

**Application for Grants
Chapter 42F, Hawaii Revised Statutes**

**Descriptive Title: Health Services Nursing for
Homeless Individuals at Kaaahi, Sumner, and Hale
Mauiola**

State of Hawaii, The Thirty-Third Legislature

Submitted by:



IHS, The Institute for Human Services, Inc.
650 Iwilei Road, Suite 202
Honolulu, HI 96817

January 16, 2025

Contact:

Angie Knight, Communications Manager

Phone: (808) 447-2826

Email: AngieK@ihshawaii.org

Application Submittal Checklist

The following items are required for submittal of the grant application. Please verify and check off that the items have been included in the application packet.

- ☒ 1) Hawaii Compliance Express Certificate (If the Applicant is an Organization)
- ☒ 2) Declaration Statement
- ☒ 3) Verify that grant shall be used for a public purpose
- ☒ 4) Background and Summary
- ☒ 5) Service Summary and Outcomes
- ☒ 6) Budget
 - a) Budget request by source of funds ([Link](#))
 - b) Personnel salaries and wages ([Link](#))
 - c) Equipment and motor vehicles ([Link](#))
 - d) Capital project details ([Link](#))
 - e) Government contracts, grants, and grants in aid ([Link](#))
- ☒ 7) Experience and Capability
- ☒ 8) Personnel: Project Organization and Staffing



AUTHORIZED SIGNATURE

Constance Mitchell, Executive Director

PRINT NAME AND TITLE

1/13/2025

DATE

THE THIRTIETH LEGISLATURE
APPLICATION FOR GRANTS
CHAPTER 42F, HAWAII REVISED STATUTES

Type of Grant Request:



Operating



Capital

Legal Name of Requesting Organization or Individual: Db a:

IHS, The Institute for Human Services, Inc.

Amount of State Funds Requested: \$ 292,684

Brief Description of Request (Please attach word document to back of page if extra space is needed):

This request for Legislative Grant in Aid funding has two goals: 1) Maintain delivery of essential health services for homeless men, women, adult couples, and families by IHS' Health Services registered nurses (RNs), to include health screenings for communicable diseases and chronic conditions, medication management, wound care, hospital referral, and after-hour services to screen for emergency services; 2) Review referrals for shelter for homeless individuals discharged from area hospitals to ensure continued access to appropriate shelter placement and continuity of care for clients who often have limited ability to engage in follow up care on their own. Requested Legislative Grant in Aid funds will support salary, fringe and benefits costs for the 2.0 FTE of Health Services RN, which lack funding from other sources during Fiscal Year 2026.

Amount of Other Funds Available:

State: \$ 2,425,000

Federal: \$ 0

County: \$ 1,604,768

Private/Other: \$ 2,165,586

Total amount of State Grants Received in the Past 5 Fiscal Years:

\$ 27,378,358

Unrestricted Assets:

\$ 13,873,368

New Service (Presently Does Not Exist): ☐ Existing Service (Presently in Operation): ☒

Type of Business Entity:



501(C)(3) Non Profit Corporation



Other Non Profit



Other

Mailing Address: 650 Iwilei Road, Suite 202

City: Honolulu

State: HI

Zip: 96734

Contact Person for Matters Involving this Application

Name:
Angie Knight

Title:
Community Relations Manager

Email:
AngieK@ihshawaii.org

Phone:
808-447-2826



Constance Mitchell, Executive Director

1/15/2025

Authorized Signature

Name and Title

Date Signed



STATE OF HAWAII
STATE PROCUREMENT OFFICE

CERTIFICATE OF VENDOR COMPLIANCE

This document presents the compliance status of the vendor identified below on the issue date with respect to certificates required from the Hawaii Department of Taxation (DOTAX), the Internal Revenue Service, the Hawaii Department of Labor and Industrial Relations (DLIR), and the Hawaii Department of Commerce and Consumer Affairs (DCCA).

Vendor Name: IHS, THE INSTITUTE FOR HUMAN SERVICES, INC.*

DBA/Trade Name: IHS, THE INSTITUTE FOR HUMAN SERVICES, INC.

Issue Date: 01/09/2025

Status: **Compliant**

Hawaii Tax#: W20328674-01

New Hawaii Tax#:

FEIN/SSN#: XX-XXX9107

UI#: XXXXXX1352

DCCA FILE#: 42856

Status of Compliance for this Vendor on issue date:

Form	Department(s)	Status
A-6	Hawaii Department of Taxation	Compliant
8821	Internal Revenue Service	Compliant
COGS	Hawaii Department of Commerce & Consumer Affairs	Exempt
LIR27	Hawaii Department of Labor & Industrial Relations	Compliant

Status Legend:

Status	Description
Exempt	The entity is exempt from this requirement
Compliant	The entity is compliant with this requirement or the entity is in agreement with agency and actively working towards compliance
Pending	A status determination has not yet been made
Submitted	The entity has applied for the certificate but it is awaiting approval
Not Compliant	The entity is not in compliance with the requirement and should contact the issuing agency for more information

**DECLARATION STATEMENT OF
APPLICANTS FOR GRANTS PURSUANT TO
CHAPTER 42F, HAWAII REVISÉD 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'i Revised Statutes:
 - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant is awarded;
 - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
 - c) Agrees not to use state funds for entertainment or lobbying activities; and
 - d) Allows the state agency to which funds for the grant were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant.
- 2) If the applicant is an organization, the applicant meets the following requirements pursuant to Section 42F-103, Hawaii'i Revised Statutes:
 - a) Is incorporated under the laws of the State; and
 - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant is awarded shall be conducted or provided; and
- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawaii'i Revised Statutes:
 - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
 - b) Has a governing board whose members have no material conflict of interest and serve without compensation.
- 4) The use of grant-in-aid funding complies with all provisions of the Constitution of the State of Hawaii (for example, pursuant to Article X, section 1, of the Constitution, the State cannot provide "... public funds ... for the support or benefit of any sectarian or nonsectarian private educational institution...").

Pursuant to Section 42F-103, Hawaii'i Revised Statutes, for grants used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant was awarded and disposes of the land in fee simple or by lease, the organization shall negotiate with the expending agency for a lump sum or installment repayment to the State of the amount of the grant used for the acquisition of the land.

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

IHS, The Institute for Human Services, Inc.

(Typed Name of Individual or Organization)



(Signature)

Constance Mitchell

(Typed Name)

1/13/2025

(Date)

Executive Director

(Title)

Statement of Public Purpose pursuant to Section 42F-102:

(1) The name of the requesting organization or individual;

IHS, The Institute for Human Services, Inc.

(2) The public purpose for the grant;

This grant addresses the need for maintaining health services capacity for three of the busiest emergency shelters on Oahu serving homeless single adults, adult couples, and families with children 24 hours a day by providing essential operating support by registered nurse personnel at the shelters. The Kaaahi and Sumner Emergency Shelters and the Hale Mauiola Housing Navigation Center meet immediate survival, hygiene and safety needs and facilitate coordinated entry, document and income readiness, and navigation to more permanent housing placement and retention. This funding request provides support for essential registered nurse personnel providing clinical assessment and stabilization for the large volume of homeless individuals with medical needs served in the shelters. This includes those referred for shelter by hospitals, from outreach or those who walk in. Health services staff facilitate connection with medical and behavioral health care follow-up, medication adherence, and health care coordination to avoid unneeded, costly emergency medical services (EMS) and emergency room use while allowing those served to engage in mainstream shelter and housing navigation services to enter into appropriate housing meeting their needs.

(3) The services to be supported by the grant;

This grant will support continued service delivery by IHS' Health Services registered nurses (RNs), who will continue to provide hospital referral review, provide medication passes, administration of long acting injectable antipsychotics, providing vaccinations and treatment under doctors orders, screening of communicable disease like influenza TB, scabies and COVID-19. Requested funds support salaries, fringe and benefits for the two Registered Nurses. They also provide wound care and health education field numerous chronic and acute conditions and other supportive services to homeless individuals and families served at the Kaaahi and Sumner Emergency Shelters and Hale Mauiola Housing Navigation Center. Nurses also take calls after hours to help screen individual need for emergency treatment.

(4) The target group; and

Target groups for Kaaahi Emergency Shelter comprise homeless single women and families with children residing there. The target group for Sumner Emergency Shelter comprises homeless single men residing in the shelter and often those in the Iwilei neighborhood. The target groups for Hale Mauiola Housing Navigation Center comprise homeless single adult women and men, and adult couples residing there. This grant targets clients served by these facilities who are referred for services by hospitals upon discharge as well as those with health support needs who enter the shelters through other means (e.g. outreach, walk-in self referral, assisted by church group, referred by probation officer or police).

(5) The cost of the grant and the budget.

FY2026 GIA Operating request: \$292,684. Total budget: \$6,488,218

Application for Grants

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

I. Certification – Please attach immediately after cover page

1. Hawaii Compliance Express Certificate (If the Applicant is an Organization)

If the applicant is an organization, the applicant shall submit one (1) copy of a Hawaii Compliance Express Certificate from the Comptroller of the Department of Accounting and General Services that is dated no earlier than December 1, 2024.

Please see attached Certificate of Vendor Compliance.

2. Declaration Statement

The applicant shall submit a declaration statement affirming its compliance with [Section 42F-103, Hawaii Revised Statutes](#).

Please see attached Declaration Statement.

3. Public Purpose

The applicant shall specify whether the grant will be used for a public purpose pursuant to [Section 42F-102, Hawaii Revised Statutes](#).

Please see attached Public Purpose Statement.

