purchase for Maui only. Funds secured.
- Hawaii Lodging and Tourism Association, Waikiki Outreach Year 2: Funds not secured.

Existing and forecasted Outreach specialist activities that can be used to leverage

- State of Hawaii AMHD Homeless Outreach HTH 4320-6-16, \$385,764.00 (leverage source, application submitted 12/11/15, if awarded contract projected to commence on or about 4/1/16.) Target service/ population: Engagement and service linkage for homeless adults with suspected severe and persistent mental illness and co-occurring disorders in



Urban Honolulu/East Honolulu/Central Oahu/North Shore/Windward Oahu. The current IHS AMHD contract expires on 3/31/16. Funds applied for but not secured.

- City and County of Honolulu RFP No. DCS-GIA 2017, \$123,218 (leverage source, application submitted 11/17/15, if awarded projected to commence on or about 10/1/16.) Target service/ population: Employment focused outreach and linkage to homeless adults in Central Oahu/North Shore/Windward Oahu. Funds applied for but not secured.

Outreach activities funded by the State and City sources above, if awarded, will supply referrals to the program for Oahu clients sourced through the triage and assessment processes organic to these programs. These programs will not supply direct service staffing for specific relocation activities or relocation assistance funds, as neither of these are included in the scope of work

See attached for detail.

6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2015.

As of December 31, 2015 the agencies current unrestricted assets were \$1,893,000.

## **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.

IHS has 37 years of homeless services experience and was originally founded on community outreach in Chinatown, Honolulu and has over 29 years of experience providing emergency homeless shelter services for homeless families and individuals and currently operates four service centers in Urban Honolulu (see “Facilities” section below for additional detail.) IHS has provided case management assistance to shelter guests for over 19 years to assist them with obtaining resources, services, and skills to exit homelessness into housing. Comprehensive case management services are now offered to all adult men, women and families with children who are guests at the service centers. Services provided include an assessment of needs, referral to treatment and needed services (substance abuse, medical, mental health treatment, employment support and housing), and access to eligible services such as veterans’ benefits and programs or medical care coordination for chronically complex problems. In 2013, these services expanded to include targeted services for veterans. IHS also maintains robust direct outreach services in Urban Honolulu, Waikiki, and North Shore/Central Oahu. These include satellite Service Centers where IHS outreach workers serve unsheltered homeless singles and families in Moiliili, Waikiki, Wahiawa, and Haleiwa. In November 2014, IHS was awarded a Housing First pilot contract by the City and County of Honolulu as lead agency among a coalition of community providers in Urban Honolulu, Waikiki, and the Waianae Coast. As of December 1, 2015, 168 vulnerable chronically homeless persons (84 single adults and 84 persons in families, including 43 children) were placed into housing through the program. Following the IHS relocation pilot on Oahu, in October 2015, the Hawaii Lodging and Tourism Association awarded Maui Family Life Center \$25,000 to launch a relocation program for recently arrived homeless adults on Maui in partnership with IHS.

Related outreach and case management projects serving the focus population and pertinent to this request in the last three years include:

#### Federal Grant Awards

- VET (Veterans Engaged in Transition) House (Year 3), VA261-164-C-5012, \$234,240, 10/1/15-9/30/16
- VA Emergency Shelter Beds (Year 2), VA261-14-C-0179, \$61,320, 8/1/15-7/31/16
- SAMHSA, Aligning Community Partners to Enhance Well-Being of Chronically Homeless, 5UD1TI023565-02, \$1,500,000, 9/30/2011-9/29/2014

#### State Grant Awards

- Homeless Outreach and Interim Case Management Services, ASO Log. No. 14-165, \$295,000, 1/1/14-12/31/14 (Year 1, \$203,000), 1/1/15 with extension to 3/31/16 (Year 2, \$188,381)

#### County Grant Awards

- Community Assistance Program, CT-DCS-1500501, \$500,000, 9/9/15-9/8/16
- City Housing First, CT-DCS-1500120-1, \$2,080,000.00, 11/1/14-10/31/15 (Year 1);
- Honolulu DCS North Shore/Central Oahu Outreach, CT-DCS-150030, \$250,000.00, 10/1/14-9/30/15, extension to 1/31/16
- Northshore Homeless Assistance, CT-DCS-11300034, \$750,000, 9/17/2012-9/1/14
- JABSOM Outreach Collaboration, CT-DCS-1200162, \$360,000, 2/7/12-2/6/14

#### Private Awards

- Hawaii Lodging and Tourism Association, Waikiki Outreach (Year 1), October 2014- November 2015, \$100,000, Year 2: \$100,000
- American Resort Development Association, \$5,000 Year 1 (2015), \$5,000 Year 1 (2016)

#### **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.

IHS has adequate facilities on Oahu to execute on the scope of work covered by this request. IHS currently operates four service centers in Urban Honolulu: Sumner, Kaaahi, Kaamahu, and Hale Mauiola. If Maui relocation activities proposed under this request are granted, funding cell phone, wireless hotspot, and laptop for the 1.0 FTE of Relocation Specialist allocated to Maui is included in this request. IHS will consult with homeless service providers on Maui, such as Maui Family Life Center, to channel referrals and any physical structure support required by this staff.

