

## 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

Heather Lusk, Executive Director  
PRINT NAME AND TITLE

01/23/2026  
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:** HAWAII HEALTH & HARM REDUCTION CENTER

**DBA/Trade Name:** Community Health Outreach Work to Prevent AIDS; Life Foundation

**Issue Date:** 01/06/2026

**Status:** **Compliant**

Hawaii Tax#: [REDACTED]  
New Hawaii Tax#: [REDACTED]  
FEIN/SSN#: [REDACTED]  
UI#: XXXXXX9264  
DCCA FILE#: 81607

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, HAWAI'I REVISED STATUTES**

The undersigned authorized representative of the applicant certifies the following:

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

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

Hawai'i Health & Harm Reduction Center  
Typed Name of Individual or Organization

  
Signature

Heather Lusk  
Typed Name

01/23/2026  
Date

Executive Director  
Title

# 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, 2025.

### **2. Declaration Statement**

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

Hawai'i Health & Harm Reduction Center affirms its compliance with Section 42F-103, Hawai'i Revised Statutes. The signed Declaration Statement is included.

### **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](#).

Hawai'i Health & Harm Reduction Center warrants that it has read Section 42F-102 of the Hawai'i Revised Statutes and has made every effort to comply with its requirements in this application.

## **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;

The mission of Hawai'i Health & Harm Reduction Center (HHHRC) is to reduce harm, promote health, create wellness, and fight stigma in Hawai'i and the Pacific. Our programs operate at the intersection of HIV, hepatitis, homelessness, substance use, mental illness, poverty, and the criminal legal system.

HHHRC has a long history of working with people from under-resourced communities who are disproportionately impacted by social determinants of health. Through our predecessor organizations, Life Foundation and The CHOW Project, we have over 35 years of institutional experience providing comprehensive medical case management services to people living with HIV on O'ahu and administering Hawai'i's statewide syringe access program. The merger of these two pillar organizations, which formed HHHRC in 2018, has allowed for a more streamlined approach to service delivery for people living with or affected by HIV, hepatitis,

homelessness, substance use, mental illness, and poverty, as well as the transgender, LGBTQ, and Native Hawaiian communities.

HHHRC has significantly expanded our service portfolio to encompass more than 20 programs that support our clients across the continuum of care, enabling us to better address the complex needs of the populations we serve and those socio-economic factors impacting their lives. Our programming includes case management, community-based outreach, clinical services, linkage and referral, substance use services, testing and prevention, smoking cessation, transgender services, and insurance navigation. Guided by the values of harm reduction, we aim to deliver comprehensive health care and social services from a place of empathy, kindness, and receptiveness to the lived experiences of others. HHHRC has built upon the legacies of both Life Foundation and The CHOW Project to provide non-judgmental, person-centered services to foster health and systemic change in Hawai'i.

HHHRC's street medicine program delivers low-threshold, high-impact harm reduction interventions to individuals facing a range of compounding socioeconomic barriers that may prevent them from accessing medical care in traditional settings. Persons served are primarily individuals who are experiencing homelessness with complex medical and psychiatric comorbidities, including those needing acute wound care and management and those living with or impacted by HIV/HCV, substance use, and mental illness. Since the launch of our mobile medical unit (MMU) in 2021, we have been able to expand the services our mobile outreach team provides to include STI screening and treatment, which has addressed the significant increase in syphilis in the community, including among women of childbearing age.

Despite this impactful expansion of service capacity, linkage to primary care, addiction medicine, and psychiatry remain primary goals. While psychiatric and addiction medicine services are available in our office, barriers still exist to delivering these services to patients in a street-based setting, including legal barriers that prevent management of medications for opioid use disorder (MOUD) in the field. Field-based psychiatric services are desperately needed, as many of these patients are too psychiatrically ill to come to a clinic, in addition to facing significant challenges, including barriers to transportation and a lack of access to basic needs and electronic devices that would support telehealth options.

HHHRC's behavioral health services include case management, mental health and substance use counseling, substance use disorder treatment, and psychiatric support. These services have traditionally been offered in HHHRC's clinic in Kaka'ako and at Ho'okahi Leo, HHHRC's tiny homes kauhale. HHHRC's homeless outreach and case management services currently operate predominantly out of our Kaka'ako office. HHHRC proposes an integrated street medicine team to deliver more holistic services to people experiencing homelessness on O'ahu.

