

## 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



Michelle Bartell, President and CEO

1/23/2026

AUTHORIZED SIGNATURE

PRINT NAME AND TITLE

DATE



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:** ALOHA UNITED WAY, INC.

**OBA/Trade Name:** ALOHA UNITED WAY, INC.

**Issue Date:** 01/14/2026

**Status:** **Compliant**

Hawaii Tax#: [REDACTED]  
New Hawaii Tax#: [REDACTED]  
FEIN/SSN#: [REDACTED]  
UI#: XXXXXX1298  
DCCAFILE#: 13872

Status of Compliance for this Vendor on issue date:

Form	Department(s)	Status
A-6	Hawaii Department of Taxation	Compliant
8821	Internal Revenue Service	Waived
COGS	Hawaii Department of Commerce & Consumer Affairs	Compliant
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 REVISIED STATUTES**

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants pursuant to Section 42F-103, Hawaii Revised Statutes:
  - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant is awarded;
  - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
  - c) Agrees not to use state funds for entertainment or lobbying activities; and
  - d) Allows the state agency to which funds for the grant were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant.
- 2) If the applicant is an organization, the applicant meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
  - a) Is incorporated under the laws of the State; and
  - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant is awarded shall be conducted or provided; and
- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
  - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
  - b) Has a governing board whose members have no material conflict of interest and serve without compensation.
- 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 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.

Aloha United Way, Inc.

\_\_\_\_\_  
(Typed Name of Individual or Organization)

*Michelle Bartell*

\_\_\_\_\_  
1/23/2026

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

Michelle Bartell, President and CEO

\_\_\_\_\_  
(Typed Name)

\_\_\_\_\_  
(Title)

## Section 42-F: Public Purpose Statement

### **(1) The name of the requesting organization or individual**

Aloha United Way, Inc.

### **(2) The public purpose for the grant**

Aloha United Way 211 (AUW 211) serves as Hawai'i's primary statewide information and referral helpline, providing residents with free, confidential, and easily accessible connections to health, human, and social services. Funding for AUW 211 supports an essential public-purpose function: ensuring that individuals and families across all islands, particularly those facing crisis, hardship, or barriers to services, can quickly obtain reliable information and critical community resources. AUW 211 operates as a centralized access point that reduces the burden on emergency systems, government agencies, and nonprofit organizations by directing callers to appropriate support such as food assistance, housing and homelessness services, mental health resources, financial assistance programs, crisis intervention, disaster response services, and more. Its trained specialists provide navigation for complex social service systems, helping residents secure the help they need while improving efficiency and coordination across the state's safety-net providers.

State investment in AUW 211 promotes public well-being, increases equity in access to services, and strengthens Hawai'i's capacity to respond to emergencies, natural disasters, and ongoing community challenges. By maintaining a trusted, resource available to every resident regardless of income, language, or location, AUW 211 fulfills a critical public purpose, supporting a healthier, more resilient, and more connected Hawai'i.

### **(3) The services to be supported by the grant**

Aloha United Way 211 (AUW 211) operates Hawai'i's statewide information and referral helpline, providing free, confidential access to essential health, human, and social services through phone, text, chat, and an online database. Funding through the State Operational Grant-in-Aid supports core services that help residents find food assistance, housing and homelessness resources, financial help, childcare, mental health supports, and disaster-related information.

AUW 211 serves as a centralized, 24/7 access point that reduces strain on government agencies and emergency systems by connecting individuals and families to appropriate community programs. Trained specialists offer navigation, multilingual support, and referrals to community-based agencies. AUW 211 also

## Section 42-F: Public Purpose Statement

collects and shares aggregated data on community needs, helping policymakers and nonprofits identify trends and deploy resources more effectively.

Operational GIA support ensures the continuity, accessibility, and accuracy of this critical statewide system, strengthening Hawai'i's safety-net infrastructure and improving equitable access to services for residents across all islands.