II. 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;

Founded in 1978 as the "Peanut Butter Ministry" by Father Claude DuTeil, IHS, The Institute for Human Services, Inc. has established a broad and comprehensive continuum of services focused exclusively on ending and preventing homelessness in Hawaii. We remain a core element of Hawaii's safety net for those in housing crisis, having served a critical need in our community for over 46 years. IHS serves Oahu, with 9 emergency and specialty shelter options, daily meals, housing and employment support, rental assistance, health services, family programs, homeless outreach, relocation service, medication-assisted detox and withdrawal, transitional housing, permanent housing, specialized case management, and homelessness prevention services. In FY 2024, IHS served over 5,000 people who were homeless or at risk of homelessness.

IHS has operated the Sumner Street Shelter since 1986. Sumner Shelter originally served men, women, and families with children. In 1997, shelter functions for women and families with children were moved to a dedicated location at the Kaaahi Street Shelter. IHS' Kaaahi and Sumner Emergency Shelter programs address Oahu's continuing need for emergency shelter for men, women and families. Kaaahi Street Shelter provides sleeping accommodations for up to 72 women and 100 family adults and children per night while the Sumner Street Shelter provides sleeping accommodations for up to 135 men per night. Both shelters provide 3 meals a day (Sumner open to non-guests), restrooms, showers, phone and computer access, free wi-fi, toiletries and clothing, housing navigation, and support services. The shelters operate 24 hours per day, 365 days a year.

Since August 2015, IHS has managed and operated the Hale Mauiola (HM) Housing Navigation Center on Sand Island. HM clients occupy "units" (refurbished shipping containers), which provide lockable sleeping quarters and a place to store their clothing and belongings. HM can serve up to 104 guests in 48 singles units, 26 couples' units, and 4 ADA units. Common areas include a staff office trailer (with guest phone, mail and message service, and cell phone charging station), stand-alone showers and bathrooms, potable water source and a large tented gathering area (Central Hale). The Center office is staffed 24 hours per day, year-round by operations staff and security guards. Case managers, employment specialists, health services nurses, and other collateral IHS personnel provide services on-site to assist clients with their housing navigation needs. IHS provides a scheduled shuttle to bus stops on Nimitz Highway and the Kalihi Transit Station. Breakfast, lunch, and dinner are provided daily for those guests choosing to dine at the Center. Parking for guests is available on site and guests may bring in their pets to live with them.

The proposed project will continue IHS' Health Services Program by funding salaries, fringe and benefits for two Registered Nurse staff providing direct services to homeless individuals and families who are vulnerable and in need of medical services served at the Sumner and Kaaahi Emergency Shelter and Hale Mauiola Housing Navigation Center in Honolulu. To address the high percentage of clients served with medical and psychiatric needs requiring stabilization to enter into and sustain themselves in the shelter, IHS has had nursing services in the Kaaahi and Sumner shelters since 2007. Currently 35 clients per month receive medication management at Sumner and Kaaahi, Nursing services also support clients at Hale Mauiola and other shelters who have clinical support needs.

Nursing services were originally supported by a combination of private grant funds, and have remained reliant over the years on pieces of private and public grants. From 2009-2024, this included AUW Safety Net and Impact funds (the program was not selected for funding for 2024-2025) which ended on 1/31/23. Partial funding was provided through City ESG Essential Services funds from 2020 through 2024 (the program was not selected for funding in 2025), with funding ending on 1/31/25.

IHS Health Services acts as a triage point using two strategies to help clients access services. Coordinated Hospital Referral links homeless individuals with shelter at hospital discharge (including shelter guests who are hospitalized) while ensuring placement is appropriate, provide basic shelter, meal and safety needs while promoting recovery, provide housing navigation, and reduce emergency room (ER) visits. Urgent Care & Health Prevention

provides screenings and linkage with needed follow up care, including medication management.

2. The goals and objectives related to the request;

This request for Legislative Grant in Aid funding has two goals:

1. Maintain essential health services nursing availability for homeless men, women, adult couples, and families with children served at IHS' Kaaahi and Sumner Emergency Shelters and Hale Mauiola Housing Navigation Center. This population has high concentrations of persons with chronic health conditions, co-occurring conditions, and older adults in need of health services supports.
2. Ensure continued access to emergency shelter with appropriate support services for medically vulnerable homeless individuals (including those with chronic health conditions) through IHS' hospital referral process.

The primary objectives of this request within the project year are to support essential registered personnel to:

1. Provide medication management (e.g. medication refill and/or reconciliation), health screenings, and other supportive health services for homeless individuals served at Kaaahi and Sumner Emergency Shelter and Hale Mauiola Housing Navigation Center.
2. Review referrals for shelter for homeless individuals being discharged from area hospitals to ensure appropriate shelter placement (with appropriate accommodations when needed) or diversion to higher level of care when needed.

3. The public purpose and need to be served;

This grant addresses the need for maintaining health services capacity for three of the busiest low-barrier shelters on Oahu serving homeless single adults, adult couples, and families with children 24 hours a day by providing essential operating support by registered nurse personnel at the shelters. We believe the Kaaahi and Sumner Emergency Shelters and the Hale Mauiola Housing Navigation Center are the only general homeless shelters on Oahu with onsite nurses to meet immediate survival, hygiene and safety needs and facilitate coordinated entry, document and income readiness, and navigation to more permanent housing placement and retention. This funding request provides support for essential registered nurse personnel providing clinical stabilization for the large volume of homeless individuals with medical needs served in the shelters. This includes those referred for shelter by hospital referrals and from outreach. These services facilitate connection with health care follow up, medication adherence, and health care coordination to avoid unneeded, costly EMS and emergency room use while allowing those served to engage in mainstream shelter and housing navigation services to enter into appropriate housing meeting their needs.

Oahu's most recent Point in Time count completed in January 2024 (PIT 2024) clearly illustrates overall demand for homeless services on Oahu. PIT 2024 (for both sheltered and unsheltered) identified 4,494 homeless persons, of which 2,766 (62%) were unsheltered and 1,728 (38%) sheltered staying in Emergency Shelters, Transitional Housing, or Vet Safe Haven. The Honolulu (Region 1) and Waikiki (Region 2) areas contained 44% of Oahu's unsheltered and 48% of Oahu's Chronically Homeless (having a disability and at least one year spent living homeless).

Rates of clinical conditions among sheltered adults and unaccompanied minors found 47% reporting having one or more disabling conditions, with prevalence rates of 35% for physical, developmental, and

other disability, 29% for mental illness, and 22% for substance use disorder. 20% were Chronically Homeless. 20% were aged 60 years or older. Among unsheltered adults and unaccompanied minors, 55% reported having one or more disabling conditions, with rates of 36% for physical, developmental, and other disability, 33% for mental illness, and 26% for substance use disorder. 40% were Chronically Homeless. 20% were aged 60 years or older.

4. Describe the target population to be served; and

The target population comprises homeless: 1) Single men, 2) Single women, 3) Adult couples, and 4) Families with children. The target population for the Sumner Shelter component comprises homeless adult males, while the Kaaahi Shelter component targets homeless adult females and homeless families with children. Hale Mauiola Housing Navigation Center component targets homeless single adults and adult couples. We expect the features of the populations served to closely resemble those served in recent years.

The adult single and couple populations have high levels of clinical needs and are diverse in terms of ethnicity and age distribution. Older adults (55+ years) make up more than a third of the non-family adult populations. Typically, they have high prevalence rates of medical, mental health, and substance abuse needs. In FY 2024 Sumner Shelter served 601 single men; 21% were aged 55-64 years and 14% aged 65 and older. At entry, 30% self reported chronic health conditions, 35% mental illness, and 19% drug and/or alcohol abuse. By ethnicity, 21% identified as Hawaiian/Pacific Islander (full or in combination), 33% Caucasian, 15% African American, 11% Asian, 15% mixed, and 5% from other backgrounds. 17% were Chronically homeless and 14% were veterans. At entry, 61% of men had no income from any sources and 34% had no health insurance coverage while less than 7% of men were employed.

Kaaahi shelter single women's dorm served 306 women; 25% were 55-64 years old and 10% aged 65+. 23% reported chronic health conditions, 32% mental illness, and 16% drug/alcohol abuse. By ethnicity, 23% were Hawaiian/Pacific Islander (full or mixed), 29% Caucasian, 10% Asian, 11% African American, 24% mixed, and 3% other. 17% were chronically homeless and 3% were veterans. At entry, 63% had no income from any sources and 32% had no health insurance coverage while less than 7% were employed.

Hale Mauiola served 332 homeless adults, of whom 25% were 55-64 years old and 13% aged 65+. 30% reported chronic health conditions, 33% mental illness, and 22% drug/alcohol abuse. By ethnicity, 42% were Hawaiian/Pacific Islander (full or mixed), 22% Caucasian, 10% Asian, 10% African American, 13% mixed, and 3% other. 21% were chronically homeless and 6% were veterans. At entry, 29% had no income.

Families served have comparatively lower prevalence of mental health and substance use conditions. The majority comprise Native Hawaiian and Other Pacific Islander individuals and chronic health rates are similar to those for singles. In FY 2024, Kaaahi Family dorm served 61 families (100 adults and 122 children). Clinical conditions for family adults were lower, with self-reports at intake showing only 8% reported drug/alcohol abuse, 29% chronic health conditions, and 22% mental illness. Adults 25-34 years made up 57% of adults and 44% of children were under age 5. By ethnicity, 64% were Native Hawaiian/Pacific Islander (full or mixed), 21% mixed, 7% Caucasian, 8% African American, and 2% from other backgrounds. 11% were chronically homeless and 2 adults were veterans. Among family adults, 55% had no income at shelter entry and 33% were employed at intake. 26% of family persons did not have health insurance at shelter entry. Health screenings are important for family children due

to their healthcare often being disrupted due to their families being homeless.