In 11 years of applying a harm reduction approach to offering services in a low-barrier, non-judgmental point-of-care fashion, we have observed increased patient engagement and retention in care and decreased emergency department utilization. Building trust and rapport with patients in the field also allows for a higher level of engagement within a traditional clinical setting because the patients are already familiar with the care team. Offering street-based outreach and medical services is vital to decreasing the utilization burden on emergency departments as well as managing healthcare cost expenditure. In addition, the established relationship allows for more fruitful ongoing engagement and management of both chronic and episodic needs. By integrating psychiatric care with housing navigation and case management, the program advances a holistic, person-centered approach that addresses both clinical needs and social determinants of health. This coordinated model promotes stability, reduces reliance

on emergency services, and supports long-term recovery and self-sufficiency while facilitating a reduction in barriers to care and improving overall health outcomes.

2. The goals and objectives related to the request;

HHHRC is requesting funding to increase the capacity of its existing street medicine program to include a multidisciplinary care team that delivers integrated clinical, behavioral health, and housing services to people experiencing homelessness on O’ahu. The funding will be utilized in three ways: 1) to promote service integration, with a focus on bringing behavioral health services to the street; 2) to recuperate from the loss of federal funding; and 3) to allow time for HHHRC to develop a sustainable model through insurance billing and its current safety net grants.

The overarching goal of this initiative is to increase equitable access to clinical care, behavioral health services, and essential social supports for individuals experiencing homelessness from underserved and under-resourced communities, many of whom experience chronic health conditions, acute behavioral health needs, and complex trauma. Through low-barrier, low-threshold mobile services that meet people where they are, the program will improve short-term health, safety, and stability, while establishing a foundation for sustained engagement and longer-term positive health outcomes.

<b>Objectives</b>	
1) Access to Housing & Housing System Engagement	By the end of the 12-month grant period, at least 50% of participants experiencing houselessness engaged by the mobile team will complete a housing assessment and/or CIS Program application, with direct assistance from program staff.
2) Linkage to Behavioral Health & Substance Use Services	By the end of the 12-month grant period, at least 30% of participants experiencing houselessness engaged by the mobile team will be successfully linked to behavioral health case management and/or substance use treatment services, as evidenced by a completed referral and documented initial appointment or enrollment.
3) Access to Psychiatric Care & Clinic Services	During the 12-month grant period, the program will provide psychiatric evaluations and medication management and/or administration to at least 100 unduplicated patients experiencing acute behavioral health needs.

3. The public purpose and need to be served;

This project addresses a documented and growing community need for integrated, community-based behavioral health services. Gaps in the coordination of care for individuals at the intersection of homelessness, mental health, and substance use are among the greatest challenges facing our islands today. Rates of untreated mental illness and co-occurring conditions are disproportionately high among individuals experiencing homelessness and those living in unstable housing. Local emergency departments, shelters, and outreach teams consistently report long wait times for psychiatric care, limited follow-up after crisis interventions, and gaps in care coordination.

Many individuals experiencing homelessness, housing instability, or serious mental illness face significant barriers to accessing traditional clinic-based care, including transportation challenges, lack of insurance, stigma, and fragmented systems of care. As a result, preventable

mental health crises often escalate into emergency department visits, hospitalizations, or involvement with the criminal legal system—outcomes that are costly to both individuals and the public. Research conducted by UH on HHHRC's street medicine program found that by providing community-based healthcare, significant resources are saved at emergency departments and other settings. In fact, the study found that for every dollar Queen's spends on medical care for people experiencing homelessness, HHHRC spends about 17 cents.

Funding this integrated street medicine team serves the public interest by improving access to care, reducing public system costs, and strengthening community health and safety. The program aligns with broader public goals of health equity, homelessness prevention, and the effective use of public resources through early intervention and community-based care that addresses barriers to housing by treating underlying behavioral health conditions while meeting people where they are.

HHHRC and the communities we serve have been impacted by rapid changes in federal policies and funding related to public health, substance use, mental health, and homelessness. Though HHHRC is compliant with recent Executive Orders and federal funding changes, these have ultimately resulted in cuts that will continue to impact our ability to serve Hawai'i's most vulnerable populations. This GIA funding would allow HHHRC to maintain uninterrupted services while continuing to diversify our funding streams beyond the project period and mitigate the impact of funding shifts on the federal level.