### **(4) The target group**

Aloha United Way 211 serves individuals and families across all islands, with a focus on residents who experience barriers to meeting basic needs or navigating Hawai'i's complex social-service systems. AUW's programs, primarily support households with low to moderate incomes, ALICE families (Asset Limited, Income Constrained, Employed), kūpuna, people with disabilities, families with young children, individuals experiencing or at risk of homelessness, and residents in crisis due to financial hardship, health challenges, or emergencies.

The target population also includes rural and neighbor-island communities with limited access to services, limited-English-proficient residents who need multilingual support, and individuals seeking assistance during disasters or community emergencies. Many of those served face intersecting challenges such as high cost of living, limited affordable housing options, food insecurity, and lack of access to reliable information.

By providing coordinated access to community resources, financial stability programs, volunteer initiatives, and the statewide AUW 211 helpline, Aloha United Way strengthens Hawai'i's social safety net and improves equitable access to support for residents who are most vulnerable or underserved.

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

Aloha United Way is seeking a total of \$953,883 of a total operating budget of \$1,580,000.

As Hawai'i's statewide helpline, Aloha United Way shoulders the responsibility of ensuring 211 access for every island. Over the past year, AUW has begun partnering with neighbor island United Ways to explore the possibility of sharing operational costs aligned with their utilization of the service. Below is a snapshot of 211 usage statewide and a cost breakdown for each island. Our partners on Maui and Hawaii Island plan to apply for local county funding for FY2027 to aid in seeking out sources to help offset the total costs of a Statewide helpline. Partners on Maui and Hawai'i Island plan to pursue

Section 42-F: Public Purpose Statement

county funding for FY2027 to help offset the full cost of operating the statewide helpline.

COUNTY	% USAGE 1/1/25-11/5/25	Annual Operating Costs
Hawaii	6.54%	\$151,560
Kauai	1.74%	\$84,360
Maui	12.92%	\$240,880
Honolulu (Oahu)*	78.8%	\$1,103,200
TOTAL	100%	\$1,580,000

## **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.**

### **1. Background of Aloha United Way 211**

AUW 211 is Hawai'i's only statewide helpline, connecting residents to 4,000+ essential services such as housing, food, utilities, and more. Available 7 days a week via phone, text, chat, and email, and 24/7 online, AUW 211 fielded over 50,000 contacts in 2025 (an increase of 20% from 2024), with top needs focused on housing, food, and utility assistance.

Operating from 7 a.m. to 10 p.m., 7 days a week through phone, text, live chat, and an online resource database, AUW 211 is the state's primary centralized access point for assistance. For more than three decades, AUW 211 has served as the state's navigation backbone across hundreds of providers and thousands of programs. Aiding residents in navigating thousands of community programs offered by government agencies and nonprofits, AUW 211 plays a pivotal role in reducing barriers to support and strengthening Hawai'i's social safety-net system. The helpline is a crucial service relied upon during economic hardship, public health crises, and natural disasters, providing residents with timely and accurate information.

### **2. Goals and Objectives Related to This Request**

The funding request aims to support continued statewide operations, accessibility, and reliability of AUW 211.

Key goals and objectives include:

- Sustain daily operations from 7:00 a.m. to 10:00 p.m., with trauma-informed specialists available via phone, text, chat, email, and web search. Services will address urgent needs including housing, food insecurity, healthcare, utilities, and disaster relief.
- Sustain Aloha United Way's Hawai'i Affordable Housing Resource Portal which aids the community by connecting residents with affordable housing information and support services. Through AUW's 211 system, people can search thousands of programs to find emergency housing, permanent housing options, rent and utility assistance, and related social services—all free, confidential, and available statewide.

- Maintain AUW 211's technology and coordination systems to enable rapid mobilization during emergencies. Residents will receive real-time updates on evacuation centers, safety protocols, and aid programs, which are critical for Hawai'i's climate-vulnerable communities.
- Conduct targeted outreach in underserved areas to raise awareness of AUW 211 and increase utilization among ALICE households, kūpuna, immigrant families, and individuals with disabilities.
- Capture anonymized data on unmet needs and service gaps. Share findings with community stakeholders for planning, policy, and funding decisions.