5. Describe the geographic coverage.

The geographic coverage for the Kaaahi (546 Kaaahi Street) and Sumner (350 Sumner Street) Emergency Shelters and Hale Mauiola Housing Navigation Center (10 Sand Island Parkway) comprises the island of Oahu, island-wide. Though geographically located in Honolulu's urban core, the three sites serve homeless households originating from communities across Oahu. There is a tendency for the largest volume of clients served to enter the shelters from areas in Metro Honolulu due to proximity. Clients may be referred by other providers (e.g. outreach workers, hospital discharge social workers) or self-present for entry into shelter without a referral. The immediate area comprising Point in Time Regions 1 (Honolulu) and 2 (East Honolulu/Waikiki) combined had 48% of Oahu's Chronically Homeless (having a disabling condition and homeless for a year or more) households during Point in Time Count 2024.

III. 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;

IHS' Health Services Program's core strategies are: 1) Receipt and triage of hospital referrals of homeless persons exiting area hospitals by Registered Nurse staff (faxed to IHS by hospital discharge planner nurses and social workers as part of IHS' hospital referral procedure), 2) Providing emergency shelter and housing navigation through shelter staff, case managers, and other supportive services staff, 3) Transition from shelter into housing and 4) Direct nursing services for clients entering the IHS shelters, (e.g. providing urgent care, health screening, and referral/connection to needed PCP and specialty medical services).

The Health Services program is a critical component of Oahu's homeless services system, ensuring that homeless persons being discharged from hospitals on Oahu who are referred for shelter are evaluated for appropriateness (based on required level of care), redirected to higher levels of care when not appropriate, and that follow-on supports (e.g. 1147 and 1157 process completion for behavioral health and care coordination services) and services (e.g. transportation for dialysis appointments, medication refills) are put into place for those who are appropriate. This supports the two-fold goals of: 1) Ensuring that vulnerable persons in housing crises are able to access shelter, and 2) Ensuring continuity of care in the community while ensuring proper housing navigation is put into place to help the individual resolve their housing crisis.

Hospital referrals are completed by discharge social workers at Oahu hospitals and transmitted to the IHS shelters, where they are received by shelter operations staff (Guest Services Assistants) and triaged by the Health Services RN. This triage entails review of bed availability, evaluation of appropriateness (including requests for additional information when needed) and notification of decision provided to referring hospital social workers.

Once a homeless person is accepted, transported to the shelter (usually via hospital taxi voucher) and

completes their shelter intake, Guest Services Assistants provide orientation to the shelter milieu, care appointment and medication reminders, and targeted redirection to foster successful adjustment and engagement. Follow-on urgent care, health screening, and referral activities are conducted by the IHS RN, precepted nursing students, and case managers. Partner medical providers (MD, DO, and APRN-Rx) provide primary and psychiatric care as appropriate. Key collaborators include hospital discharge social workers from local area hospitals, partner medical providers, and nursing schools with students present at the IHS shelters with their instructors for community health rotations. This grant request will provide support for unfunded portions of IHS' Health Services registered nurses (RNs).

IHS' Kaaahi and Sumner Emergency Shelters and Hale Mauiola Housing Navigation Center meet basic human needs, while other support services assist clients with enhancing opportunities for housing transition while also providing linkage to needed supportive services and resources to assist with the primary goals of achieving housing placement and maintenance.

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

The annual timeline assumes a start date of July 1, 2025. The Health Services program is ready to deliver the scope of work to the target populations with no need for ramp up time. Program staff, fiscal, and administrative staff will receive initial training in the grant in aid contract objectives, deliverables, required reporting schedule, and performance expectations during a convocation meeting during week one, month one of the contract. Because this grant supports an existing program, staff, supervision structures, workflows and documentation processes, program policies and procedures, and relationships with referring hospitals and partner community providers are already established and in place. Staff will use existing offices and computer equipment.

Objective 1: Maintain essential health services nursing availability for homeless men, women, adult couples, and families with children served at IHS' Kaaahi and Sumner Emergency Shelters and Hale Mauiola Housing Navigation Center.

Outcome 1. 300 homeless individuals served with nursing services at Kaaahi, Sumner, and Hale Mauiola from July 1, 2025 through June 30, 2026.

Objective 2: Ensure continued access to emergency shelter with appropriate support services for medically vulnerable homeless individuals (including those with chronic health conditions) through IHS' hospital referral process.

Outcome 1. 100 homeless individuals served with the hospital referral process from July 1, 2025 through June 30, 2026.

The timeline for this program is FY 2026. The start date is 7/1/2025 and ends on 6/30/2026. IHS is estimating a full year to calculate results of outcomes and data. Integrated into program services will be efforts to help clients who are served to learn to better navigate their healthcare services available through their health plans by establishing a primary care physician.

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

Project evaluation activities will be overseen by IHS' Director of Strategy, Planning and Impact and Data Manager at no cost to the grant. The Kaaahi and Sumner Guest Services Manager, Hale Mauiola Guest Services Manager, and Nurse Educator/Clinic RN will serve as the primary responsible program

persons for this project. IHS has an agency-wide Performance Improvement Program and a Policy and Procedure on “Performance Improvement” that conform to CARF and State of Hawaii contractual requirements covering the agency in its entirety and assure consistent efforts toward performance improvement in all programs. IHS achieved 3-year CARF re-accreditation in 2023 that audits the policies, procedures and administration of services by the agency (see copy of letter in Attachments). On a monthly basis, data will be collated and actual outcomes achieved compared against those proposed in the grant. Deviations will be noted and corrective action taken.

Shelter guest intake and exit information is recorded by Guest Relations Specialists (GRS) during shelter intake and exit interviews and recorded in the HMIS database. Hospital referrals are received via fax by shelter reception staff (Guest Relations Specialists, or GRS) from hospital discharge nurses and social workers. Hospital referral forms are reviewed by the RNs, with clarifying information being sought when needed, and an admission decision made and communicated back to the party making the referral. A tracker is used to document referrals and admission decisions on an ongoing basis, with outcomes collated monthly.

IHS also uses an internal CaseWorthy Empowered Case Management (ECM) “SAMi” database, developed specifically for IHS. SAMi integrates consumer records from our facility, case management, medical and other service programs. Access to different parts of SAMi is compartmentalized by department function. Health Services RN chart client encounters and services via progress notes each client’s file in SAMi within 72 hours of each service procedure being delivered. IHS Data Specialist will collate outcomes data for each monthly report for this grant. Outcomes will be shared with other programs in weekly clinical programs meetings, bi-weekly directors roundtables, and via presentations in monthly Program Manager’s Meetings. Internal reports are submitted to the Executive Director and reviewed at monthly Management meetings that include key supervisory staff. Program outcomes summaries are reported in quarterly Board of Directors Internal Affairs Committee and General Meetings.

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.

The measures of effectiveness for the proposed project are:

1. Total number of homeless individuals assisted with health services nursing at Kaaahi, Sumner, and Hale Mauiola
Target: 300.
2. Total number of hospital referrals for homeless individuals reviewed by RN personnel.
Target: 100.

IV. Financial

Budget

1. The applicant shall submit a budget utilizing the enclosed budget forms as

applicable, to detail the cost of the request.

- a. Budget request by source of funds ([Link](#))
- b. Personnel salaries and wages ([Link](#))
- c. Equipment and motor vehicles ([Link](#))
- d. Capital project details ([Link](#))
- e. Government contracts, grants, and grants in aid ([Link](#))

2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2026.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$73,216	\$73,216	\$73,216	\$73,216	\$293,864

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2026.

IHS applied for \$224,189 in ESG Shelter Essential Services and \$106,884 in ESG Shelter Operations funds from the City and County of Honolulu in November 2024 to support Sumner and Kaaahi shelters. In November 2022, IHS applied for a \$143,682 City and County of Honolulu Grant in Aid for dining area furnishings, audiovisual systems, and public announcement systems upgrades at the shelters. In December 2024, IHS applied for funding from the State Department of Human Services, Homeless Programs Office for the Kaaahi and Sumner shelters for FY 2026 (\$1,215,000 and \$1,210,000, respectively) due to the contract extension period having maxed out and requiring a new solicitation. All five of these applications are currently under review, and if awarded will not start until 2026.

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.

5. The applicant shall provide a listing of all federal, state, and county government contracts, grants, and grants in aid it has been granted within the prior three years and will be receiving for fiscal year 2026 for program funding.

In the 2023 State Legislative Grant in Aid, IHS was awarded \$350,000 in Capital Improvements (IT System server replacement) and \$1,600,000 in Operating (HTTP operations) funds. In the 2024 State Legislative Grant in Aid, IHS was awarded \$500,000 in Capital Improvements (Kaaahi window and floor tile replacements) and \$500,000 in Operating (Kaaahi and Sumner shelter staff and operations) funds. IHS has received no other State Legislative GIA awards in the last three years.