4. Describe the target population to be served; and

The proposed integrated street medicine team will coordinate with HHHRC's existing street medicine program to continue targeting those areas of O'ahu that are known to have a large population of people experiencing homelessness, persons in need of wound care and other clinical services, and persons at heightened risk of contracting HIV and hepatitis C, including those who are transgender persons, those engaged in sex work, men who have sex with men, and persons who inject drugs.

5. Describe the geographic coverage.

Areas that will continue to be served will be primarily based in urban Honolulu (Chinatown to Sand Island), with some coverage along the Waianae Coast. The MMU collaborates closely with a wide network of organizations and community events across the island of O'ahu to extend supportive services to a broader geographic area and reach individuals who may not otherwise access care. By operating as a mobile, flexible resource, the MMU can bring integrated medical, behavioral health, and social services directly to diverse communities, including in rural and urban areas.

The MMU also participates in community events, pop-up clinics, and multi-agency outreach initiatives, enabling multiple service providers to co-locate and deliver care simultaneously. These coordinated efforts increase efficiency, minimize service duplication, and ensure that individuals across O'ahu, especially those in underserved or geographically isolated areas, have access to timely medical care, behavioral health support, and referrals. The MMU will provide services at homeless shelters, including IHS's women's facility, Kauhale sites, and other locations frequented by people experiencing homelessness.

By collaborating with partners across the island, the MMU expands its geographic reach, strengthens continuity of care, and helps ensure that supportive services are accessible wherever needed, rather than requiring individuals to travel to fixed-site facilities. By taking services to where people are and by including services that people are motivated to access (such as wound care), HHHRC has found significant success not only in providing health services but also in linking participants to other systems of care.

### **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;

In collaboration with HHHRC's MMU and street medicine program, this initiative will operate an integrated, multidisciplinary mobile outreach and clinical team to deliver services to individuals in urban Honolulu who are experiencing houselessness and acute behavioral health needs. Services will include:

- Mobile outreach and engagement
- Acute clinical care, including wound care
- Acute psychiatric evaluation, stabilization, and medication management
- Behavioral health and substance use service referrals and care coordination
- Housing navigation, assessments, and CIS application assistance
- Linkage to longer-term health care, behavioral health, housing services, and other social services and supports
- General low-threshold outreach to individuals and gatekeepers to grow the foundation of trust and rapport that HHHRC has built with and among impacted communities (e.g., distribution of hygiene kits, food, and medical/first aid supplies)

Over the 12-month grant period, the integrated street medicine team will deliver approximately 3,900 service encounters, including 300 acute clinical service encounters (approximately 30 per month for 10 months) and 3,600 outreach encounters (approximately 300 per month). Clinical service encounters will address individuals' acute psychiatric care needs and support navigation to ongoing behavioral health and medical services. Outreach encounters will engage individuals impacted by homelessness, poverty, behavioral health challenges, and adverse social determinants of health, responding to immediate needs and facilitating connection to appropriate clinical care, housing resources, and longer-term supports. HHHRC utilizes an electronic health record that will allow tracking of individuals and services, as well as support warm handoffs to external services as appropriate.

#### Tasks & Responsibilities

##### Mobile Clinical Team Responsibilities:

- Conduct psychiatric evaluations, crisis stabilization, medication management and/or administration
- Provide clinical documentation and follow-up care coordination

- Submit 1157 Medicaid documentation to connect clients with behavioral health case management
- When appropriate, work with HPD and others on Assisted Community Treatment

Housing Navigator Responsibilities:

- Assist with housing assessment and housing services plans
- Complete documentation to get clients on the housing by name list coordinated by Partners in Care
- Support clients in getting birth certificates, driver's licenses, and other documents to support housing placement
- Coordinate with housing providers and systems

Behavioral Health Case Management Responsibilities:

- Provide referrals and linkage to behavioral health and substance use treatment
- Support engagement and continuity of care
- Coordinate care, provide follow-up support, and link clients to ongoing medical, behavioral health, and social services
- Take clients to appointments, ensure they have access to medications as appropriate, and are participating in team case conferencing with healthcare providers to support coordinated care

