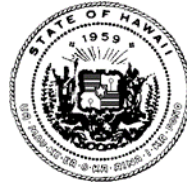


JOSH GREEN, M.D.  
GOVERNOR  
KE KIA'ĀINA



**DEPT. COMM. NO. 287**

CATHY BETTS  
DIRECTOR  
KA LUNA HO'OKELE

JOSEPH CAMPOS II  
DEPUTY DIRECTOR  
KA HOPE LUNA HO'OKELE

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

DR 22.052

December 28, 2022

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

The Honorable Scott K. Saiki, Speaker  
and Members of the House of  
Representatives  
Thirty-Second State Legislature  
State Capitol, Room 431  
Honolulu, Hawaii 96813

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

Enclosed is the report submitted in accordance with Act 129, Session Laws of Hawaii 2022, Relating to Family Resource Centers.

In accordance with section 93-16, Hawaii Revised Statutes, the report is available to review electronically at the Department's website, at <https://humanservices.hawaii.gov/reports/legislative-reports/>.

Sincerely,

A handwritten signature in black ink, appearing to read "Cathy Betts".

Cathy Betts  
Director

Enclosure

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

**REPORT TO THE THIRTY-SECOND HAWAI'I STATE  
LEGISLATURE 2023**

**IN ACCORDANCE WITH THE PROVISIONS OF ACT 129,  
SESSION LAWS OF HAWAII 2022,  
RELATING TO FAMILY RESOURCE CENTERS**

**DIRECTOR'S OFFICE  
DEPARTMENT OF HUMAN SERVICES  
DECEMBER 2022**

## Overview

Governor David Y. Ige signed Act 129, Session Laws of Hawaii 2022 (Act 129), Relating to Family Resource Centers, into law on June 27, 2022. In Act 129, the Legislature found "that many families with children in Hawaii are impacted by the continuing health and economic consequences of the coronavirus disease 2019 pandemic and need an array of services." The Legislature also found "that the primary goal of family resource centers is to assist families with supportive services before problems become crises that require intervention by child or other protective services. For school-based family resource centers, an added goal is to support a child's educational needs."

Act 129 authorizes the Department of Human Services (DHS) to establish a five-year family resource center (FRC) pilot program. It provides funds for one full-time equivalent (1.0 FTE) family resource center coordinator and purchase of services. In addition, Act 125 authorizes DHS to lead, develop, and implement a statewide network of school- and community-based family resource centers (FRCs), establish definitions, standards, and best practices for FRCs, and develop data and referral system tracking needs and protocols that comply with applicable state and federal laws.

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

This report is the first report of the FRC pilot program.

## Introduction

Andrew Russo, Co-Founder and Director of the National Family Support Network (NFSN),<sup>i</sup> describes Family Resource Centers (FRC) as "America's best-kept secret." FRCs play a critical role in preventing child abuse and neglect by providing early access to community-based services that strengthen children and families. Various studies show that communities with FRCs have lower rates of child abuse and neglect investigations, fewer children entering foster care, and more parents or custodians gaining employment within one year after participating in services provided through the centers.



NATIONAL  
**Family Support**  
NETWORK  
**Member**

FRCs serve as a hub that creates opportunities for community-level coordination and increases family engagement by connecting parents to resources and support systems. In addition, supporting caregivers and addressing a child's needs leads to greater student success.

Since 2014, DHS has embraced Aspen Institutes's Two-generation (**2Gen**)<sup>ii</sup> approaches to building family well-being by intentionally and simultaneously working with children and the adults in their lives together. Recognizing Hawaii's extended family and generational households, DHS 'Ohana Nui, or extended family, is an adaptation of the 2Gen approach. Accordingly, DHS has been changing its processes to deliver human services that are whole-family-focused to address the needs of all family members to help young children and their families become economically stable. Ideally, through 'Ohana Nui, DHS and partners are addressing the social determinants of health and well-being by focusing on the following pillars: housing stability, access to food and nutrition, addressing education and economic support, improving access to health care, and increasing opportunities for families to increase positive social connections or social capital. The overarching goal of 'Ohana Nui is to reduce the impact and incidence of multigenerational poverty, as codified in section 26-14, HRS.