Federal, State, and County government contracts, grants, and grants in aid IHS has been granted in the prior three years and will be receiving in FY 2026 for program funding are listed by project component in the tables below:

Kaaahi Emergency Shelter:

Project/Contract	Contracting Agency/Organization
Homeless Shelter Program Kaaahi Emergency Shelter	State of Hawaii, Department of Human Services, Homeless Programs Office Awarded: FY 22, 23, 24, 25; FY 26 application still under review
TANF Maintenance of Effort (MOE)	State of Hawaii, Department of Human Services, Benefit, Employment and Support Services Division (BESSD), Employment and Training Programs Office (ETPO) Awarded: FY 22, 23, 24, 25; FY 26 expected
ESG CARES Emergency Shelter Essential Services (Kaaahi and Sumner)	City & County of Honolulu, Department of Community Services Awarded: FY 22, 23
ESG CARES Emergency Shelter Operations (Kaaahi and Sumner)	City & County of Honolulu, Department of Community Services Awarded: FY 22, 23
ESG CARES Emergency Shelter Renovations (Kaaahi and Sumner)	City & County of Honolulu, Department of Community Services Awarded: FY 22, 23

Sumner Emergency Shelter:

Project/Contract	Contracting Agency/Organization
VA Sumner Emergency Beds	US Department of Veterans' Affairs, Healthcare for Homeless Veterans Program Awarded: FY 22, 23, 24, 25; FY 26 expected
Homeless Shelter Program Sumner Emergency Shelter	State of Hawaii, Department of Human Services, Homeless Programs Office Awarded: FY 22, 23, 24, 25; FY 26 application still under review
ESG CARES Emergency Shelter Essential Services (Kaaahi and Sumner)	City & County of Honolulu, Department of Community Services Awarded: FY 22, 23
ESG CARES Emergency Shelter Operations (Kaaahi and Sumner)	City & County of Honolulu, Department of Community Services Awarded: FY 22, 23
ESG CARES Emergency Shelter Renovations (Kaaahi and Sumner)	City & County of Honolulu, Department of Community Services Awarded: FY 22, 23
ESG Sumner Emergency Shelter Essential	City & County of Honolulu, Department of

Services	Community Services Awarded: FY 22, 23, 24 FY 25 not awarded; FY 24 application still under review
ESG Sumner Emergency Shelter Operations	City & County of Honolulu, Department of Community Services Awarded: FY 24 & 25 FY 22 & FY23 not awarded; FY 26 application still under review

Hale Mauiola Housing Navigation Center:

Project/Contract	Contracting Agency/Organization
Operate and Maintain Hale Mauiola	City & County of Honolulu, Department of Community Services Awarded: FY 22, 23, 24, 25 & 26

6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2024.

IHS' total unrestricted current assets as of December 31, 2024 was \$13,873,368.

V. Experience and Capability**1. 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 over 39 years of experience providing emergency shelter and supportive services to homeless individuals and families. IHS has provided emergency shelter and supportive services for homeless men, women, and families since 1985, originally at the Sumner St. shelter. In 1997, IHS moved shelter services for women and families with children to the Kaaahi St. shelter, with Sumner dedicated to serving homeless men from that point forward.

IHS' experience in the last three years for emergency shelter and related projects includes:

State of Hawaii, Department of Human Services, Homeless Shelter Program DHS-21-HPO- 0019-SA05 (Sumner) and DHS-21-HPO-0018-SA06 (Kaaahi) (First awarded 2003; current contract 7/1/2024-6/30/2025; FY 2026 proposals under review)

Emergency shelter, case management, and supportive services targeting placement and retention in more permanent living placements for homeless persons on Oahu provided through two service centers: Kaaahi St. (women and families) and Sumner St. (men).

Contact: Ms. Anamarie Piloton

State of Hawaii Department of Human Services, Homeless Programs Office
1010 Richards Street, Suite 312, Honolulu, HI 96813
Email: APiloton@dhs-hawaii.gov Phone: (808) 586-7068

Hale Mauiola, Grant # CT-DCS-CT-DCS-2400321 (6/1/24-5/31/25) (First awarded 8/15/15)

Description: Operate and manage the City's Hale Mauiola Housing Navigation Center at Sand Island, Oahu's first Housing First shelter with accommodations for persons with pet animals and automobiles. Provide center intake, orientation, and exit for homeless adult singles and couples. Support services include onsite case management and housing navigation services, with leveraged services from other IHS staff and other providers.

Contact: Mr. Tim Ho

City and County of Honolulu, Department of Community Services
Kapalama Hale, Ste. 200, 925 Dillingham Blvd. Honolulu, HI 96817
Email: Timothy.Ho@honolulu.gov Phone: (808) 768-7818

State Rapid Re-Housing Program #DHS-21-HPO-0114-SA04 (first awarded 2017); current contract 6/15/2024-6/14/2025

Provide homelessness prevention (for those at-risk) and rapid rehousing (for those currently homeless) services to qualifying at-risk and homeless households residing on Oahu. Services include assistance with first month's rent and/or deposit, rental arrears, utilities as well as permanent housing search, placement and retention support and referral and linkage to services and resources needed to sustain housing tenure.

Contact: Ms. Diana Kammunkun

State of Hawaii Department of Human Services, Homeless Programs Office
1010 Richards Street, Suite 312, Honolulu, HI 96813
Email: dkammunkun@dhs-hawaii.gov Phone: (808) 586-7070

Permanent Supportive Housing Program (HUD CoC Funded, first awarded in 2003)

Permanent Supportive Housing placement, rental assistance, and wrap around services for Chronically Homeless adults with disabilities.

Contact: Kayla Keehu Alexander, Vice President, Community Impact Aloha United Way, 200 N. Vineyard Blvd., Ste. 700, Honolulu, HI 96817-3952; Phone: (808) 543-2263; Email: kkeehu@auw.org

Ohana Health Plan (2013-Present), Behavioral Health Case Management

Contract to provide behavioral health case management to CCS, CCS, Quest, and Quest Expanded Access (now Quest Integrated) consumers with SPMI.

Contact: Kelli Hayden, CCS Manager. Mobile: 808-271-4815; email: Kelli.Hayden@centene.com;
Address: 820 Mililani St., Ste. 200 Honolulu, HI 96813

State Homeless Outreach Program, Contract #DHS-21-HPO-0104-SA04 (First awarded 2/1/17; current contract 6/15/2024-6/14/2025)

Provide homeless outreach to unsheltered singles, couples, and families in Regions 2 (Waikiki/East Honolulu) and 4(Lower Windward). Facilitate VI-SPDAT completion for coordinated entry, assist with linkage to services and resources needed for shelter and housing placement, facilitate entry into shelter and housing placements.

Contact: Ms. Dee Kammunkun

State of Hawaii Department of Human Services, Homeless Programs Office
1010 Richards Street, Suite 312, Honolulu, HI 96813
Email: DKammunkun@dhs-hawaii.gov Phone: (808) 586-7070

Housing First Increment 1 Program, Grant # CT-DCS-2400127 (First awarded 11/1/14)

Since 11/1/2014, IHS has provided Outreach, case management, permanent housing placement rental assistance and supportive services for vulnerable, chronically homeless unsheltered and sheltered singles, couples, and family households on Oahu (originally in Urban Honolulu, Waikiki, and the Waianae Coast). External program evaluation conducted by Jack Barile Ph.D. And Anna Smith, Ph.D. from the University of Hawaii Department of Psychology.

Contact: Mr. Tim Ho

City and County of Honolulu, Department of Community Services

Address: Kapalama Hale, Ste. 200, 925 Dillingham Blvd. Honolulu, HI 96817

Email: Timothy.Ho@honolulu.gov Phone: (808) 768-7818

2. 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.

All facilities and resources needed to implement the proposed GIA project are in place. The Kaaahi Service Center (single men) is located at 350 Sumner Street Honolulu HI 96817, and the Kaaahi Service Center (single women and families with children) is located at 546 Kaaahi Street, serving single women and families with children. Both shelters are open 24 hours per day, 7 days a week. Both shelters have controlled access and security camera monitoring.

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. The first floor of the Sumner Street facility contains offices, kitchen and a dining/multi-purpose room, bathroom, laundry facilities and the health clinic (staffed by IHS Health Services personnel). The second floor contains offices, bathroom facilities and a large multi-purpose room and smaller meeting room. The multi-purpose room on the 2nd floor are used for sleeping space at night for up to 141 adult men (overflow capacity for up to 200 total based on maximum fire code occupancy). Access to the second floor is provided by stairs and an elevator.

Since July 1, 1997, IHS has operated an emergency shelter for women and families with children at 546 Kaaahi Street, located at the foot of Liliha/Kapalama. The three story building was purchased and renovated by the City and County of Honolulu, with whom IHS has a 25-year no cost lease/management agreement (expires 2035). The first floor contains case management and operations 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 66 individuals, overflow capacity for up to 100) and families (capacity 100 persons), bathrooms and laundry facilities. The third floor contains administrative offices, a conference room, a dining/multipurpose room used for meals, workshops), and the dry food storage area. The garage contains the Kokua Korner clothing and household furnishings mini-depot for clients. The shelter also has gardens, and aquaculture tanks used for the Children's and Urban Agriculture Job Skills Training Program. Kaaahi shelter and the Rooftop Training and Education Center (RTEC) meet ADA Title III accessibility requirements including access to the 2nd floor via working elevator and RTEC by ADA man lift.

Facilities provide adequate semi-private office space for intake, assessment, case management and facilitation and appropriate storage of documentation. Larger conference/classroom space is also

located at the Men's Shelter and the Women's and Families Shelter has a large multipurpose room and smaller learning center. This learning center has 10 computer stations.

IHS' IT Department provides staff with necessary communications equipment (telephone, fax, email, high speed Internet) and office equipment (devices, copier, and computer network) to serve clients effectively and efficiently. They also ensure that IHS is able to comply with HIPAA regulations that require organizations to secure protected client information.

Sumner and Kaaahi facilities both meet ADA Title III accessibility requirements and all other standards required for its 2023 re-accreditation with the Commission on Accreditation of Rehabilitation Facilities (CARF). See copy of IHS' 2024 CARF accreditation letter in Attachments. IHS has an experienced Guest Services 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. Currently, many guests and some staff of IHS are individuals with disabilities. All entrances, restrooms, parking areas, elevators, and hallways are accessible to people with disabilities.