Program Management Responsibilities:

- Oversee service delivery, compliance, and reporting
- Monitor performance measures and outcomes
- Lead quality assurance and continuous improvement activities
- Provide guidance, support, and direct supervision of program staff
- Collaborate with other service providers, including hospitals, Federally Qualified Health Centers, homeless service providers, law enforcement, and first responders

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

<b>Timeframe</b>	<b>Key Activities &amp; Outcomes</b>
Months 1-3	Program initiation; registered nurse, housing navigator, and behavioral health case manager begin outreach and engagement with the clinical mobile team; contracted psychiatrist is onboarded and integrated with the mobile outreach team
Months 4-6	Ongoing outreach and clinical service delivery; increase in housing assessments and referrals
Months 7-9	Continued service delivery; monitoring progress toward objectives; mid-year evaluations
Months 10-12	Achievement of annual targets, outcome evaluation, CQI-informed adjustments and reporting

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

<b>Monitoring and Data Collection</b>
The MMU outreach staff will document all encounters using eMedicalPractice, our electronic health record system, to track participants' engagement, services provided, referrals made, and follow-up completed. Key performance indicators will be reviewed on a quarterly basis by each manager or director.
<b>Quality Assurance</b>
Services will follow evidence-based trauma-informed practices. Staff receive ongoing training in mental health engagement, wound care protocols, housing navigation, and documentation standards. Supervisors conduct quarterly case reviews to ensure quality and accuracy.
<b>Evaluation</b>
Program leadership will conduct quarterly evaluations comparing baseline and ongoing data to measure increases in engagement, continuity of care, and successful linkages to psychiatric, medical, behavioral health and housing services. HHHRC's internal evaluator will provide in-kind support by doing quality checks on the data collected and provide quarterly reports which will allow adjustments to the program to be data driven.
<b>Continuous Quality Improvement</b>
Quarterly team reviews will identify gaps in workflow and the delivery of services, barriers to care, and opportunities for improvement. Data and staff feedback will guide changes to outreach strategies, partnerships, and training to improve outcomes.

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.

<b>Objective</b>	<b>Measure of Effectiveness</b>	<b>Target</b>	<b>Data Source</b>
1) Housing Access	Percentage of participants experiencing houselessness who complete a housing assessment and/or CIS Program application with assistance from the mobile team	≥ 50% of eligible participants during the 12-month grant period	HMIS, program log, service encounters as documented in EMR
2) Linkage to BH & Substance Use Services	Percentage of participants experiencing houselessness who are successfully linked to behavioral health case management and/or substance use treatment services	≥ 30% of eligible participants during the 12-month grant period	Referral tracking system, partner confirmation, service encounters as documented in EMR
3) Access to Psychiatric Care	Number of unduplicated patients who receive psychiatric evaluation and medication management and/or administration through the mobile team	≥ 100 unduplicated patients during the 12-month grant period	Prescribing & clinical service logs as documented in the EMR

**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
\$100,000	\$100,000	\$100,000	\$100,000	\$400,000

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

This program is partially supported by our Adult Reentry grant with SAMHSA, our Adult Substance Abuse Treatment Services grant with ADAD, and through insurance cost reimbursement.

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 2027 for program funding.

See attached list of Government Contracts, Grants, and/or Grants-in-Aid.

6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2025.

The balance of HHHRC’s unrestricted assets as of December 31, 2025, was \$3,392,994.32.

**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.

HHHRC possesses the demonstrated skills, professional expertise, and operational capacity necessary to successfully implement the proposed integrated street medicine, behavioral health, and housing navigation services. We have over 40 years of experience delivering low-barrier, low-threshold services to individuals from underserved and under-resourced communities, including individuals experiencing homelessness, acute behavioral health needs, chronic health conditions, and the impacts of trauma and abuse.