### 'Ohana Nui Pillars



## Key Elements

- 1.**  
Co-creation of programs & solutions
- 2.**  
Meeting families where they dream
- 3.**  
Leveraging of existing resources & seek new resources
- 4.**  
Investment in IT modernization
- 5.**  
Building generative & empowered partnerships.

### Background

In 2020, as the impacts of the pandemic were surfacing, DHS applied for and took part in the National Governors Association (NGA), sponsored by the Casey Family Foundation, Child and Family Well-Being Learning Cohort 1 (2020-2021) and 2 (2021-2022). Cohort 1 members

included staff from Governor Ige's office, the Liliuokalani Trust, Family Programs Hawaii, DHS, and the Department of Education (DOE). Members wanted to create a one-stop shop or No Wrong Door to help children and families navigate public assistance and other resources during the pandemic. NGA connected Cohort 1 with the National Family Support Network and Family Resource Centers. Cohort 2 members continued exploring FRCs and drafted legislation, proposing a 5-year pilot project with \$350,000 for one (1) FTE, training, and strategic planning. Members reviewed Hawaii examples of earlier pilot projects and analyzed FRC legislation from other states.

Issues discussed were:

- Standardization of FRCs. In the 1990s, community-based FRCs emerged from the "Blueprint for Change" process. A community-based non-profit organization continues to operate FRCs statewide and values flexibility and autonomy for each community-based FRC. In 2020, the DOE Kailua-Kalaheo complex initiated school-based FRCs to respond to challenging requests from families impacted by the pandemic. The school-based experience involved learning government restrictions and multi-layered decision-making processes to adapt to changing needs;
- Maintaining confidentiality of family needs;
- Streamlining approach for serving families;
- Using a universal approach that would allow FRCs to serve families in need without judgment or income limits;
- Increase accessibility to meet families where they are or where they can get to easily or where there is free and accessible parking;
- Ensure sustainability – operational funding and human resources;
- More input from youth (14 – 26 years old) and lived experience voices; and
- Development of a pilot project; operationalize programs, document implementation, identify successes and roadblocks, document lessons learned, and envision future improvements.

Before Act 129, an informal group of public agencies and private sector non-profit, community-based, and Native Hawaiian organizations came together during the pandemic to address the needs of children and families. The group formed the Hawaii 'Ohana Support Network (HOSN). Parents and caregivers needed help navigating distance learning, managing job loss or reduced hours, providing child and elderly adult care, and fostering health and wellness for everyone in the household. FRCs volunteered as food distribution sites and became donation sites where school supplies, clothing, slippers, and household items were available to children and families. Part-time Parent-Community Networking Center staff organized and staffed the school-based FRCs. Dr. Kat O'Dell, former Kailua/Kalaheo Academic Officer, provided leadership, training, and coaching to create the FRCs. She collaborated with the school principals to get dedicated classroom space and support.

The leadership of the HOSN engaged in standards training by the National Family Support Network. As certified trainers, HOSN leadership has continued to conduct training of local

participants. In addition, HOSN leadership provides coaching for existing school-based FRCs, sends monthly e-newsletters, engages with participants in the NFSN emerging network advisory, and meets monthly to address the implementation challenges identified above.