IHS has managed and operated Hale Mauliola Center at 10 Sand Island Parkway, Honolulu HI 96819 since August 2015. The Center can serve a maximum of 104 guests at any time with temporary shelter services. Clients (referred to at HM as "guests" to emphasize hospitality) will occupy "units" on the Center, which afford lockable sleeping quarters and a place to store their clothing and belongings. There are 48 singles units, 26 couples' units, and 4 ADA units. The Center physical plant common areas include a main staff office trailer (with guest phone, mail and message service, and cell phone charging station), stand-alone showers and bathrooms for guest use, as well as a potable water source and a large tented gathering area (Central Hale). The Center office (phone and email address) serves as the single point of contact for persons seeking shelter, information inquiries from the public, and persons with concerns or complaints. The Center office is staffed 24 hours per day year round by Center Guest Services (operations) staff.

Hale Mauliola guests may use laundromats in the neighboring community, accessible by a center shuttle van, including Punawai Rest Stop in Iwilei. Breakfast, lunch and dinner meal provided daily for those registered guests choosing to dine at the Center. Parking for guests is available on site and guests may bring their pets to live with them. To access public transportation and off-site supportive services, IHS operates a shuttle from Hale Mauliola to public transportation stops on Dillingham Boulevard and the IHS Kaaahi and Sumner Service Centers in Iwilei.

VI. Personnel: Project Organization and Staffing

1. 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.

IHS has a staff team with extensive experience delivering shelter, outreach, health services, and supportive services. IHS has provided shelter and supportive services to Oahu's homeless 24 hours per day, year round at our Sumner shelter since 1985 and at Kaaahi since 1997. IHS has operated and managed Hale Mauliola since 2015 for the City and County of Honolulu. Key

leadership staff and qualifications include the following:

Executive Director, Connie Mitchell, MS, APRN, BC, – has over 46 years’ experience in health care and meeting the needs of underserved populations. Her expertise in psychiatric nursing includes outreach to underserved populations, program development and evaluation, and improving systems of care. She holds a MSN degree in Psychiatric Mental Health Nursing and is an Advanced Practice Registered Nurse (APRN). Project Director for IHS’ CABHI collaborative (2011-2014) and Housing First (2014-present) projects. She participates in Partners In Care (PIC) advocacy and planning committees. She provides overall direction to all IHS programs, and will oversee successful execution of this project.

Director of Strategy, Planning, and Impact, Kanui Bell, MBA, MA, CSAC, CCJP, ICADC, ICCJP, is a Certified Substance Abuse Counselor and Certified Criminal Justice Addictions Professional with over 20 years of human services experience. He is responsible for setting standards for program structure and data collection across IHS’s programs, managing IHS’s 20+ government grants. He serves as IHS’ Compliance Officer. Mr. Bell holds a BA in Psychology, MA in Grant Writing, Management, and Evaluation, and an MBA. He and the Data Manager will assist with data quality, reporting and program evaluation.

Director of Finance, Kaelin Ryals, BSBA, provides agency fiscal oversight and is responsible for compliance with Federal and State requirements. She has 14 years of experience in accounting and finance, and holds a BS degree in business administration and accounting. She is assisted by 12 finance personnel, who perform all financial tasks including control, monitoring, budgeting, invoicing, payments, and reporting using the Sage Intact fund-based accounting system to effectively manage all grant funds awarded to IHS. She will oversee all project financial activities and reporting for this grant.

Director of Health Services, Yasmeen LaTore, DNP, FNP, MS-MHC, BSN, RN, has 8 years of experience in behavioral health. She is a Family Nurse Practitioner (FNP) and advanced practice registered nurse. She holds a Doctor of Nursing Practice and MS in mental health counseling and first joined IHS in 2018 as a CCS case manager for adults with serious mental illness. She oversees all IHS’ health services and directs operations of the Imi Ola Piha Homeless Triage and Treatment Center’s detox and medication initiation services. She supervises the RNs funded by this grant request.

Director of Operations, Jennifer Hickman, MS joined IHS in June 2021. She oversees IHS’ shelter operations. She ensures the safety and welfare of guests, visitors and staff including hiring, training and supervision of all Guest Services, Shelter Case Management, and Meal Service staff. She has over five years of experience in clinical counseling and homeless services and holds an MS degree in Counseling/Psychology, and is completing pursuing a PhD in Clinical Psychology. She will oversee project shelter, case management, and meal services.

Guest Services Manager, Raenell Manning, joined IHS in 2017 and has 7 years of homeless services experience. With the support of an Assisted Guest Manager at each shelter, she manages Kaaahi and Sumner shelter staffing and operations to ensure a safe, secure, warm, and welcoming environment for participants (“guests”) and ensure data and recordkeeping tasks are completed by shelter staff. She also oversees day to day case management functions. Ms. Manning holds a certificate in Medical Assisting. She manages Kaaahi and Sumner shelter staffing and operations to ensure a safe, secure, warm, and welcoming emergency shelter environment for participants as well as ensuring that required shelter data and recordkeeping tasks are completed.

Guest Services Manager, Rhonda Fernandez-Wong joined IHS in 2021. She serves as GSM for the Hale Mauliola and the Specialty Shelter facilities, responsible for all guest services and shelter case

management delivery. She holds a certificate in Medical Assisting.

Nurse Educator/Clinic RN Elizabeth Glenn, RN, BSN has over 33 years of experience in health care, with 24 as a Registered Nurse. She has extensive experience in working with the homeless population, including those with mental illness, having established and served four years as Team Leader/Project Manager for KPHC's Health Care for the Homeless Project. She serves as clinical preceptor for RN candidate interns and provides direct nursing and triage/referral for medical services for homeless persons served at IHS' shelters.

Registered Nurse, Laarni Aoki, BSN, RN, PHN has 16 years of experience as a registered nurse and has worked in veterans, rehabilitation, respite, hospice, public health, and quality assurance roles. She joined IHS in 2021 and provides direct nursing and triage/referral for medical services for homeless persons served at IHS' shelters.

Shelter Case Manager Coordinator, Margaret Sane-Gasetoto, leads shelter case management for Sumner and Kaaahi shelter guests. She has 8 years of experience in homeless services, with 7 years in case management. She will oversee project case management and is responsible for managing staff caseloads, providing review of assessments, housing plans, and discharge plans, and reviewing client progress on goals, documentation quality, and overall quality of case management services delivered. She will also assist with complex cases. She is fluent in Samoan.

Guest Services Manager (Food Service Certified), Ana Alualu, has 27 years of experience at IHS, with 25 years in food service. She coordinates all aspects of IHS' food and meal service programs, including management of the certified commercial kitchen at Sumner Shelter, sourcing (purchasing and donations), storage, transportation, preparation, packaging, and serving. She also coordinates with community organizations and volunteer groups supplying in-kind support to the meal program. She will oversee all food services for the project.

Systems Administrator, Jan Watanabe joined IHS in 2006 and has 23 years of experience in information systems. She administers IT support and maintains IT systems. Ms. Watanabe oversees all database and electronic device security and access. She holds a BBA degree in Management Information Systems. She will provide IT support needed for project success.

Supervision Structures

The shelter leadership team will collaborate on an ongoing basis with Health Services RN staff to identify clients entering the shelters outside of the hospital referral process who are in need of health service supports due to chronic illness, difficulty managing their medications, or needing linkage to care coordination and/or primary care. Margaret Sane-Gasetoto supervises case management for Kaaahi and Sumner shelters, while Raenell Manning is Guest Services Manager for the Kaaahi and Sumner shelters. Rhonda Wong Fernandez supervises shelter and case management services at Hale Mauliola. These three staff are supervised by Director of Operations Jennifer Hickman. Director of Health Services Yasmeeen Latore supervises the Health Services Registered Nurses. All agency Directors meet bi-weekly, and are supervised by Executive Director Connie Mitchell.

IHS' Guest Services staff operate and maintain the facilities 24 hours per day, year round. Maintenance staff complete skilled maintenance tasks. Meals are provided by Guest Services (Food Service Certified) staff, who ensure three meals are served each day to guests at the shelters. Shelter case managers provide linkage to the CES, essential service and resource linkage and housing navigation. Health Services RNs provide services focused on stabilizing client's health conditions through

healthcare linkage, supporting treatment adherence, 1147 and 1157 processes for clinical case management and specialty housing, linkage to care coordination when needed, and accessing health supports needed for maximizing independent living (e.g. accessing home visitor nurse or chore services through health plan).

IHS seeks out candidates who are compassionate, committed to working with men who are homeless, and have the appropriate communications skills necessary to work with the population served. For all staff, IHS Workforce Excellence (Human Resources) performs a criminal background check, urine drug screen, reference check, credential verification (when required for position), and obtains a current (annual) TB clearance. Human Resources maintains an individual staff record for each staff person. IHS staff include persons who have personally experienced homelessness.

While all direct service staff and supervisory positions will have appropriate experience, IHS continues to provide training. Administering staff are fully trained in Critical Time Intervention, Housing First approach, Motivational Interviewing, Person Centered Services, Transtheoretical Model of Change, and Trauma Informed Care skills. Program specific training is provided as needed.