In addition to Honolulu, IHS Outreach activities cover a geographic footprint that includes Central Oahu, North Shore, and Waikiki. The Sumner Street emergency shelter for single men at 350 Sumner Street was opened in 1986. In 1997, IHS' 546 Kaaahi Street emergency shelter opened its doors for single women and Families with children. Renovations, repairs, and management and operation of IHS shelters and service centers are under the supervision of the Director of Facilities and Operations. A Maintenance Assistant and Agricultural Specialist assist with the maintenance, repair, and renovation of IHS physical plant, vehicles, and green spaces.

Each of the Kaaahi (women and families' shelter) and Sumner (men's shelter) Service Centers are overseen by a Guest Services Manager and staffed by Guest Services Assistants who operate and maintain the living area (sleeping, dining, restroom and shower, and classroom portions of the facility), provide general assistance and support to guests, and ensure safety and supervision. Guest Services Specialists conduct shelter intakes and exits, provide information on general resources and services, and ensure building access is monitored and secured at all times. During swing and evening shifts, Guest Services line staff are supported and supervised by Guest Services Supervisors and are able to obtain

additional support by phone the Clinical Director, Program Coordinators, RN, and other recovery support services.

Both shelters are open 24 hrs/day, 7 days/wk, serve 3 meals per day and provide showers to shelters guests and non shelter guests. Built in 1985, the Sumner Street facility is a two-story building. IHS has a 54-year lease (\$1.00 per year) that expires in 2040. Since July 1, 1997, IHS has operated an emergency shelter for women and families at 546 Kaaahi Street, located at the foot of Liliha/Kapalama. The building was purchased and renovated by the City and County of Honolulu, with whom IHS has an on-going no cost lease/management agreement approved for a 25-year period.

The first floor of the Sumner Street facility contains offices, kitchen and a dining/multi-purpose room, bathroom, laundry facilities and the health clinic. The second floor contains outreach and case management offices, bathroom facilities and a large multi-purpose room and smaller meeting room. The multi-purpose rooms on both the 1st and 2nd floor are used for sleeping space at night for up to 200 adult men. IHS housing and employment program offices are located at the Sumner facility.

The Kaaahi Street facility contains outreach, case management and guest services offices, a computer learning center, family/children classroom, health clinic, bathrooms and the parking garage. The second floor contains two separate dormitories for single women (capacity 80 individuals) and families (about 110 persons in families), bathrooms and laundry facilities. The third floor contains administrative offices, case management offices, a conference room, a dining/multi-purpose room used for meals, workshops, *Kokua Korner* clothing and household furnishings dispensary, and the dry food storage area.

The Facilities provide adequate semi-private office space for intake, assessment, case management and facilitation and appropriate storage of documentation. Computer workstations computers are available for use by guests at the Men's Shelter at Sumner Street and in the Learning Center at the Women and Families Shelter. The Children's Program classroom is well used for family activities and preschool and after school enrichment programming. During the past five years, IHS has expanded useable space at the shelters by offering guests job skills training programs with the agency's edible landscape, vertical gardens and at the rooftop garden/job skills training center.

In 2012, IHS opened the Kaamahu Service Center to accommodate the growing Housing and Employment programs. It is located adjacent to the Women's and Families' shelter and provides classroom space for clients as well as offices for staff. Operation of this facility if overseen by the Director of Housing and Employment and client traffic control is managed by the Officer Manager. Routine cleaning is integrated into the Housing and Employment staff's job duties, with renovation, repair, and more complex maintenance duties performed by the Maintenance Assistant from the Facilities and Operations department.

In November 2015, IHS opened the Hale Mauiola Center on Sand Island. Homeless adults singles and couples are accommodated with their own separate, locking living units and receive case management and recovery support services. Currently, there are 40 units at

Hale Mauliola, comprised of 24 singles units, 4 ADA units, and 12 couples units. Shared common areas include restrooms, showers, and a seating area. Guests may have pets, and there is a reception trailer that serves as headquarters for guest services staff and provides computers and case management meeting space. Hale Mauliola is staffed by IHS Guest Services and Case Management personnel with security provided by a private security firm. Parking is available for guests with cars, and a shuttle runs from the Center to Honolulu at set time intervals.