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



- Hawaii 'Ohana Support Network (HOSN)
  - Convened Bi-monthly meetings - August, October, and December 2022
  - Held Executive HOSN meetings - monthly
  - Conducted Advisory HOSN meetings - quarterly
  - Supported Workforce/Professional Development – Virtual Training
  - Standards of Quality Certification Training (3) - The Certification Training details how the nationally-adopted [Standards of Quality for Family Strengthening & Support](#) can enhance your work with families. Whether you are program staff setting up a new program, strengthening an existing one, or a funder developing or monitoring programs, the Standards provide a blueprint for implementing best practices, emphasizing diversity, Equity, and Inclusion. Participants who complete the training will receive a certificate from the NFSN, valid for two years.
  - Parent Advisory Committee training (1) [This unique, highly-rated training](#) is designed for program managers and direct service staff who work with, or would like to develop, a Parent Advisory Committee (PAC). Whether Programs are exploring setting up a new PAC or strengthening an existing one, this training will provide staff with the strategies and tools to maximize the potential of shared staff-parent leadership. The training is co-conducted by an NFSN staff member and an experienced national Parent Leader.
- Blue Print for Change contracted with Casey Family Programs:
  - Updates and maintains the HOSN website
  - Maintains Zoom account
  - Administrative functions of administering the Quality of Standards Certification sessions, coordinating trainers, distribution of materials, attendance, trainer briefing and debriefing, report to NFSN
  - Developing technical assistance follow-up to Standards training attendees
- UH Center on the Family committed to funding one (1) Standards of Quality training session
- The Kamehameha Schools:
  - paid annual fee to NFSN
  - funded two positions at the schools
  - provides cultural consultation to FRCs

- Department of Health Community-Based Child Abuse Prevention grant-funded Standards of Quality training
- Dr. Kathleen O'Dell
- Facilitates monthly HOSN executive and advisory committee meetings and bi-monthly HOSN meetings
- Coordinates member recruitment and follow-up activities
- Provides coaching, consulting, and technical assistance to emerging and school-based FRCs
- Presents on FRCs to multiple national and local organizations
- 8/25/22 [Coming Together around Family Engagement](#) - Hawai'i Afterschool Alliance Conference
- 8/26/22 [Schools, Communities, and Families Coming Together](#) - Kailua-Kalaheo Complex PCNC meeting
- 8/30/22 [Family Friendly Walk Throughs](#) - GEER Grant Parent Meeting
- 9/7/22 [KK Complex Q1 PCNC Meeting](#)
- 11/17/22 [OMOS 2022 Family Engagement Panel](#)
- 11/30/22 [KK Complex Q2 PCNC Meeting](#)
- 12/5/22 [PCNC Coffee Talk](#)
- Maintains HOSN contact lists
- Produces and sends a monthly e-newsletter
- Participation in the National Family Support Network (NFSN) Monthly Calls
  - Hawaii featured as "Brightspot"
  - Hawaii selected to host a breakout session at November 2022 monthly meeting
  - HOSN members attended the virtual Together for Families Conference on October 19-21, 2022
  - Hawaii participated in the New FRC Network Hub, launched in October 2022
  - HOSN Executive Committee members attended the Summer Virtual NFSN Member Event on August 8, 2022
  - Hosted the Hawaii Congressional Delegates at the NFSN Virtual Congressional Briefing, July 2022
- Explored data tracking and referral systems to inform a Request for Information or Request for Proposals
- DHS procured a nationally recognized organization to develop a plan to meet the objectives. Program effectiveness will be measured by: the number of individuals/organizations who are certified in the National Family Support Network (NFSN) Standards of Quality for Family Support and Strengthening, the number of training of Parent Advisory Councils (PACs), and participation in the Hawaii 'Ohana Support Network (HOSN) training sessions, forums, and learning cohorts.
- The Family Reunification working group, DHS, and the Department of Public Safety, Division of Corrections started developing a Child Visiting / Family Resource Center at the Waiawa Correctional Facility as part of Act 125, SLH 2022 Children and Family of Incarcerated Individuals. Act 125 incorporates an FRC at Waiawa Correctional Facility to facilitate family and child visiting.