Our street medicine program has been operating in Chinatown for over a decade, which has enabled our mobile clinical team and outreach staff to build rapport and foster a community presence based on trust that demonstrates integrity and a commitment to delivering quality care to the population we serve. Over the past eight years, we have strengthened our community outreach, case management, navigation, and care coordination through the operation and administration of various programs, including:

- The former LEAD program (Law Enforcement Assisted Diversion), which has since evolved into our more comprehensive Behavioral Health program
- The state's COVID isolation and stabilization facility in Waikiki (2020-2022)
- A Youth Homelessness Demonstration Program tailored toward LGBTQIA+ unaccompanied youth experiencing homelessness
- The State's Homeless Outreach Program for regions 1 and 6 (2022-2025)

In 2024, HHHRC's street-based wound care clinic provided direct care and linkage services to 394 patients. Clinical staff administered a combined total of 2,369 HIV and hepatitis C tests (1,188 HIV and 1,181 HCV) and conducted 915 screenings for sexually transmitted infections (gonorrhea, chlamydia, and syphilis), with testing conducted at our in-house clinic in Kaka'ako and in the community via our MMU. 726 people living with HIV on O'ahu received HIV care services, 90% of whom are sustaining an undetectable viral load. 363 patients received substance use treatment, and 295 patients received mental health services from HHHRC's medical and psychiatric providers. HHHRC strives to provide enrolled clients with wraparound services, directly assisting with or providing appropriate linkage to care that addresses each client's health, insurance, and housing needs; financial stability; and affordable access to HIV and psychiatric medications. HHHRC provides overdose prevention training to partners and the community and distributes nasal naloxone to help reduce overdoses among peers and family members, with over 4,565 kits of life-saving naloxone distributed statewide. HHHRC works with the Hawai'i Food Bank to help deliver much-needed food to our community, distributing over 100,000 pounds in 2024.

Our multidisciplinary team includes licensed psychiatric providers, nursing staff, behavioral health case managers, and housing navigation specialists with deep knowledge of trauma-informed, harm-reduction, and person-centered care practices. Team members are experienced in conducting mobile outreach, psychiatric evaluation and stabilization, medication management and administration, and care coordination in community-based and nontraditional settings. This expertise enables the program to effectively engage individuals who face significant barriers to accessing traditional clinic-based services.

With a long-standing history of collaborating with local government agencies and community partners, HHHRC also brings strong systems-navigation expertise, with established experience

working across housing, behavioral health, substance use treatment, and health care systems. Staff are skilled in assisting participants with housing assessments, Coordinated Intake System (CIS) applications, and referrals, and in coordinating care with partner agencies to ensure timely linkage and continuity of services.

Organizationally, HHHRC has the infrastructure and administrative capacity to manage the proposed scope of work, including data collection, performance monitoring, reporting, and continuous quality improvement. We utilize established electronic health records, HMIS, and referral tracking systems to ensure accurate documentation, outcome measurement, and accountability.

HHHRC's overall approach is strengthened by staff with lived experience, which enhances trust, cultural responsiveness, and engagement within the communities served. This combination of clinical expertise, operational capacity, systems knowledge, and community-rooted practice positions us to successfully achieve the proposed objectives and deliver meaningful, measurable outcomes consistent with the goals of this funding opportunity.

## **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.

For over two decades, HHHRC has been located on the second floor of the 677 Ala Moana Building in the Kaka'ako District of Honolulu. The building is centrally located with ample visitor parking. The site meets Americans with Disabilities Act (ADA) requirements (wheelchair-accessible business and restroom facilities) and has a telecommunications device for the deaf and the hearing/speech-impaired. Computers are connected via a secure local area network, and password-protected Wi-Fi may be used for personal devices.

HHHRC's office provides privacy and comfort for people who work, visit, or receive services at the organization. With over 10,000 square feet, HHHRC can support workspace, training, and administrative needs for staff and volunteers. The site currently houses HHHRC's clinic, testing, medical case management, and other service programs, including behavioral health, smoking cessation, sexual health, and transgender services. HHHRC's clinic provides wound care, HIV and HCV treatment, STI screening, and behavioral health services, including buprenorphine for opioid use disorder. Additionally, there is a kitchen, several meeting spaces, and a waiting room for client use.

While administrative and clinical offices are vital for our holistic approach to serving our at-risk populations, it is the use of our program vehicles and MMU that allow outreach and navigation staff the flexibility to meet many participants "where they are." HHHRC utilizes these vehicles to access "hard-to-reach" communities such as downtown, Waianae, Wahiawa, and the North Shore, where access to traditional in-office services comes with barriers. Program vehicles and the MMU have proven to be an asset to HHHRC and the communities we serve by providing a private and confidential mobile setting for clients who normally may not seek out services at the office. Our MMU will be a vital component of this integrated mobile outreach effort.