At IHS, ongoing training in four core areas includes:

1. Mental Health/Substance Abuse Education – Training by skilled IHS personnel, or provided in-service by other experienced professionals, will enhance staff knowledge in the:
 - a. Recovery Model applied to both mental health and substance abuse populations,
 - b. Person-Centered service planning, which assess for individual participant's strengths and integrates them into service planning,
 - c. Motivational Enhancement, whose principles can be applied to any targeted behavioral change including individuals with a history of mental illness, substance abuse, criminogenic vulnerabilities. These are important to mitigate the potential impact of relapse on employment.
 - d. Trauma Informed Care - to attune staff to the special needs of persons who have experienced trauma as it relates to coping skills important in service participation, job entry and retention.
2. Criminal Justice/Corrections – Due to the high prevalence of criminal justice involvement among homeless adults and the participation of adults being referred by Adult Probation and Parole, Shelter Case Managers and other personnel receive additional training and information from both staff and outside professionals addressing problems unique to individuals with a criminal justice history.
3. Cultural Competency Training – IHS Case Management positions are annually required to participate in local training covering cultural competency issues. This training specifically covers issues related to the growing population of individuals from Compact of Free Association (COFA) island nations as well as the unique perspectives held by chronically homeless persons.
4. Workplace Safety – IHS provides all staff on-going training by experienced staff and professionals from outside of the agency in topics related to safety and emergency training (CPR/First Aid), conflict management and resolution (CPI), and appropriate conduct and boundary setting with the target population.

2. 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.

Please see a one-page agency-wide organizational chart in the **Attachments** section that presents all agency personnel by division. The Health Services registered nurses to be funded by this request are indicated by asterisks (page 1 of 3). Their supervisors, the Director of Health Services (no cost to grant request) is indicated by an asterisk.

Also provided is a two-page breakout of agency divisions indicating personnel staffing by full time equivalent (pages 2 and 3 of 3). The Health Services personnel are indicated on this chart using asterisks (page 2 of 3). The third page shows the divisional breakout of shelter personnel.

3. Compensation

The applicant shall provide an annual salary range paid by the applicant to the three highest paid officers, directors, or employees of the organization by position title, not employee name.

The annual salary range paid by IHS, The Institute for Human Services, Inc. to the three highest paid officers, directors, or employees is \$91,000-\$210,000. The three highest positions are:

1. Executive Director
2. Director of Strategy, Planning and Impact
3. Director of Workforce Excellence

Members and officers of the Board of Directors serve as volunteers and do not receive compensation.

VII. Other

1. 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 pending litigation or outstanding judgements.

2. 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 shelter programs are not required to be licensed. IHS' case management services have been accredited by the Commission on the Accreditation of Rehabilitation Facilities (CARF) since 2005 to provide Adult Behavioral Health Case Management. See copy of IHS' 2024 CARF accreditation letter in **Attachments**.

3. 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.

No, this grant will not be used to support or benefit a sectarian or non-sectarian private educational institution

4. Future Sustainability Plan

The applicant shall provide a plan for sustaining after fiscal year 2026 the activity funded by the grant if the grant of this application is:

- (a) Received by the applicant for fiscal year 2026, but
- (b) Not received by the applicant thereafter.

GIA funds requested for the Kaaahi, Sumner, and Hale Mauiola Health Services registered nurses support essential, unfunded salaries, fringe and benefits for the two Registered Nurses who provide direct care. IHS' plan for sustaining health services in the emergency shelters beyond the State GIA grant period includes securing funding in the State's annual baseline budget as this is an important community safety net resource. While seeking resources to maintain service continuity during the pandemic, FEMA defined the role of shelter as being the responsibility of local governments, the City and State. Another route is obtaining Medicaid billable status for nursing procedures and private foundation funding (particularly for medication assistance for uninsured clients).

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2025 to June 30, 2026

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)	Total Non-GIA State Funds Requested (e)
A. PERSONNEL COST					
1. Salaries	207,000	0	683,914	1,189,441	1,613,295
2. Payroll Taxes & Assessments	29,994	0	65,605	149,735	229,748
3. Fringe Benefits	55,869	0	78,016	103,018	263,493
TOTAL PERSONNEL COST	292,864	0	827,536	1,442,195	2,106,536
B. OTHER CURRENT EXPENSES					
1 Airfare (Inter-Island)	0	0	0	0	0
2 Airfare (Out-of-State)	0	0	0	0	0
3 Audit Services	0	0	0	0	10,898
4 Contractual Services - Administrative	0	0	0	4,469	2,823
5 Contractual Services - Subcontracts	0	0	82,158	52,290	3,435
6 Depreciation	0	0	0	0	0
7 Food	0	0	0	81,500	0
8 Insurance	0	0	0	0	14,464
9 Interest	0	0	0	0	0
10 Lease/Rental of Equipment	0	0	1,866	1,194	0
11 Lease/Rental of Motor Vehicle	0	0	0	0	0
12 Lease/Rental of Space	0	0	0	0	0
13 Mileage	0	0	813	1,044	0
14 Postage, Freight and Delivery	0	0	38	23	3,247
15 Program Activities	0	0	1,952	10,234	8,283
16 Publication, Printing, and Advertising	0	0	0	16,480	5,000
17 Repair and Maintenance	0	0	102,239	73,562	27,325
18 Staff Training	0	0	187	4,239	0
19 Subsistence/Per Diem	0	0	0	0	0
20 Supplies	0	0	121,149	51,375	58,073
21 Telecommunication	0	0	12,408	26,665	14,483
22 Transportation	0	0	0	0	0
23 Utilities	0	0	109,251	173,023	170,434
24 Client Assistance	0	0	14,078	16,445	0
25 Other: Client Meals	0	0	238,142	152,404	0
26 Indirect Costs	0	0	92,952	58,444	0
TOTAL OTHER CURRENT EXPENSES	0	0	777,233	723,391	318,464
C. EQUIPMENT PURCHASES	0	0	0	0	0
D. MOTOR VEHICLE PURCHASES	0	0	0	0	0
E. CAPITAL	0	0	0	0	0
TOTAL (A+B+C+D+E)	292,864	0	1,604,768	2,165,586	2,425,000
SOURCES OF FUNDING		Budget Prepared By: Kanui Bell (808) 447-2839 Name (Please type or print) <i>Constance Mitchell</i> Phone Signature of Authorized Official Date 1/15/2025 Constance Mitchell, Executive Director Name and Title (Please type or print)			
(a) Total State Funds Requested	292,864				
(b) Total Federal Funds Requested	0				
(c) Total County Funds Requested	1,604,768				
(d) Total Private/Other Funds Requested	2,165,586				
(e) Total Non-GIA State Funds Requested	2,425,000				
TOTAL BUDGET	6,488,218				

BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2025 to June 30, 2026

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)
Clinic RN/Nurse Educator		1	\$112,000.00	100%	\$ 112,000.00
Registered Nurse (RN)		1	\$95,000.00	100%	\$ 95,000.00
					\$ -
					\$ -
					\$ -
					\$ -
					\$ -
					\$ -
					\$ -
					\$ -
					\$ -
					\$ -
					\$ -
					\$ -
					\$ -
					\$ -
TOTAL:					207,000.00

JUSTIFICATION/COMMENTS: Health Services Registered Nurse (RN) staff provide direct care to homeless clients served at the shelters.

Applicant: [IHS, The Institute for Human Services.](#)

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

DESCRIPTION OF MOTOR VEHICLE	NO. OF VEHICLES	COST PER VEHICLE	TOTAL COST	TOTAL BUDGETED
N/A.			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				
JUSTIFICATION/COMMENTS: No motor vehicle costs requested.				

Applicant: [IHS, The Institute for Human Services, Inc.](#)

FUNDING AMOUNT REQUESTED						
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:2023-2024	FY:2024-2025	FY:2025-2026	FY:2025-2026	FY:2026-2027	FY:2027-2028
PLANS	N/A.					
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
TOTAL:						
JUSTIFICATION/COMMENTS: Not applicable, no Capital Project funds requested.						

GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID

Applicant: [IHS, The Institute for Human Services, Inc.](#)

Contracts Total: 28,747,555

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (U.S./State/Hawaii/ Honolulu/ Kauai/ Maui County)	CONTRACT VALUE
1	State Grant in Aid Kaaahi and Sumner)	7/1/23-6/30/24	DHS-HPO	State	500,000
2	Emergency Shelter Program (Sumner) [Requested]	7/1/25-6/30/26	DHS-HPO	State	1,210,000
3	Emergency Shelter Program (Sumner)	7/1/24-6/30/25	DHS-HPO	State	1,155,000
4	Emergency Shelter Program (Sumner)	7/1/23-6/30/24	DHS-HPO	State	1,100,000
5	Emergency Shelter Program (Sumner)	7/1/22-6/30/23	DHS-HPO	State	1,100,000
6	Emergency Shelter Program (Sumner)	7/1/21-6/30/22	DHS-HPO	State	1,100,000
7	Emergency Shelter Program (Kaaahi) [Requested]	7/1/25-6/30/26	DHS-HPO	State	1,215,000
8	Emergency Shelter Program (Kaaahi)	7/1/24-6/30/25	DHS-HPO	State	1,155,000
9	Emergency Shelter Program (Kaaahi)	7/1/23-6/30/24	DHS-HPO	State	1,100,000
10	Emergency Shelter Program (Kaaahi)	7/1/22-6/30/23	DHS-HPO	State	1,100,000
11	Emergency Shelter Program (Kaaahi)	7/1/21-6/30/22	DHS-HPO	State	1,100,000
12	TANF Maintenance of Effort (MOE) [Expected]	1/1/26-12/31/26	DHS-BESSD-HTPO	State	350,000
13	TANF Maintenance of Effort (MOE)	1/1/25-12/31/25	DHS-BESSD-HTPO	State	350,000
14	TANF Maintenance of Effort (MOE)	1/1/24-12/31/24	DHS-BESSD-HTPO	State	350,000
15	TANF Maintenance of Effort (MOE)	1/1/23-12/31/23	DHS-BESSD-HTPO	State	250,000
16	TANF Maintenance of Effort (MOE)	1/1/22-12/31/22	DHS-BESSD-HTPO	State	250,000
17	TANF Maintenance of Effort (MOE)	1/1/21-12/31/21	DHS-BESSD-HTPO	State	250,000
18	Services (Kaaahi and Sumner)	1/1/21-1/22/22	Dept. Community Svcs	Honolulu County	1,055,235
19	(Kaaahi and Sumner)	1/1/21-1/22/22	Dept. Community Svcs	Honolulu County	572,071
20	(Kaaahi and Sumner)	2/4/22-4/30/23	Dept. Community Svcs	Honolulu County	1,706,740
21	VA Sumner Emergency Beds [Expected]	2/1/26-2/1/27	Veterans Affairs	U.S.	106,544
22	VA Sumner Emergency Beds [Expected]	2/1/25-2/1/26	Veterans Affairs	U.S.	102,952
23	VA Sumner Emergency Beds	2/2/24-2/1/25	Veterans Affairs	U.S.	99,742
24	VA Sumner Emergency Beds	2/2/23-2/1/24	Veterans Affairs	U.S.	96,097