IHS facilities meet ADA Title III accessibility requirements and all other standards required for its 2005 accreditation with the Commission on Accreditation of Rehabilitative Facilities (CARF). Currently, many guests and staff of IHS are individuals with disabilities. All entrances, restrooms, parking areas, elevators, and hallways are accessible to people with disabilities. IHS has an experienced Operations Staff that ensures a safe and secure working environment. Regularly scheduled fire drills and emergency planning ensure the safety of all staff and clients. CARF standards (plans, training and schedules drills) for all types of emergency preparedness are incorporated as part of IHS overall safety plan. IHS has an experienced shelter Operations Staff that ensures a safe and secure working environment. Environmental Safety Plans are in place.

## 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.

Relocation assistance is one of a spectrum of IHS Outreach services headquartered within IHS Clinical Programs. The Outreach Team Leader personally managed and coordinated the pilot airline relocation assistance program that demonstrated successful reconnection of homeless individuals with their families, friends or other social service providers out of state. Outreach Specialists work under IHS' Clinical Director who has been part of the IHS team for 5 years. IHS' Clinical Director also oversees 15 Case Managers, 5 Program Coordinators and 4 Outreach Specialists whom also assisted 133 homeless individuals from 94 households in the last year in relocating back home to out of state locations.

All together, IHS is the most experienced homeless service provider that is capable to triaging, assessing and stabilizing homeless individuals into various housing programs. Within the last 8-years, IHS has stabilized over 12,100 homeless individuals into housing. This includes those who relocated back to homes and family supports on the U.S. mainland.

Core Outreach program staff include:

- **Jerry Coffee, MSW, LCSW, IHS Clinical Director**- His clinical experience spans 23 years in the health and human services fields. Mr. Coffee has supervised Crisis Mobile Outreach and Assertive Community Treatment teams contracted with the State of Hawaii Adult Mental Health Division. He developed and ran family support programs for both private non-profit and for profit entities delivering social and behavioral health services including domestic violence groups and services for children. He most recently served as a Service Coordination Manager for EVERCARE prior to joining IHS in 2010. Mr. Coffee will provide clinical direction and support to ensure that individual client's clinical needs are assessed and resources identified.

- **Outreach Program Coordinator Vinesha Bertola, MA**-5 years Homeless Service experience, 4 in Outreach, and past volunteer experience as a Family Court Guardian Ad Litem. She holds an MA in Counseling, BA in Criminal Justice, and is completing clinical supervision to sit for the Licensed Mental Health Counselor exam. Coordinates routine outreach in Urban Honolulu, Waikiki/Moiliili, North Shore/Central Oahu regions, and other areas as needed. She also routes outreach inquiries and service requests to case management, shelter, and outreach teams through the HelpHomeless@ihs-hawaii.org email and phone calls from community stakeholders. She is lead IHS liaison to the Hale O Malama case conference work group and coordinates all housing navigation activities for the Chronically Homeless VI-SPDAT-ed by IHS. She provides coordination of case assignments and administrative supervision to ensure efficient, optimal case coverage. Since November 2015, Ms. Bertola has overseen the existing IHS Relocation program, and coordinated receipt and review of referrals, follow up phone calls and

emails, relocation plan completion, relocation financial assistance, airline ticket purchase, airport transportation planning, and post departure follow up. She will oversee these functions for the proposed project.

**Senior Outreach Specialist, Justin Phillips**, has been with IHS for 6 years, serving progressively as a Shelter Assistant, Shift Leader, and Men's Life Skills Facilitator at our men's shelter. In 2011, he joined Outreach and partnered with psychiatrist Dr. Koyanagi to blend outreach engagement and community psychiatry for our SAMHSA CABHI in Urban Honolulu. He is our lead outreach specialist and the key ground liaison for other Outreach providers, in addition to his Outreach direct service duties, provides practical field outreach orientation to new medical, BSN and MSN nursing students, and social work interns. He oversees outreach workers' field activities, including documentation checks, and will provide field training and orientation for the proposed project.

## **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.

Staffing for the proposed project includes:

- 0.05 FTE \*Clinical Supervisor (IHS Clinical Director)
- 0.25 FTE \*Team Leader (Outreach Program Coordinator)
- 2.0 FTE \*Outreach Specialists (1.0 FTE Oahu and 1.0 FTE Maui.)

IHS's Clinical Director will provide clinical consultation to the team for mental health, medical, and substance abuse related needs and services for clients vetted for as well as those accepted for Relocation services. The Team Leader ensures Outreach Specialists are supported to do their work effectively with consumers, and will oversee Relocation Assistance services provided to clients, by the Outreach Specialists, including but not limited to receipt and review of referrals, follow up phone calls and emails, relocation plan completion, relocation financial assistance, airline ticket purchase, airport transportation planning, and post departure follow up.