These objectives collectively support a more efficient, coordinated, and equitable statewide system of care.

### **3. Public Purpose and Need to Be Served**

AUW 211 is a public service that directly supports low- to moderate-income residents, regardless of income, ability, or location. It reduces barriers to support through trauma-informed staff and multiple access channels, connecting residents to programs that increase household income, such as SNAP, EITC, and free tax assistance.

Longstanding relationships with state and county agencies, nonprofit providers, and community organizations ensure coordinated service delivery and shared resource strategies. Most recently, AUW 211 served as the official call center for the Governor's efforts to support SNAP beneficiaries, and federal workers left in limbo amidst the prolonged government shutdown. During this time, specialists handled 850 calls a day from people seeking urgent financial help and food access, including furloughed federal workers and families facing reduced benefits.

During disasters, AUW 211 provides real-time updates on evacuation centers, safety protocols, and aid programs. It also generates anonymized, real-time data on unmet needs, guiding systemic responses, and informing public policy. The top four requests for housing, food, utilities, and financial assistance are concentrated in low-income zip codes across the State. Sustaining AUW 211's capacity strengthens the State's ability to respond to both immediate crises and long-term challenges.

### **4. Target Population to Be Served**

Hawai'i faces escalating economic pressures, with nearly one-third of households classified as ALICE—Asset Limited, Income Constrained, Employed. These families earn above the federal poverty level but still cannot afford basic necessities like housing, food, healthcare, and childcare. The crisis is acute; high housing costs, limited affordable

services, and economic instability have deepened vulnerability. According to Aloha United Way's 2024 ALICE Report:

- 50% of households with keiki fall below the ALICE threshold.
- 27% of households statewide worry about being forced to move within a year.
- 28% lack consistent access to food.
- 12% of Hawai'i households live in poverty.

The population targeted by this Grant in Aid is disproportionately impacted by systemic inequities and limited access to services.

## **5. Geographic Coverage**

AUW 211 provides comprehensive statewide coverage, serving residents on:

- O'ahu
- Hawai'i Island
- Maui
- Lāna'i
- Moloka'i
- Kaua'i

The service ensures equitable access for both urban and rural areas, including remote communities with limited in-person service availability. AUW 211's multi-channel platform (phone, text, chat, and online database) ensures residents across all islands can reliably access support.

### **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.**

#### **1. Describe the scope of work, tasks and responsibilities.**

This investment will directly enhance the State's capacity to respond to economic hardships, climate-related disasters, and public health emergencies.

#### Key Grant Activities

- Sustain daily operations from 7:00 a.m. to 10:00 p.m., with trauma-informed specialists available via phone, text, chat, email, and web search. Services will address urgent needs including housing, food insecurity, healthcare, utilities, and disaster relief.
- Sustain AUW’s Hawai’i Affordable Properties (HAPI) pilot, AUW211 has begun bridging the gap between callers and affordable housing providers. Building on this foundation, AUW211 has launched the Hawai’i Affordable Housing Resource Portal (HAHRP)—a next-generation housing navigation platform designed to streamline access to housing information, eligibility criteria, and available inventory.
- Maintain AUW 211’s technology and coordination systems to enable rapid mobilization during emergencies. Residents will receive real-time updates on evacuation centers, safety protocols, and aid programs, which are critical for Hawai’i’s climate-vulnerable communities.
- Conduct targeted outreach in underserved neighborhoods to raise awareness of AUW 211 and increase utilization among ALICE households, kūpuna, immigrant families, and individuals with disabilities.
- Capture anonymized data on unmet needs and service gaps. Share findings with community stakeholders to inform city planning, policy, and funding decisions.

AUW 211 is a centralized, accessible, and responsive public service navigation system that connects residents to over 4,000 programs across housing, food, employment, legal aid, and health care. In 2025, AUW 211 fielded 51,576 contacts with thirty-five percent of callers identified as kūpuna. The top requests are concentrated in low-income zip codes, underscoring the helpline role in addressing core community needs. Nearly 5,000 callers were connected to State of Hawai’i programs, with BESSD alone handling 43% of all referrals made to the State.