**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.

HHHRC proposes funding nine full-time employees and two contracted positions with this request as follows:

<b>Position Title</b>	<b>% FTE Budgeted to Contract</b>
<b>Medical Director</b> (1.00 FTE) to provide oversight of the medical team	15.00%
<b>Deputy Director of Clinical Services</b> (1.00 FTE) to provide oversight and management of the entire program	15.00%
<b>Behavioral Health Director</b> (1.00 FTE) to provide oversight and guidance to the MOUD Care Coordinator and the BH program Team Lead	15.00%
<b>MOUD Care Coordinator</b> (1.00 FTE) to provide counseling and support to patients receiving medication-assisted therapy (MAT)	30.00%
<b>Behavioral Health Program Team Lead</b> (1.00 FTE) to provide support, guidance, and direction to the BH case manager	50.00%
<b>2x Behavioral Health Case Managers</b> (2.00 FTE) to coordinate care, provide follow-up support, and link clients to ongoing medical, behavioral health, and social services	30.00% 30.00%
<b>Housing &amp; Outreach Manager</b> (1.00 FTE) to provide support, guidance, and direction to the housing navigator	50.00%
<b>Housing Navigator</b> (1.00 FTE) to connect individuals to shelter, permanent housing resources, and supportive housing programs	50.00%
<b>Psychiatrist</b> (contracted 0.20 FTE) to provide medication management and administration, psychiatric evaluation, and crisis stabilization	100.00%
<b>Registered Nurse</b> (contracted 1.00 FTE) to provide wound care assistance	20.00%

Up-to-date job descriptions for each position are included in the attachments, outlining the qualifications and experience required for these roles.

HHHRC is administered by an Executive Director who is a licensed clinical social worker and an executive management team consisting of the Managing Director, Deputy Director of Clinical Services, and Deputy Director of Programs. The executive management team is responsible for the overall supervision and guidance of program directors and managers. The Executive Director provides bi-weekly individual and group supervision to the executive management team.

The Deputy Director of Clinical Services is responsible for the supervision and oversight of the Behavioral Health and Housing & Outreach programs. The leaders of both programs provide regular supervision of direct service personnel. All HHHRC staff receive a 90-day evaluation

after initial hire and an annual evaluation to review progress in their role through the combined application of regular supervision, case conferencing, and evaluation. Staff and supervisors are equipped to prevent burnout, meet professional goals, and ensure quality care is provided to the community.

All HHHRC employees, regardless of their positions, are required to undergo training in confidentiality, HIPAA, and safety at the start of their employment during the onboarding process with our Human Resources Department. In addition, HHHRC's Training Institute has developed agency-wide training and program-specific training curricula to meet contract and accreditation standards. HHHRC contracts with Relias, a training program that offers a standardized healthcare curriculum that monitors each staff member's progress in completing the training and test with a passing score.

HHHRC expects and encourages employees to actively participate in all relevant training opportunities to enhance their professional skills. These fall into four categories: internal training provided on a specific topic by an experienced staff member, in-service training provided by a representative from another organization or program (e.g., the Legal Aid Society, the Social Security Administration, CPR, and First Aid), locally organized offsite group training attended by a number of organizations, and off-island conferences and training when the potential for learning something helpful outweighs the associated costs.

## **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.

See attached organizational charts.

## **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.

Medical Director (APRN Rx)	\$151,410
Executive Director	\$150,000
Managing Director	\$125,000

## **VII. Other**

### **1. Litigation**

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

HHHRC is not a party to any pending litigation and is not subject to 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.

HHHRC is accredited by the Commission on Accreditation of Rehabilitation Facilities for case management and behavioral health and by MedQuest for Community Integration Services. HHHRC's Medical Director is a licensed APRN-Rx.

## **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.

HHHRC is not 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.

HHHRC is engaged in an ongoing practice of sustainability planning to ensure the long-term financial and operational stability of our organization. In alignment with our value of delivering Quality Care, we strive to meet the needs of Hawai'i's most vulnerable populations with consistency and continuity in the services we provide. Finding sustainable funding for essential wraparound services and navigation for the populations we serve is an ever-evolving challenge that is compounded by the current political climate in America, which acutely threatens these vital services.