Direct service Outreach Specialists will comprise 1.0 FTE allocated to Oahu and 1.0 FTE on Maui. Though Maui has a lower total target population to be served through this project, the homeless population on Maui is more widely dispersed than Oahu's, and geographical areas covered by public transportation and bus timetables on Maui have less travel frequency. The Maui position is expected to spend much more time in case finding activities and direct transportation assistance. For both project areas, the Outreach Specialists will conduct field rounds and follow up rounds, assistance with completing relocation assistance applications, relocation planning (including contact with receiving parties off island and pre-departure ongoing communication), and assistance with obtaining ID, pre-departure transportation, and airport transportation. Because the Maui project will be about one year behind the Oahu project in starting, the Maui Outreach Specialist is expected to spend some time in mezzo-system level community and stakeholder education activities in linkage functions in the first three months of

the project, as occurred on Oahu as hospitality, business, and community groups came into the fold of active stakeholders.

Leveraged resources available will include 1.0 FTE Senior Outreach Specialist and 0.5 FTE Outreach Program Assistant, forecasted mostly for outreach service needs, as well as the IHS Outreach, Health Services, Case Management, Shelter, Employment, and Housing teams, who will be able to assist with services for clients who are vetted for relocation but who choose to remain on Oahu or Maui. Preparation time and ground time spent by the IHS Director of Community Relations for two visits to Maui to work with identified stakeholders and assist with development of relocation assistance processes, educational needs, help cards, and to share practices developed on Oahu during the pilot will also be leveraged. The budget indirect cost line covers cost of Business Office staff conducting airline ticket purchase activities, IT systems, and program evaluation personnel.

For additional detail, see attached Agency-Wide, Outreach, and Relocation program specific organizational charts in Attachments section.

### **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.

Connie Mitchell, Executive Director, \$125,733  
David Goya, Director of Finance, \$85,000  
Jerry Coffee, Clinical Director, \$85,000

## **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.

IHS has no active or pending litigation.

### **B. Licensure or Accreditation**

The applicant shall specify any special qualifications, including but not limited to licensure or accreditation that the applicant possesses relevant to this request.

IHS has been accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF) for behavioral health case management services since 2005, and was recently reaccredited through June 2017.



**C. 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.

This grant shall not be used to support or benefit a sectarian or non-sectarian private educational institution.

**D. Future Sustainability Plan**

The applicant shall provide a plan for sustaining after fiscal year 2016-17 the activity funded by the grant if the grant of this application is:

- (1) Received by the applicant for fiscal year 2016-17, but
- (2) Not received by the applicant thereafter.

If the grant activities funded by this relocation request are funded for FY 2016-2017 but are not funded by this funding source thereafter, there are two activity areas that will need to be sustained to ensure that relocation services for recently arrived homeless adults are maintained. These two activity areas are: 1) Continued homeless outreach and triage services that seek out, surface, and assist the target population and 2) Airfare assistance, communications, and ground transportation assistance for the target population. It is hoped that both of these plans will be sustained by the creation of a line item in annual the State of Hawaii budget that provides funding for these two activities, supported by the clear need for services of this type.

If State funding is not secured in this way, it is likely that the project will not be able to be carried out with the level of intentionality proposed. Sustainability plans in such a scenario include seeking funding from private and other government grant sources. Government grants from the individual counties and the State of Hawaii may be able to provide some funding for outreach activities, but at a more generalist and less focused scale. Airline assistance funds and funding for communications and ground transportation assistance may be sourced via requests to private organizations and stakeholders, including hotels, labor unions, and other organizations with interests in the hospitality and visitor industries.

**E. 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, 2015.

See attached Certificate of Good Standing in "Attachments" section.

## BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2016 to June 30, 2017

Applicant: IHS, The Institute for Human Services, Inc.