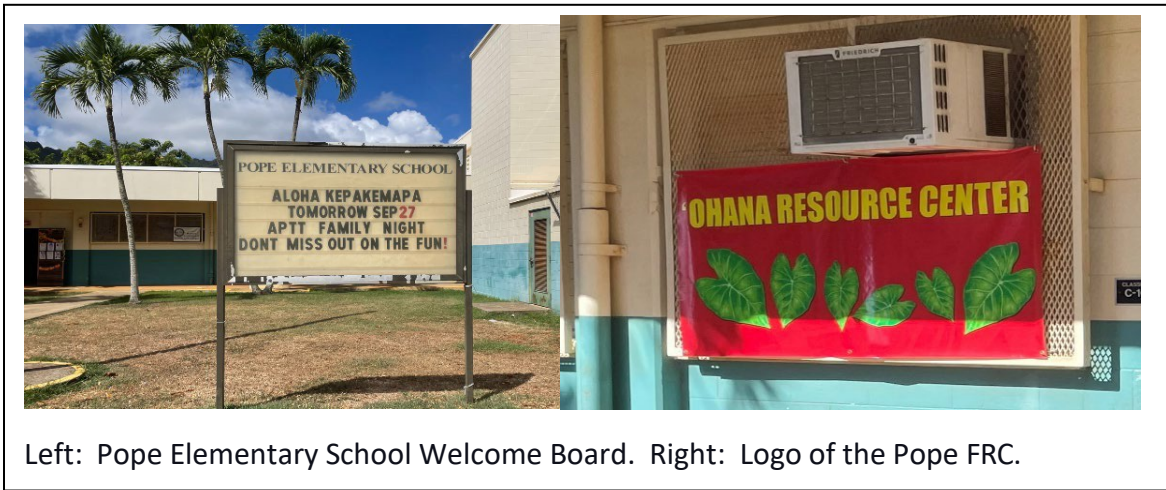
**Activities since the enactment of Act 129 on June 27, 2022**

- DHS hired a full-time equivalent (1.0 FTE) family resource center coordinator in July 2022;
- Stakeholders and supporters of Act 129 and Act 125, Session Laws of Hawaii 2022 (Act 125), Relating to Children and Family of Incarcerated Individuals, met to discuss FRCs and address problems with visitation and family support. The groups agreed to meet regularly. As a result, DHS is incorporating the work required by Act 125 with the work to implement Act 129.
- The FRC coordinator, Hawaii 'Ohana Support Network coordinators, and funders visited the Kailua/Kalaheo school-based FRCs and the community-based FRCs, including the Neighborhood Places of Kalihi, Waianae, Kona, and Puna in September 2022.

**Site visits**

FRCs are welcoming hubs of community services and opportunities designed to support and strengthen families. The added goal of school-based FRCs is to support a child’s educational needs. The outcomes are more resilient families, reduced child abuse and neglect reports, increased family voice, parent leadership development, and workforce and professional development. In addition, FRCs are responsive to the specific needs, cultures and native languages, and interests of the children and families in communities.

School-based - Oahu, Windward District, Kailua/Kalaheo Complex



Left: Pope Elementary School Welcome Board. Right: Logo of the Pope FRC.

- **Blanche Pope Elementary School**





Photos of 'Ohana on the wall, inspirational messages, encourage participation in FRC activities. Pope Elementary's principal moved truancy notices from the main office to the FRC. The PCNC can talk with the parent or caregiver who brought the child to school to find out why they were late in a safe, non-judgmental, "home-like" atmosphere. The principal accompanies the student to class to strengthen a sense of belonging and not as a punishment. Generally, when an elementary school student is late for school, it is not the child's fault. Family situations are all different, and children may sleep in different households. It turns out that children attend school in Waimanalo but sometimes sleep in Waianae. Commuting from one end of the island to the other is a commitment by parents to have their child consistently attend the same school, no matter where they may sleep at night.



This snapshot captures a large screen monitor, shelves of books, children's play area, racks of clothing, comfortable sofas, and cheerful rug.