25	VA Sumner Emergency Beds	2/2/22-2/1/23	Veterans Affairs	U.S.	92,856
26	VA Sumner Emergency Beds	2/2/21-2/1/22	Veterans Affairs	U.S.	90,228
27	[Expected]	2/1/25-1/31/26	Dept. Community Svcs	Honolulu County	183,325
28	ESG Emergency Essential Services and Shelter Operations	3/20/34-1/31/25	Dept. Community Svcs	Honolulu County	390,000
29	ESG Emergency Shelter Essential Services	3/1-3/30/24 (ext.)	Dept. Community Svcs	Honolulu County	221,012
30	Operations	12/28/20-1/31/22	Dept. Community Svcs	Honolulu County	324,593
31	ESG Emergency Shelter Operations	12/28/20-1/31/22	Dept. Community Svcs	Honolulu County	168,901
32	Operate and Maintain Hale Mauiola	6/1/19-5/31/24	Dept. Community Svcs	Honolulu County	6,901,559
33	Operate and Maintain Hale Mauiola	6/1/24-5/31/25	Dept. Community Svcs	Honolulu County	1,500,700
34	Operate and Maintain Hale Mauiola	6/1/25-5/31/26	Dept. Community Svcs	Honolulu County	1,500,000

Attachments

1. Organization Chart
2. CARF Accreditation Letter
3. Certificate of Good Standing

1. Organization Chart

Red -Vacant/Ending

Blue - Pending

Yellow -Leave or Temp

FTE -Full Time Equivalent

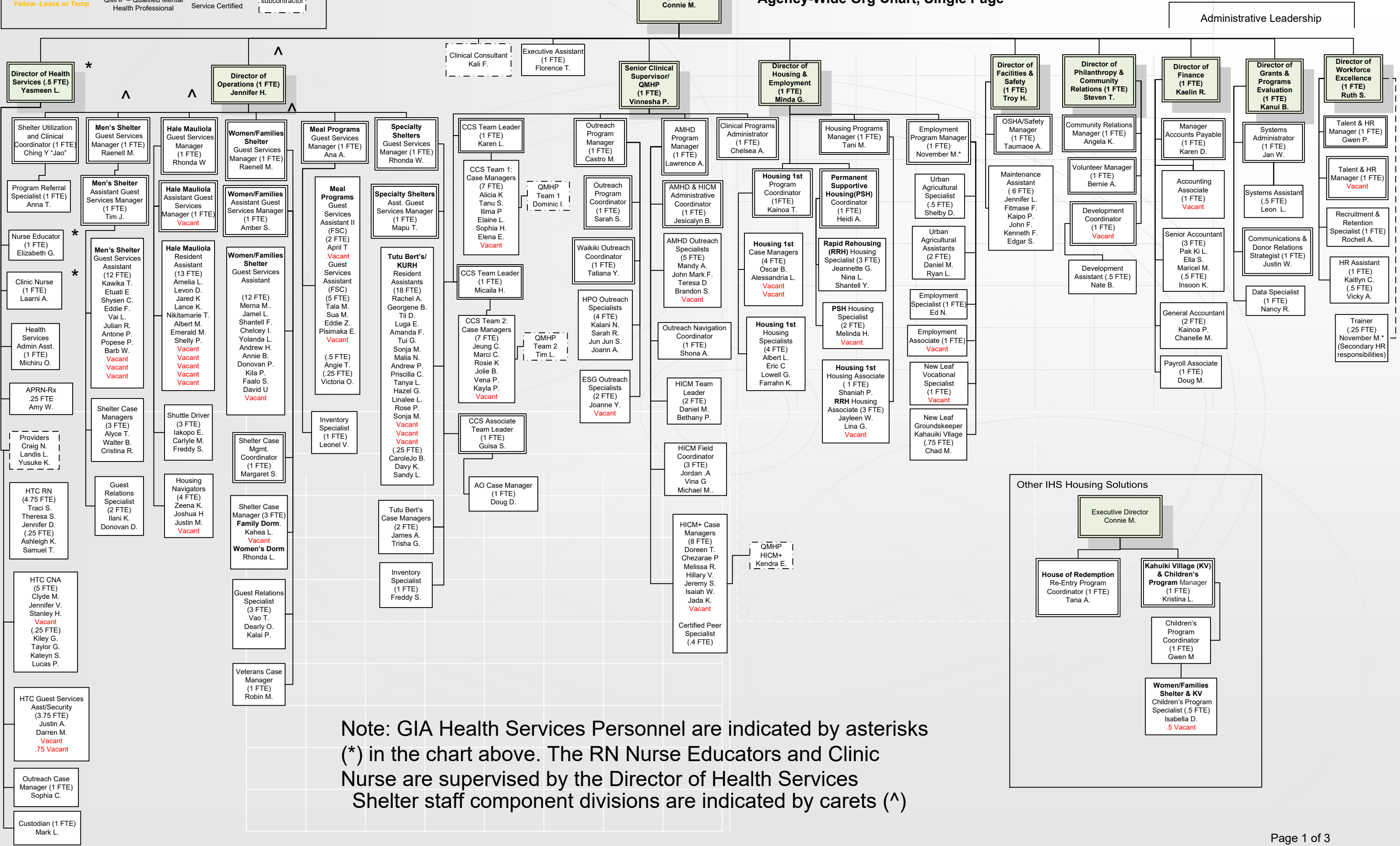
QMHP – Qualified Mental Health Professional

*FSC – Food Service Certified

subcontractor

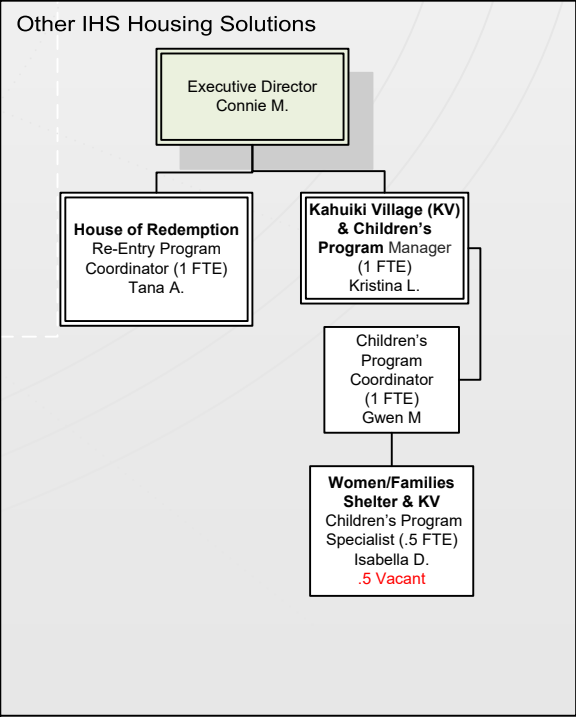
IHS, The Institute for Human Services, Inc.