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)
<b>A. PERSONNEL COST</b>				
1. Salaries	100,189			
2. Payroll Taxes & Assessments	10,640			
3. Fringe Benefits	16,262			
<b>TOTAL PERSONNEL COST</b>	<b>127,091</b>			
<b>B. OTHER CURRENT EXPENSES</b>				
1. Airfare, Inter-Island (Maui & Hawaii Island staff consultation)	400			
2. Insurance	0			
3. Lease/Rental of Equipment	0			
4. Lease/Rental of Space	0			
5. Staff Training	0			
6. Supplies	3,450			
7. Telecommunication-Staff cell phones & hotspots for relocation client services	1,283			
8. Utilities	0			
9. Lease/Rental of Motor Vehicle-(Maui & Hawaii Island staff consultation)	160			
10. Relocation Client Assistance-Airfare from Oahu	38,520			
11. Relocation Client Assistance-Airfare from Maui	17,280			21,250
12. Relocation Client Assistance- Luggage-Maui	1,800			
13. Relocation Client Assistance-Insurance for Client Airfare and Luggage	15,500			
14. Relocation Client Assistance-Telecommunications	233			
15. Relocation Client Assistance- ID, Bus Ticket Assistance-Oahu	2,000			
16. Relocation Client Assistance-ID, Bus Ticket Assistance-Maui	900			
17. Transportation /Vehicle Expenses-Oahu	1,916			
18. Transportation /Vehicle Expenses-Maui	3,096			
19. Administrative /Indirect Costs- 15.4% of direct costs per IHS Federal Indirect Cost Rate Agreement	33,299			3,750
<b>TOTAL OTHER CURRENT EXPENSES</b>	<b>119,837</b>			<b>25,000</b>
<b>C. EQUIPMENT PURCHASES - Purchase of two laptop computers for serving clients</b>	<b>2,600</b>			
<b>D. MOTOR VEHICLE PURCHASES</b>				
<b>E. CAPITAL</b>				
<b>TOTAL (A+B+C+D+E)</b>	<b>249,528</b>			<b>25,000</b>
<b>SOURCES OF FUNDING</b>		Budget Prepared By:		
(a) Total State Funds Requested	249,528	Kanui Bell, Director of Programs and Evaluation (808) 447-2839		
(b) Total Federal Funds Requested		None		
(c) Total County Funds Requested		1/22/2016		
(d) Total Private/Other Funds Requested		Date		
<b>TOTAL BUDGET</b>	<b>249,528</b>	Connie Mitchell, Executive Director Name and Title (Please type or print)		

## BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2016 to June 30, 2017

Applicant: IHS, The Institute for Human Services, Inc.

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
Clinical Director (Clinical Supervisor)	1	\$87,550.00	5.00%	\$ 4,378.00
Outreach Program Coordinator (Team Leader)	1	\$42,745.00	25.00%	\$ 10,686.00
Senior Outreach Specialist- Leveraged	1	\$39,655.00	0.00%	\$ -
Outreach Specialist, North Shore/Windward	1.5	\$52,500.00	25.00%	\$ 13,125.00
Outreach Specialist, Urban Honolulu	2	\$70,000.00	25.00%	\$ 17,500.00
Outreach Specialist, Waikiki/Moiliili - Leveraged	2	\$70,000.00	25.00%	\$ 17,500.00
Outreach Relocation Specialist-Maui	1	\$37,000.00	100.00%	\$ 37,000.00
				\$ -
				\$ -
				\$ -
				\$ -
<b>TOTAL:</b>				<b>100,189.00</b>

**JUSTIFICATION/COMMENTS:**  
 Annual salaries include budgeted 3% increases to current salary rates. Actual increases if any will be determined by performance evaluations and prevailing wage rates for comparable positions at the time of contract execution.



## BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS

Period: July 1, 2016 to June 30, 2017

Applicant: IHS, The Institute for Human Services, Inc.

TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OTHER SOURCES OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY: 2014-2015	FY: 2015-2016	FY:2016-2017	FY:2016-2017	FY:2017-2018	FY:2018-2019
	PLANS	N/A	N/A	N/A	N/A	N/A
LAND ACQUISITION	N/A	N/A	N/A	N/A	N/A	N/A
DESIGN	N/A	N/A	N/A	N/A	N/A	N/A
CONSTRUCTION	N/A	N/A	N/A	N/A	N/A	N/A
EQUIPMENT	N/A	N/A	N/A	N/A	N/A	N/A
TOTAL:	N/A	N/A	N/A	N/A	N/A	N/A

JUSTIFICATION/COMMENTS: Not applicable, this request is not for a Capital Project.

**GOVERNMENT CONTRACTS AND / OR GRANTS**

Applicant: IHS, The Institute for Human Services, Inc.

Contracts Total:

12,147,713

	<b>CONTRACT DESCRIPTION</b>	<b>EFFECTIVE DATES</b>	<b>AGENCY</b>	<b>GOVERNMENT ENTITY</b>	<b>CONTRACT VALUE</b>
1	CDBG Capital Improvement Project CT-DCS-1500211	3/2/15-5/31/16	C&C Honolulu / DCS	C & C of Honolulu	767,650
2	City GIA Vans FY2016 CT-DCS-1600061	10/1/15-9/30/16	C&C Honolulu / DCS	C & C of Honolulu	69,007
3	Clean and Sober Transitions CT-DCS-1600095	8/1/15-7/31/16	C&C Honolulu / DCS	C & C of Honolulu	137,224
4	Clean and Sober Transitions 2 CT-DCS-1600095	8/1/16-7/31/17	C&C Honolulu / DCS	C & C of Honolulu	182,895
5	CoC - PH - Home At Last CT-DCS-1500452	4/1/2015 - 3/31/16	C&C Honolulu / DCS	C & C of Honolulu	1,250,717
6	CoC - PH - Home At Last Pending award decision	4/1/2016 - 3/31/17	C&C Honolulu / DCS	C & C of Honolulu	Pending
7	CoC - PH - No Place Like Home Pending contract receipt	10/1/15-9/30/16	C&C Honolulu / DCS	C & C of Honolulu	278,263
8	CoC - PH - Permanent Supportive Housing Pending award decision	1/1/16-12/31/16	C&C Honolulu / DCS	C & C of Honolulu	480,098
9	CoC - Rapid Re-Housing Pending contract receipt	10/1/15-9/30/16	C&C Honolulu / DCS	C & C of Honolulu	285,652
10	Community Assistance Program CT-DCS-1500501	9/9/15-9/8/16	C&C Honolulu / DCS	C & C of Honolulu	500,000
11	ESG HPRP CT-DCS-1600126	12/1/15-6/30/17	C&C Honolulu / DCS	C & C of Honolulu	220,000
12	ESG Summer Shelter Services CT-DCS-1600124	12/1/15-1/31/17	C&C Honolulu / DCS	C & C of Honolulu	144,000
13	Hale Mauiola CT-DCS-1500498	8/15/15-8/14/16	C&C Honolulu / DCS	C & C of Honolulu	850,000
14	Housing First CT-DCS-1500120-1, Amend 2	11/1/15-10/31/16	C&C Honolulu / DCS	C & C of Honolulu	2,353,000
15	Rapid Triage & ISC Pending contract receipt	8/1/15-7/31/16	C&C Honolulu / DCS	C & C of Honolulu	212,866
16	Rapid Triage & ISC 2 Pending contract receipt	8/1/16-7/31/17	C&C Honolulu / DCS	C & C of Honolulu	Pending
17	SPC - PH - Home Sweet Home 1 CT-DCS-1200089	10/01/11-09/30/16	C&C Honolulu / DCS	C & C of Honolulu	453,120
18	SPC - PH - Home Sweet Home 2 CT-DCS-1300109	10/15/12-10/14/17	C&C Honolulu / DCS	C & C of Honolulu	518,700
19	TANF Maintenance of Effort (MOE) Pending contract receipt	1/1/16-12/31/16	State DHS / BESSD / ETI	State of Hawaii	150,000
20	State Homeless Shelter Program - Kaaahi DHS-14-HPO-963-SA03	8/1/15-7/31/16	State DHS / BESSD / HP	State of Hawaii	800,000
21	State Homeless Shelter Program - Sumner DHS-14-HPO-963-SA03	8/1/15-7/31/16	State DHS / BESSD / HP	State of Hawaii	1,000,000
22	TANF Housing Placement Program DHS-14-HPO-941-SA03	7/1/15-6/30/16	State DHS / BESSD / HP	State of Hawaii	530,450
23	TANF Housing Placement Program Pending contract extension	7/1/16-6/30/17	State DHS / BESSD / HP	State of Hawaii	Pending
24	ADAD Homeless Outpatient Program ASO-14-091	7/1/16-6/30/17	State DOH / ADAD	State of Hawaii	100,000
25	ADAD Integrated Case Management ASO 14-089	7/1/16-6/30/17	State DOH / ADAD	State of Hawaii	100,000
26	AMHD Outreach ASO-14-165	1/1/15-3/31/16	State DOH / AMHD	State of Hawaii	188,381
27	AMHD Outreach Pending award decision	4/1/16-3/31/17	State DOH / AMHD	State of Hawaii	Pending
28	CBCM (AMHD ICM) - FFS ASO-12-100	4/1/16-3/31/17	State DOH / AMHD	State of Hawaii	230,000
29	Emergency Food and Shelter Program LRO ID: 210600-010 Phase 33		US DHS/FEMA	United States (federal govt.)	7,940
30	VA Sumner - 6 Beds VA261-14-C-0179	8/1/15-7/31/16	US VA/HCHV	United States (federal govt.)	63,510
31	VET House VA261-16-C-5012	10/1/15-9/30/16	US VA/HCHV	United States (federal govt.)	234,240

**DECLARATION STATEMENT OF  
APPLICANTS FOR GRANTS 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 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 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, 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 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 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.

IHS, The Institute for Human Services, Inc.

(T) 	1/5/2016
(Signature)	(Date)

Connie Mitchell	Executive Director
(Typed Name)	(Title)