- Waimanalo Elementary & Intermediate School



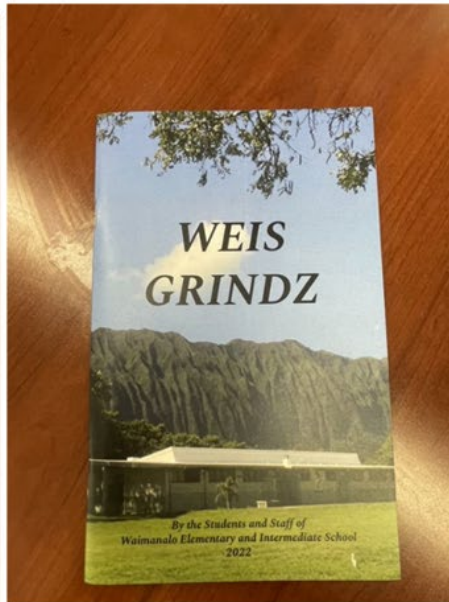
Waimanalo Elementary & Intermediate School (WEIS), WEIS Family Resource Center, and Events Board



Child-friendly play area and comfortable so fa which is a favorite of many children.



WEIS had a rocket making family event. Children made the rockets and launched them.



WEIS FRC issued Kupuna bags of activities, and created a fundraiser cookbook, WEIS GRINDZ.

- Kailua Elementary School



Kailua Elementary School Ohana Resource Center signage: Strong Ohana -Strong Keiki.



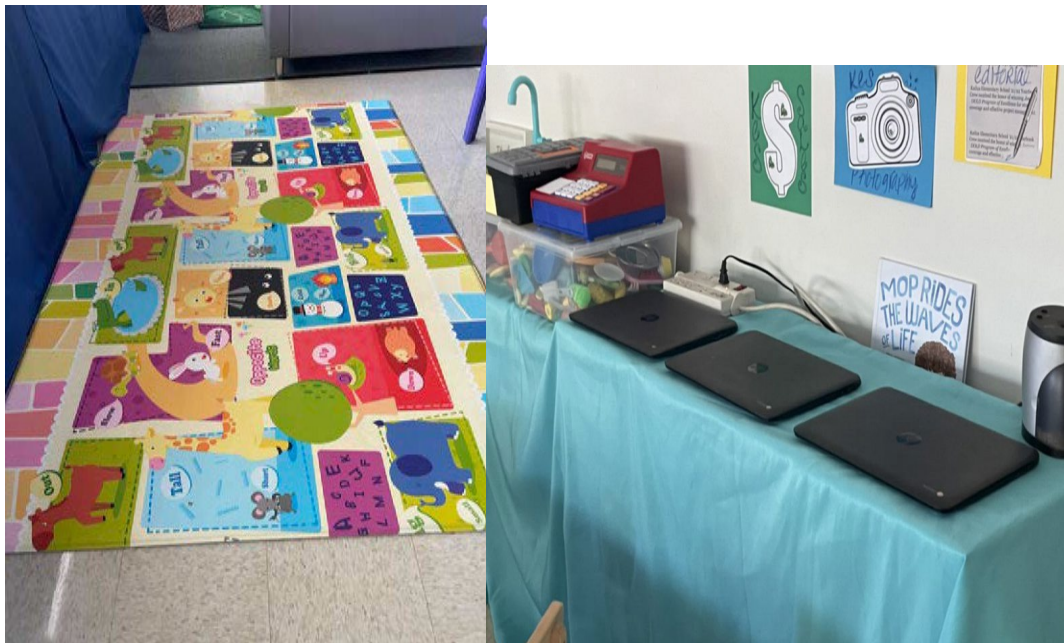
This is the undeveloped area in front of the FRC with potential for outdoor family picnic and play area.



On the backside of the FRC is an unused girl's restroom. There are plans to convert the restroom into a laundry room with access on the side of the FRC.



Kailua FRC has healthy snacks available, large play area, and 'ohana wall of family photos.



Left: Colorful rug. Right: Laptops and Wi-Fi available for families.

- Kailua High School



Kailua FRC conducts financial literacy classes that are popular with grandparents and students alike.



Left: COVID-19 Test kits available to students and families. Right: Keychains imprinted with the FRC Logo are fun and treasured items.