Hawai'i faces risks from wildfires, flooding, economic instability, and public health threats. Without sustained investment, vulnerable residents will continue to face barriers to timely, accurate, and life-saving information. This grant activity will:

- Reduce service gaps caused by declining federal and state funding.
- Enhance disaster readiness for underserved communities.
- Increase access to income-boosting programs such as SNAP, EITC, and housing assistance.

AUW 211 is not just a helpline; it is a resilience infrastructure that supports the State's goals to uplift vulnerable populations, strengthen public service delivery, and build long-term sustainability. By investing in AUW 211, State ensures that every resident, regardless of income, ability, or location, has access to the resources they need to survive, recover, and thrive.

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

Service Delivery and Monitoring (Ongoing)

- Operate AUW 211 daily from 7:00 a.m. to 10:00 p.m. across phone, text, chat, email, and web.
- Track service requests and referrals using anonymized data.
- Metric: Sustain or exceed 50,000 contacts Statewide.

Staff Training and Capacity Building (Q1–Q4)

- Deliver quarterly training for all new and existing 211 staff in trauma-informed care, cultural competency, and disaster response.
  - Trainings are provided by InformUSA, a national nonprofit working to strengthen the nation's navigation systems by setting and accrediting national I&R standards, training and certifying the workforce, providing essential tools and resources, and guiding sectors like nonprofits, government, libraries, and 211/988 programs in connecting people to critical services.
  - Metric: Conduct 4 staff trainings annually.

### Community Outreach and Awareness (Q2–Q4)

- Launch targeted campaigns in low- to moderate-income neighborhoods.
- Partner with local organizations to host resource fairs and distribute multilingual materials.
- Metric: Reach 1,000 residents through 5 outreach events and 1,000+ materials distributed.

### Data Reporting and Evaluation (Q2–Q4)

- Share real-time data on unmet needs
- Metric: Publish a year-end impact summary.

This action plan supports AUW 211 target population by benefiting low- to moderate-income residents through increased access to essential services. AUW 211 aims to strengthen public service infrastructure to respond to chronic needs and emergencies while also improving equity and access via multilingual, trauma-informed, and anonymous support.

The helpline works to enhance community resilience through real-time data, cross-sector collaboration, and targeted outreach. AUW 211's sustained capacity will ensure Hawaii residents receive timely, accurate, and compassionate support—whether facing daily hardship or disaster-related crises. This investment builds a more connected, informed, and resilient community.

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

Aloha United Way 211 maintains a comprehensive quality assurance (QA) and evaluation framework to ensure that services are accurate, timely, culturally responsive, and aligned with statewide community needs. The plan focuses on continuous improvement through data monitoring, performance evaluation, staff development, and stakeholder feedback.

AUW 211 uses a combination of real-time data systems, call monitoring tools, and reporting processes to track performance and service quality across all platforms (phone, text, chat, and online search). Key monitoring practices include:

- Real-Time Data and Analytics
  - Tracks call volume, wait times, abandonment rates, referral categories, text/chat session data, and resource searches.

- Monitors unmet need and high-demand resource areas to identify service gaps across the state.
- Generates monthly, quarterly, and annual performance dashboards.

Supervisors conduct regular call audits using established quality standards (accuracy, empathy, professionalism, safety assessment, and documentation of quality). Resource specialists receive individual feedback and coaching based on these evaluations.

The AUW 211 Database Curator works to complete continuous updates to the 211-resource database which ensures service information provided to residents is current and reliable. Regular verification cycles are conducted with all resources listed in the database.

AUW 211 evaluates effectiveness and service impact through a combination of quantitative and qualitative measures.

Key Metrics Include:

- Number of calls, texts, chats, and database searches.
- Response and resolution rates.
- Call satisfaction surveys and user feedback.
- Resource gap identification (e.g., housing, childcare, mental health).
- Referrals completed and warm handoffs to partner agencies.

Trends in unmet needs are shared with partners to influence planning, funding decisions, and statewide policy discussions. Evaluation results are reviewed internally and with external partners to ensure alignment with state priorities.