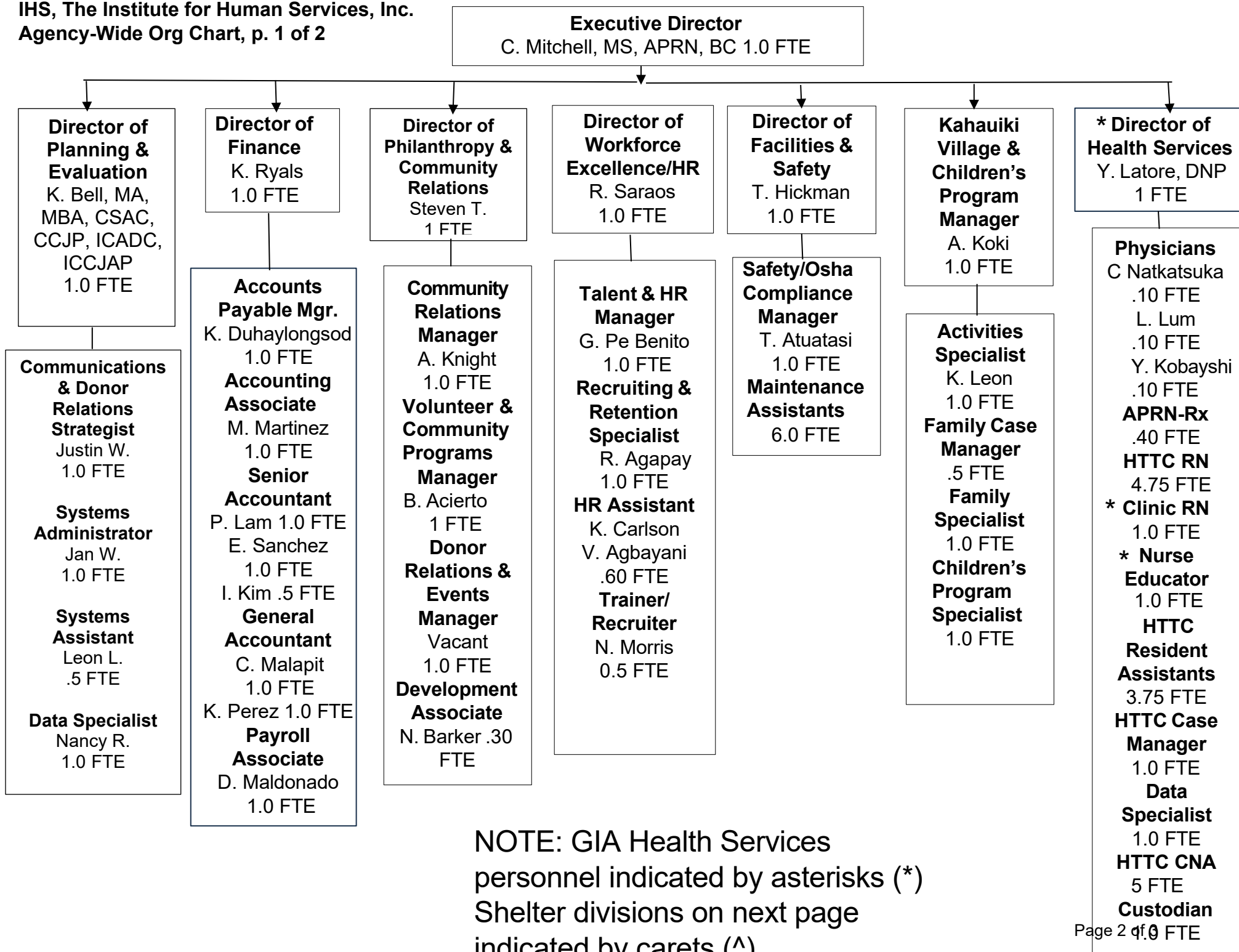
Agency-Wide Org Chart, Single Page



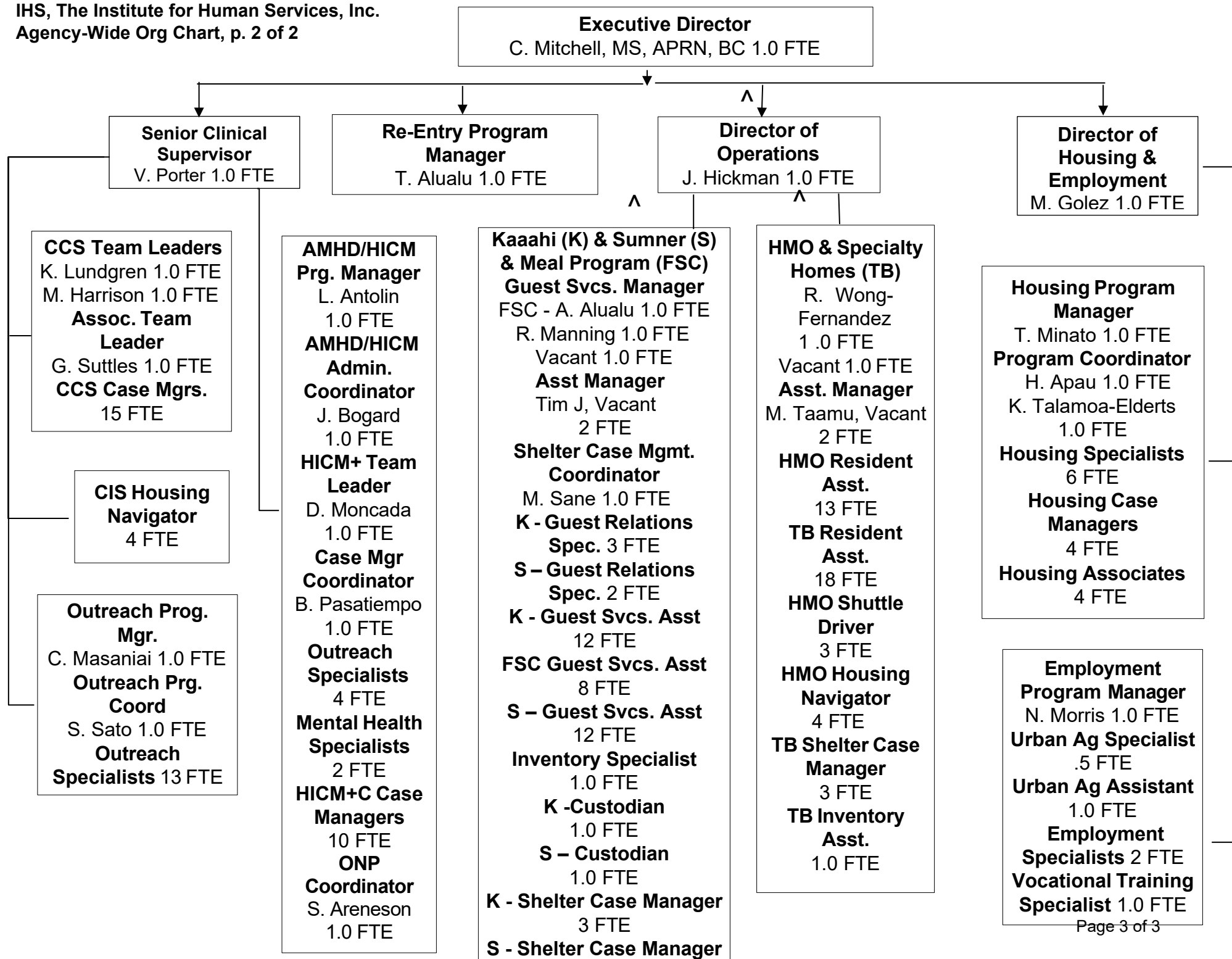
Note: GIA Health Services Personnel are indicated by asterisks (*) in the chart above. The RN Nurse Educators and Clinic Nurse are supervised by the Director of Health Services

Shelter staff component divisions are indicated by carets (^)





NOTE: GIA Health Services
personnel indicated by asterisks (*)
Shelter divisions on next page
indicated by carets (^)



2. CARF Accreditation Letter

January 26, 2024

Connie K. Mitchell, MS, APRN
IHS, The Institute for Human Services, Inc.
546 Kaaahi Street
Honolulu, HI 96817

Dear Ms. Mitchell:

It is my pleasure to inform you that IHS, The Institute for Human Services, Inc. has been issued CARF accreditation based on its recent survey. The Three-Year Accreditation applies to the following program(s)/service(s):

Case Management/Services Coordination: Mental Health (Adults)

This accreditation will extend through June 30, 2026. This achievement is an indication of your organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel, and documentation clearly indicate an established pattern of conformance to standards.

The accreditation report is intended to support a continuation of the quality improvement of your organization's program(s)/service(s). It contains comments on your organization's strengths as well as any consultation and recommendations. A Quality Improvement Plan (QIP) demonstrating your organization's efforts to implement the survey recommendation(s) must be submitted within the next 90 days to retain accreditation. The QIP form is posted on Customer Connect (customerconnect.carf.org); CARF's secure, dedicated website for accredited organizations and organizations seeking accreditation. Please log on to Customer Connect and follow the guidelines contained in the QIP form.

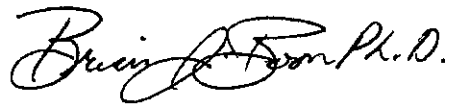
Your organization should take pride in achieving this high level of accreditation. CARF will recognize this accomplishment in its listing of organizations with accreditation and encourages your organization to make its accreditation known throughout the community. Communication of the accreditation to your referral and funding sources, the media, and local and federal government officials can promote and distinguish your organization. Enclosed are some materials that will help you publicize this achievement.

Your organization's complimentary accreditation certificate will be sent separately. You may order additional certificates from Customer Connect (<https://customerconnect.carf.org>).

If you have any questions regarding your organization's accreditation or the QIP, you are encouraged to seek support from Vidal Ramirez by email at vramirez@carf.org or telephone at (888) 281-6531, extension 7131.

CARF encourages your organization to continue fully and productively using the CARF standards as part of its ongoing commitment to accreditation. CARF commends your organization's commitment and consistent efforts to improve the quality of its program(s)/service(s) and looks forward to working with your organization in its ongoing pursuit of excellence.

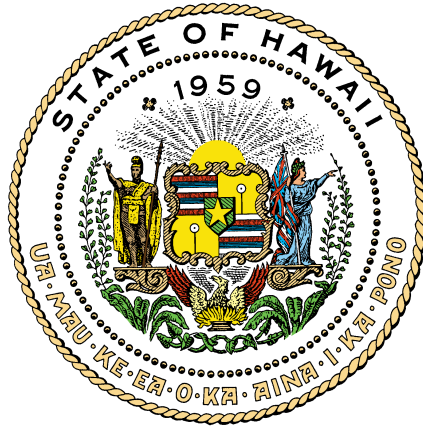
Sincerely,

A handwritten signature in black ink, reading "Brian J. Boon Ph.D." in a cursive script.

Brian J. Boon, Ph.D.
President/CEO

Enclosures

3. 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: January 09, 2025

Director of Commerce and Consumer Affairs