Kailua High School FRC is located on the second floor. Various signage is used to direct students and families to the location.



Right: A student and mother stenciled the FRC logo to the wall next to the FRC.

Community-based contracted to Blueprint for Change

- **Neighborhood Place of Central Kalihi (KPT)**



**Parents And  
Children Together**

**BUILDING THE RELATIONSHIPS THAT MATTER MOST**

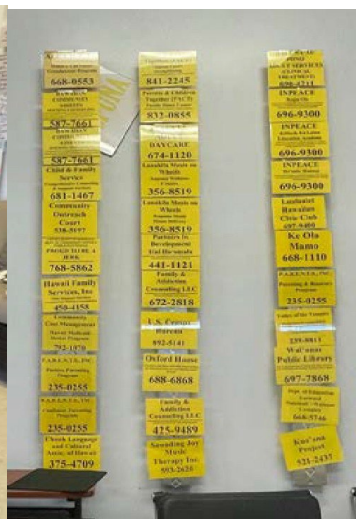


Kuhio Park Terrace Family Center

- **Neighborhood Place of Wai'anae,**

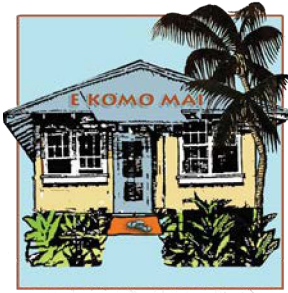


This is the old S&L Building. The former bakery and pawn shop is now the Resource Center and office. The first floor is the FRC with large and small meeting rooms and a donation store. The second floor houses early learning programs and mental health services. Plumeria grow in the back of the building where the restrooms are located.



FRC with vetted referrals. NP of Waianae has an informational form that needs to be completed before they get on the board for the specific age group from Zero to three, children, teens, adults, and kupuna. The story goes that the metal studs that are usually used as framework for the walls was on the floor to be installed. A staff member thought it would be an inexpensive way to post referral information. Wood pieces are drilled into the concrete wall and the studs are drilled into the wood pieces. These magnets are a quick way to physically get referral information as well as to easily update information.

- Hawai'i Island: Neighborhood Place of Puna



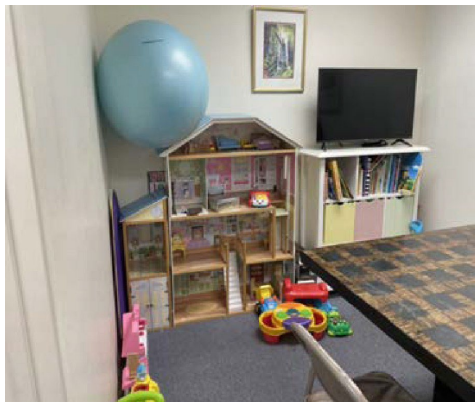
# NEIGHBORHOOD PLACE OF PUNA



Tiny homes at Hale Iki.



Communal space at Hale Iki surrounded by growing gardens.



NP of Kona is in a strip mall just off the main road. Due to the distance, workers primarily conduct home visits or in other locations.



Neighborhood Place of Kona had a diaper closet. Signage over the door has inspiration messages.



- **Maui: Neighborhood Place of Wailuku**



Neighborhood Place of Wailuku (NPW) is a walk-in family center located in Happy Valley, Maui. NPW provides a full range of services based on the native Hawaiian culture for keiki to kūpuna.

- **Kaua'i: Hale Ho'omalū (Kapa'a)**



**Hale Ho'omalū** is a Family Center located on the East side of Kaua'i, in the town of Kapaa. Hale Ho'omalū offers a wide range of family support programs, services, and community activities.

- **Kauai: Nana’s House (Waimea)**



**Nana’s House** is a Family Center located on the west side of Kaua’i, in the town of Waimea. Nana’s House offers a wide range of family support programs, services, and community activities.