AUW 211 uses a Continuous Quality Improvement (CQI) approach to identify areas for improvement and implement system-wide enhancements.

CQI Activities Include:

- Weekly and monthly performance review meetings.
- Identification of operational bottlenecks and service gaps.
- Updating scripts, resource categories, or workflows based on user trends.
- Strengthening multilingual and cultural-informed service protocols.

- Adapting to emerging needs (e.g., disaster response, economic shifts, public health crises).

Quality assurance depends on well-trained resource specialists. AUW 211 maintains a comprehensive training program that includes:

- Crisis intervention and trauma-informed practice.
- Cultural competency and language access.
- Navigation of government and nonprofit programs.
- Use of the resource database and documentation systems.
- Regular refresher training based on QA results.

Training ensures staff are equipped to provide accurate, compassionate, and effective assistance to callers statewide utilizing national industry standards developed by InformUSA.

AUW 211 integrates feedback from multiple sources to continually refine services:

- Caller satisfaction surveys conducted via text and follow-up outreach.
- Community and partner agency feedback on referral quality and database accuracy.
- Stakeholder consultations with government and nonprofit partners.
- Disaster after-action reviews conducted with emergency response agencies.

Feedback is incorporated into updates to protocols, resource entries, staff training, and system enhancements. AUW 211 provides regular reporting to stakeholders, funders, and state partners, including:

- Monthly and quarterly service reports
- Annual summaries of call trends, resource gaps, and community needs
- Data dashboards and analytics to support statewide planning
- Specialty reports during disasters or periods of increased community need

These reports ensure accountability and demonstrate the program's value and impact across Hawai'i.

Through rigorous monitoring, performance evaluation, data analysis, staff development, and continuous improvement, AUW 211 ensures that

services remain high-quality, equitable, and responsive to statewide needs. This QA and evaluation framework supports the effective use of State Operational GIA funding and strengthens Hawai'i's overall safety-net infrastructure.

**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, the measure(s) of effectiveness will need to be updated and transmitted to the expending agency.**

#### **Measurable Outcomes**

By the end of the Grant Term, AUW 211 will achieve the following outcomes:

- Serve 50,000 contact statewide, ensuring broad reach across low- to moderate-income communities and connecting them to critical services including housing, food, utility, and medical assistance.
- Maintain daily operations from 7:00 a.m. to 10:00 p.m., ensuring accessibility across Hawai'i and readiness during emergencies.
- Sustain Affordable Housing Resource Portal to ensure community members have access to available housing units and can easily navigate affordable housing services.
- Conduct outreach in underserved neighborhoods, increasing awareness and utilization of AUW 211 services.
- Generate and share real-time, anonymized data on unmet needs informing policy, funding, and service delivery decisions.

#### **Performance Measures**

- Statewide contacts connected to core services: 50,000
- Staff trainings conducted: 4
- Outreach events held: 5
- Participants at Outreach Events: 1,000
- Reports published: 1 annual impact summary

**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 2027.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
238,470.75	238,470.75	\$238,470.75	238,470.75	\$953,883

**3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2027.**

1. City and County of Honolulu GIA \$150,000
2. Federal Earmark Request to Senator Hirono \$800,000
  1. Aloha United Way was anticipated the earmark for FY2026 however due to federal impact this was not approved. FY2027 does not appear promising due to Federal Administration priorities. AUW does not anticipate being awarded these funds.

**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.**  
Aloha United Way has not been granted any state or federal tax credits within the prior three years. Additionally, the organization has not applied for, nor does it anticipate applying for, any state or federal tax credits related to capital projects.

**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 2027 for program funding.**

1. Zilber Family Foundation Grant
  1. Awarded 1/2026 for \$200,000 over two years.
2. DHS Contract Call Center Services
  1. Fee for Service
  2. Ends March 2026
3. DHS SNAP Contract
  1. Ended 9/30/2025
4. DCMP FEMA Contract
  1. Ending 2/2026
5. DOH Substance Disorder Crisis Line
  1. Ended March 2025

**6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2025.** As of December 31, 2025, Aloha United Way's unrestricted current assets are estimated at approximately \$5.3 million, reflecting operating cash and current financial assets available for general expenditures, consistent with the organization's audited liquidity methodology.

## BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2026 to June 30, 2027

Applicant: Aloha United Way, Inc.

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)
<b>A. PERSONNEL COST</b>				
1. Salaries	645,269	696,000	107,623	
2. Payroll Taxes & Assessments	54,848		8,771	
3. Fringe Benefits	178,417		33,160	
<b>TOTAL PERSONNEL COST</b>	<b>878,534</b>	<b>696,000</b>	<b>149,554</b>	
<b>B. OTHER CURRENT EXPENSES</b>				
1. Airfare: Off-Island	5,500			100,000
2. Telecommunication	61,449			
3. Printing, Postage, Program Materials			446	
4. Non-personell-costs		61,000		
5 Staff Training	5,400			
6				
7. Telecommunication				
8. Utilities				
9. Printing, Postage, Program Materials	3,000			
10. Program Activities: 211 Database Platform		43,000		100,000
11. National Dues				
12. Software Subscriptions				
13. Subsistence Per Diem				
14. Indirect Costs				
15. Employee Related Services				
16. Other Contract Services				
17. Registration Fees				
18. Subscriptions & Publications				
19. Org Dues				
20. Misc: NIUW Funding Requests			100,000	
<b>TOTAL OTHER CURRENT EXPENSES</b>	<b>75,349</b>	<b>104,000</b>	<b>100,446</b>	<b>200,000</b>
<b>C. EQUIPMENT PURCHASES</b>				
<b>D. MOTOR VEHICLE PURCHASES</b>				
<b>E. CAPITAL</b>				
<b>TOTAL (A+B+C+D+E)</b>	<b>953,883</b>	<b>800,000</b>	<b>250,000</b>	<b>200,000</b>
<b>SOURCES OF FUNDING</b>		Budget Prepared By:		
(a) Total State Funds Requested	953,883	Genevieve Kosay <span style="float: right;">808-543-2259</span>		
(b) Total Federal Funds Requested	800,000	Name (Please type or print) <span style="float: right;">Phone</span>		
(c) Total County Funds Requested	250,000	<i>Genevieve Kosay</i> <span style="float: right;">1.23.26</span>		
(d) Total Private/Other Funds Requested	100,000	Signature of Authorized Official <span style="float: right;">Date</span>		
<b>TOTAL BUDGET</b>	<b>2,103,883</b>	Genevieve Kosay Grants Manager		
		Name and Title (Please type or print)		



**BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES**

Period: July 1, 2026 to June 30, 2027

Applicant: Aloha United Way, Inc.

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
211 Information and Referral Specialists	10 FTE	\$478,400.00	100.00%	\$ 478,400.00
211 Supervisor	1 FTE	\$54,704.00	50.00%	\$ 27,352.00
211 I&R Team Lead	1 FTE	\$37,440.00	50.00%	\$ 18,720.00
211 Training Supervisor	1 FTE	\$58,406.00	50.00%	\$ 29,203.00
211 Program Manager	1 FTE	\$71,760.00	25.00%	\$ 17,940.00
211 Data Curator	1 FTE	\$44,904.00	100.00%	\$ 44,904.00
VP of 211	1 FTE	\$115,000.00	25.00%	\$ 28,750.00
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
<b>TOTAL:</b>				<b>645,269.00</b>
<b>JUSTIFICATION/COMMENTS: I&amp;R Specialist handle all incoming calls from community members. Leadership staff contribute a percentage of time to ensure proper staff training, ongoing compliance, and quality assurance for AUW 211.</b>				

**GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID**

Applicant: Aloha United Way, Inc.