## **Attachments**

1. Organizational Charts
  - a. Agency Wide
  - b. Outreach Programs
  - c. Relocation Program
  
2. Certificate of Good Standing



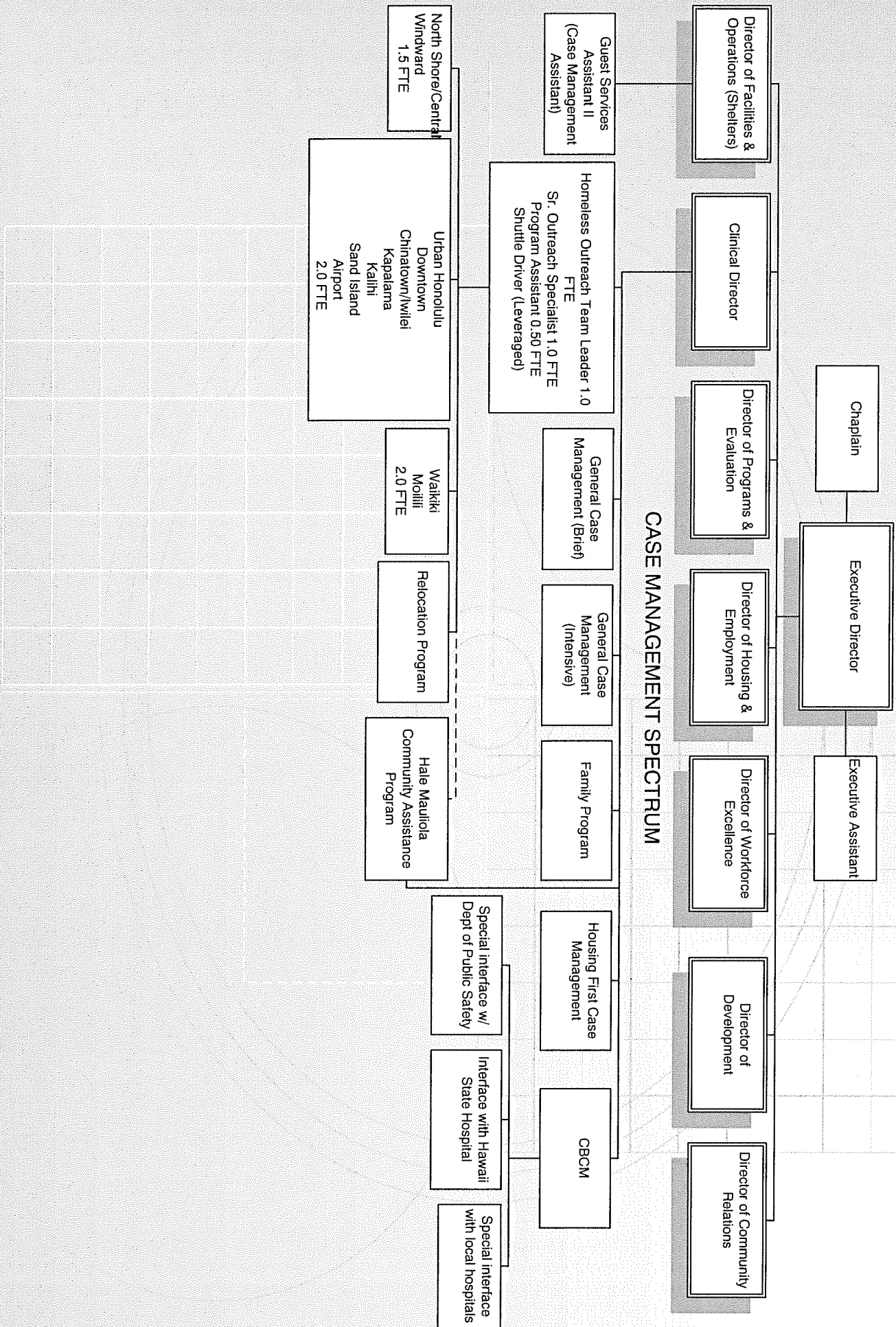
# **1. Organizational Charts**

- a. Agency Wide
- b. Outreach Programs
- c. Relocation Programs



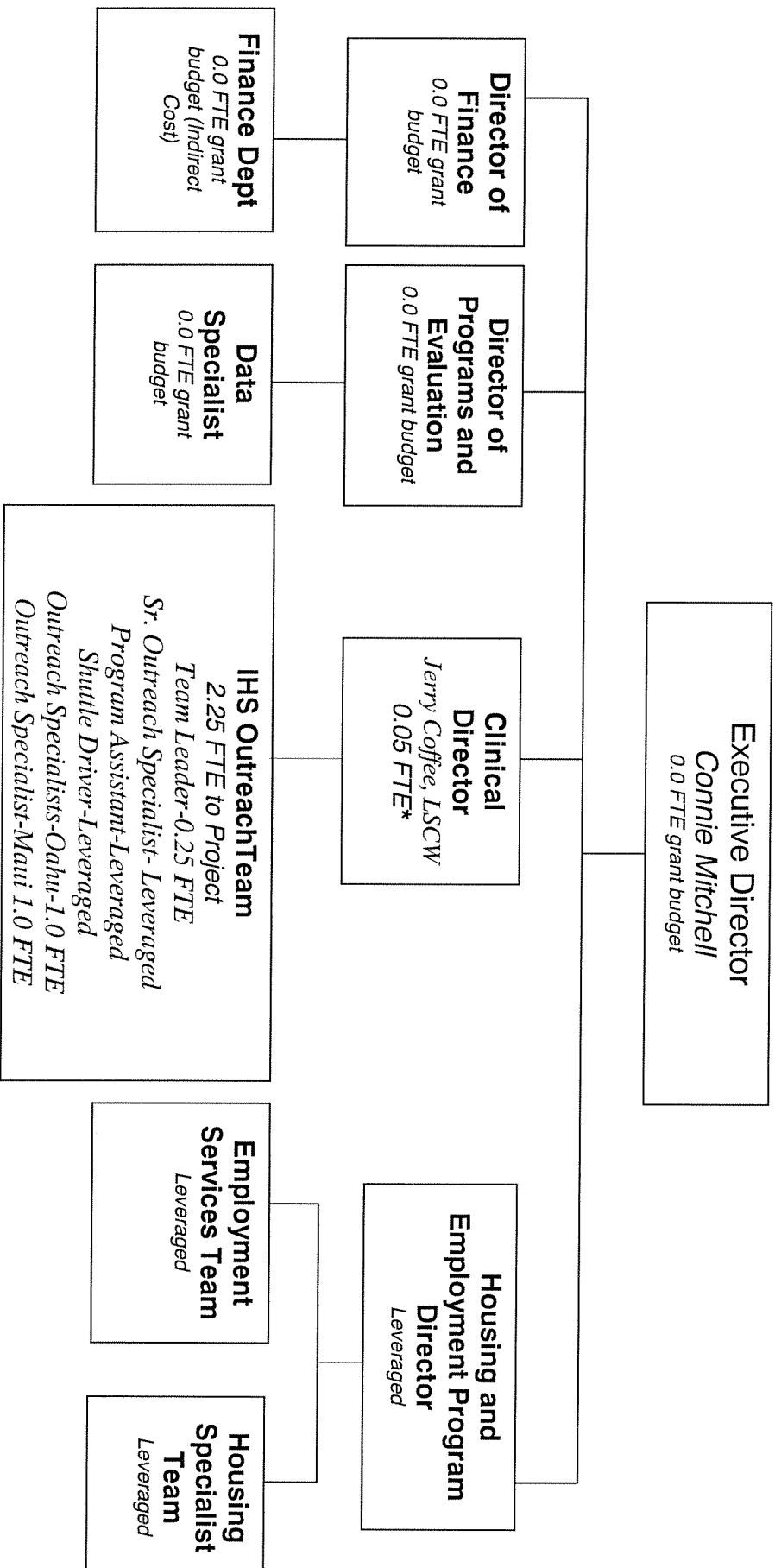
# IHS Homeless Outreach Program Chart

\*Illustrates relationship of Outreach to Other Case Management Programs



## Relocation Assistance Outreach Program Chart

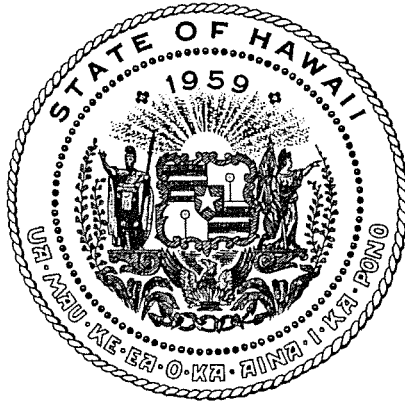
\*Illustrates relationship of Relocation Assistance to Other Outreach Programs



All FTEs noted here are specific to the program. Positions with note "0.0 FTE grant budget" are calculated into the Administrative/Indirect Cost rate will need to be supported through funds leveraged by other sources. \*\*FTE for Clinical Director, Outreach Team Leader, and Outreach Specialist are included in the program budget and will need to be supported through funds leveraged by other sources.

Applicant: IHS, The Institute for Human Services, Inc.

## **2. Certificate of Good Standing**



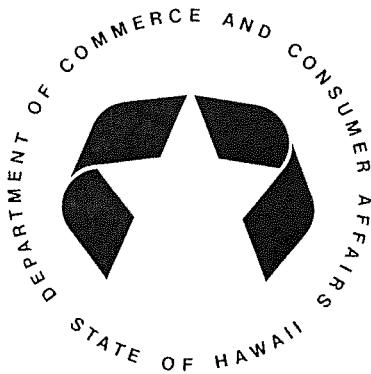
## Department of Commerce and Consumer Affairs

### CERTIFICATE OF GOOD STANDING

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

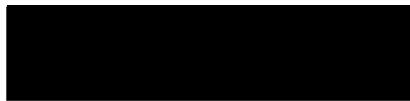
IHS, THE INSTITUTE FOR HUMAN SERVICES, INC.

was incorporated under the laws of Hawaii on 03/04/1980 ;  
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: December 30, 2015



Director of Commerce and Consumer Affairs