### **Plan**

- DHS plans to procure services for this Act according to chapters 103D and 103F, HRS, to assist with planning for and facilitating an FRC Cohort. The cohort aims to build a trusted public and community-based program. The cohort will consist of parents, school-based FRCs, community-based FRCs, Hawaii 'Ohana Support Network leaders, and representatives from the Departments of Education, Health, and Human Services. The cohort will meet for three months to establish definitions, standards, and local principles for Hawaii FRCs. Parent and community voices are essential to co-creating a program for children and families. This cohort aligns with the Aloha Spirit statute and 'Ohana Nui, the delivery of human services to disrupt intergenerational poverty and uplift the whole family.
- Review other state outcomes/outputs/annual surveys and program assessments for quality improvement
- Explore a data tracking and referral system to assist children and families with all public assistance programs (i.e., housing, rental assistance, food, nutrition, kupuna needs, child care, work/career opportunities, education/training, etc.).
- Co-locate DHS Benefit, Employment & Support Services (BESSD) Processing Centers at FRCs with video-conferencing technology.
- Develop the structure and process for the public and private sectors to include member and affiliate criteria, FRC guidelines, emerging FRC tool kit, start-up funding, learning forums, speaker series, and coaching and consultation.

### **Opportunities**

The team is exploring the RFA for the Nita M. Lowey 21st Century Learning Centers, a new opportunity from the Hawaii Department of Education (HIDOE) Community Engagement Branch. Proposals are due on March 1, 2023.

## **Funding**

The Act 129 appropriation includes preliminary funds to develop further and implement a statewide network of school- and community-based FRCs consultative services, to establish definitions, standards, and best practices, to identify and align available services, goals, and outcomes, and to develop referral and data tracking protocols. In addition, to continue and increase the number of FRCs, DHS and partner agencies will procure services to support existing FRCs and cultivate new FRCs. Services will include start-ups with technical assistance, training, coaching, cohort forums as appropriate, workforce development training and follow-up, and expand the FRC network.

DHS will continue working with the public and private sectors on blending and braiding funds. Because FRCs aim to be agile to respond quickly to the needs of the community, there is willingness from both sectors to collaborate and fund them. FRCs play a critical role in preventing child abuse and neglect; strengthening children and families; connecting family—impacting agencies and programs; creating opportunities for community-level coordination; creating connections to resources and support systems; and increasing family engagement, which all lead to greater student success in school. Additionally, studies show that communities with family resource centers show lower rates of child abuse and neglect investigations, fewer children entering foster care, and more parents or custodians gaining employment within one year after participating in services provided through the centers.

The Oahu, Windward District, Kailua/Kalaheo Complex applied for and received the Governor's Emergency Education Relief (GEER) Fund grant. Each of the four schools in the complex received approximately \$20,000 to create a child- and family-friendly classroom space. Another \$5,000 went towards programming. That amount does not include an overhead cost to hire and pay staff, rent, utilities, daily supplies, or communications/messaging to families. Currently, FRCs are open on weekdays and during regular business or school hours. The goal is to have FRCs open on evenings, weekends, and holidays when families need extra help or have time to participate in family-strengthening activities. The start-up cost may be upwards of \$200,000 for each one.

Return on investment of an FRC to the child welfare system has been documented by OMNI Institute<sup>iii</sup> and Casey Family Programs Outcome and Cost-Savings Data for Selected Types of Family Support Services – A Summary for Orange County Social Services.<sup>iv</sup>



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<sup>i</sup> Family Resource Centers and Family Support and Strengthening Networks, see <https://www.nationalfamilysupportnetwork.org/>

<sup>ii</sup> <https://ascend.aspeninstitute.org/>

<sup>iii</sup> [Community+Partnership+Family+Resource+Center+Child+Welfare+Return+on+Investment+Technical+Appendix.pdf \(familyfirstact.org\)](#)

<sup>iv</sup> [Microsoft Word - Outcome Table for Family Support Programs Pecora Dilorenzo 7-30-19.docx \(nationalfamilysupportnetwork.org\)](#)