Contracts Total: 1,250,000

	<b>CONTRACT DESCRIPTION</b>	<b>EFFECTIVE DATES</b>	<b>AGENCY</b>	<b>GOVERNMENT ENTITY (U.S./State/Hawaii/ Honolulu/ Kauai/ Maui County)</b>	<b>CONTRACT VALUE</b>
1	City and County of Honolulu Grant in Aid	10/1/2026-09/30/2027	Department of Community Services	C&C Honolulu (Applied)	150,000
2	Zilber Foundation Grant Awarded (Private)	01/01/2026-12/31/2027	Zilber Foundation	Private (Awarded)	200,000
3	Earmark Request to Senator Hirono Program Expansion	TBD	Office of Senator Hirono	Federal Earmark (Applied)	800,000
4	Maui United Way County Request	TBD	County of Maui	Maui County (Applying)	50,000
5	Hawaii Island United Way Request	TBD	Hawaii Island County	Hawaii Island County (Applying)	50,000
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29		10			Application for Grants

**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.**

AUW maintains a team of trauma-informed specialists, outreach coordinators, and data analysts, supported by a strong recruitment and retention strategy. Staff receive ongoing training in cultural competency and crisis response, ensuring high-quality service delivery.

Financially, AUW has a robust history of managing multi-source funding, including federal, state, county, and philanthropic grants with strong internal controls and annual audits. Sustainability will be supported through continued grant-seeking, corporate and foundation partnerships, and fee-for-service models with government and nonprofit agencies. Recent Projects include:

**Response During Federal Shutdown (2025)**

During the 2025 federal government shutdown, AUW 211 experienced a surge from 150 to an average of 850 daily contacts, as residents sought help with housing and food assistance through the Hawai'i Relief Program and Emergency Food Assistance Program. AUW coordinated with the Department of Human Services and Catholic Charities Hawai'i to disseminate accurate information and connect residents to aid.

**Substance Use Disorder Hotline Contractor through DOH**

In 2023, AUW 211 handled 47,620 contacts through its statewide Information & Referral Helpline, plus an additional 10,523 contacts via its specialized Substance Use Disorder Helpline—totaling 58,143 requests for help. These contacts reflect AUW's ability to manage high demand and provide timely, accurate referrals across housing, food, utilities, and healthcare.

**Disaster Case Management**

Following the August 2023 Maui wildfires, AUW 211 handled 8,913 contacts in four weeks, a 197% increase over average monthly traffic. Residents relied on the helpline for real-time information on FEMA, Red Cross, SNAP, and local relief programs, as well as connections to housing, legal aid, employment, and mental health services. This surge

revealed a systemic gap illustrating Hawai'i lacks sufficient pre-disaster infrastructure to support vulnerable communities.

## **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.**

AUW 211 operates from a cloud-based infrastructure to support scalability and remote operations. The central office in Honolulu is equipped with a secure technology infrastructure to support AUW 211's multi-channel access (phone, text, chat, email, and web). The helpline's platform was recently upgraded to improve search functionality, data integration, and real-time reporting. These enhancements support the proposed outcomes related to service delivery, data sharing, and evaluation. AUW maintains disaster-resilient facilities with robust backup generators and priority fuel resupply, enabling us to remain fully operational when the community needs us most.

## **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.**

#### Organizational Knowledge and Experience

AUW has operated AUW 211 for over 30 years, building deep expertise in public service delivery, crisis response, and community engagement. The organization has successfully scaled operations during emergencies such as the COVID-19 pandemic, federal government shutdowns, and the 2023 Maui wildfires, when AUW 211 handled nearly 9,000 contacts in four weeks. AUW's leadership team includes professionals with backgrounds in public health, nonprofit management, data analytics, and social services.

#### Staffing and Human Resources

AUW employs a dedicated team of trauma-informed AUW 211 specialists, outreach coordinators, and data analysts. Staff receive ongoing training in cultural competency, disaster response, and resource navigation. AUW maintains a strong recruitment and retention strategy, with a focus on local hiring and professional development.

Funding will support 10 FTE salaries and benefits for AUW 211 Information and Referral Specialists. Personnel costs ensure daily operations from 7:00 a.m. to 10:00 p.m., trauma-informed service delivery, and multilingual support. Staff will undergo quarterly training in cultural competency, disaster response, and public service navigation.

- Supports 50,000 contacts statewide
- Enables 4+ staff trainings.
- Supports real-time data reporting in AUW 211 Salesforce Platform
- Enables rapid mobilization during climate-related and public health emergencies

Administrative and supervisory costs within AUW 211 are essential to ensure high-quality service delivery, compliance with grant requirements, and achievement of State of Hawaii GIA outcomes. Supervisors provide oversight, training, and performance monitoring for frontline staff who handle critical community calls and referrals. This ensures that

residents receive timely, accurate, and compassionate assistance, aligning with the GIA’s goals of improving access to social services and strengthening community well-being.

- Improved Service Quality: Supervisory oversight ensures that callers receive accurate referrals and empathetic support, reducing unmet needs.
- Data-Driven Accountability: Supervisors monitor performance metrics and submit timely reports, supporting transparency and continuous improvement.
- Staff Retention & Morale: Effective supervision reduces turnover, ensuring stability in service delivery.

## 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.



### **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.**

1. CEO/President \$210,000- \$220,000
2. VP of Finance \$125,000 - \$150,000
3. VP of Operations \$ 125,000-\$150,000

### **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.**

Aloha United Way, Inc. is not currently involved in any pending litigation, nor does it have any outstanding judgments.

#### **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.**

Aloha United Way's 211 Helpline operates statewide as Hawai'i's designated 211 information and referral system, maintaining national InformUSA standards for data quality, ethical service delivery, and trained specialists. 211 serves as a trusted access point for health and human services and is integrated with state and county emergency management responses.

#### **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.**

Aloha United Way is not a Private Educational Institution and grant funds 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 2027 the activity funded by the grant if the grant of this application is:

- (a) Received by the applicant for fiscal year 2027, but
- (b) Not received by the applicant thereafter.

Aloha United Way (AUW) has over a century of experience serving Hawai'i's communities and is uniquely positioned to deliver the proposed AUW 211 Helpline services. As the state's only comprehensive information and referral helpline, AUW 211 has demonstrated consistent success in connecting residents to essential services, especially during times of crisis. Aloha United Way has proven infrastructure, staffing, and strategic partnerships to sustain and grow AUW 211 Helpline services beyond the grant request. AUW is deeply trusted and well-positioned to continue serving Hawaii's most vulnerable residents. An investment from the State is necessary to propel the helpline into new frontiers.

The Aloha United Way 211 Helpline is a critical community infrastructure that connects individuals and families to essential health, housing, food, disaster, and social services across Hawai'i. Given increasing volatility in public funding, this sustainability plan establishes a durable, diversified model that ensures uninterrupted access to 211 services regardless of state appropriations.

#### Guiding Principles

- Universal access: 211 remains free for callers
- Equity centered design: Prioritizes ALICE families and vulnerable populations
- Diversified revenue: No single funder controls system viability
- Backbone integrity: Maintains 211 neutrality and public trust
- Data as public value: Uses insights ethically to strengthen systems

Upon completion of the Grant in Aid funding, financial sustainability will be achieved through a balanced, diversified revenue strategy that replaces state funding with multiple nonstate sources. Philanthropic and foundation funding will form the largest share, positioned around 211's role as a safety\_net backbone, early\_warning system, and equity\_focused resource for ALICE families. Multiyear foundation commitments and pooled funder collaboratives will reduce volatility, with safeguards to prevent overreliance on any single funder.

Health systems, insurers, and Medicaid partners will also be sought out to potentially serve as anchor supporters, recognizing AUW 211's value in addressing social determinants of health, reducing avoidable emergency utilization, and improving care coordination. These partnerships will take the form of annual operating support and shared evaluation efforts. Earned revenue will further strengthen resilience through mission aligned fee for service offerings, including aggregated data reports, specialized helpline contracts, disaster surge services, and training, all without ever monetizing individual caller data.

Corporate and employer partnerships will provide additional unrestricted support by linking AUW 211 to affordable housing systems, disaster readiness, and other available opportunities. Together, these streams ensure that no single sector bears disproportionate financial responsibility for a system that benefits the entire community.

# Aloha United Way\_OP

Final Audit Report

2026-01-24

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