HHHRC's sustainability plan for this program is three-fold: 1) work with MedQuest insurance plans to bill for reimbursement of covered services utilizing the new "place of service codes" that include medical mobile units, 2) maximize leverage with HHHRC's existing grants by working with funders to cover aspects not covered by insurance, and 3) have data from the GIA-supported first year to justify expenditures and continue to diversify funding through individual donors, foundations, and local funding sources to mitigate the impact of loss of federal funds for behavioral health services.

HHHRC is a newly accredited MedQuest Community Integration Services (CIS) provider, which allows us to bill insurance plans for pre-tenancy and tenancy support for people experiencing homelessness. In addition to our regular accreditation, we will use the project period to ensure accurate billing processes and to identify what is covered by insurance and what is not, enabling us to find alternate sources (grants or donors) to fill the gaps.

Our Development Department has put an increased focus on meeting private family and community foundations, engaging current individual donors, and reaching out to industry partners. In addition to actively applying for grants and bidding for service contracts, we are

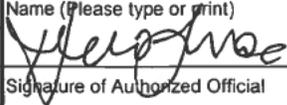
working with current funders to update overhead and indirect expense costs, actively collaborating with MedQuest and insurance plans to maximize reimbursements, and implementing workflows that lay the foundation for effective, consistent, and compliant billing practices. We are also exploring ways to increase revenue through fee-for-service activities through the 340B drug program, potential medical respite opportunities, and our Training Institute, which provides valuable training opportunities on a variety of public health topics to government agencies and community organizations. This blended approach reduces reliance on a single funding source and strengthens financial resilience within and across our programs.

## BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2026 to June 30, 2027

Applicant: Hawai'i Health & Harm Reduction Center

Date Prepared : 1/12/2026

BUDGET CATEGORIES	Budget (a)			
<b>A. PERSONNEL COST</b>				
1. Salaries	\$ 175,668.50			
2. Payroll Taxes & Assessments	\$ 16,987.15			
3. Fringe Benefits	\$ 27,836.43			
<b>TOTAL PERSONNEL COST</b>	<b>\$ 220,492.08</b>			
<b>B. OTHER CURRENT EXPENSES</b>				
1. Airfare, Inter-Island	\$ -			
2. Airfare, Out-of-State	\$ -			
3. Audit Services	\$ -			
4. Contractual Services - Administrative	\$ -			
5. Contractual Services - Subcontracts	\$ 83,200.00			
6. Insurance	\$ -			
7. Lease/Rental of Equipment	\$ -			
8. Lease/Rental of Motor Vehicle	\$ -			
9. Lease/Rental of Space	\$ -			
10. Mileage & Parking	\$ 5,000.00			
11. Postage, Freight & Delivery	\$ 500.00			
12. Publication & Printing	\$ 2,000.00			
13. Repair & Maintenance	\$ -			
14. Staff Training	\$ 1,000.00			
15. Subsistence/Per Diem	\$ -			
16. Supplies	\$ 27,807.92			
17. Telecommunication	\$ -			
18. Transportation	\$ -			
19. Utilities	\$ -			
19. Indirect - 15%	\$ 60,000.00			
<b>TOTAL OTHER CURRENT EXPENSES</b>	<b>\$ 179,507.92</b>			
<b>C. EQUIPMENT PURCHASES</b>	<b>\$ -</b>			
<b>D. MOTOR VEHICLE PURCHASES</b>	<b>\$ -</b>			
<b>E. CAPITAL</b>	<b>\$ -</b>			
<b>TOTAL (A+B+C+D+E)</b>	<b>\$ 400,000.00</b>			
<b>SOURCES OF FUNDING</b>		Budget Prepared By:		
(a) Total State Funds Requested	\$ 400,000.00	Kavika Puahi		(808) 521-2437
(b)		Name (Please type or print)		Phone
(c)				1/23/2026
(d)		Signature of Authorized Official		Date
(e)		Heather Lusk, Executive Director		
		Name and Title (Please type or print)		
<b>TOTAL BUDGET</b>	<b>\$ 400,000.00</b>	For State Agency Use Only		
		Signature of Reviewer		Date

## BUDGET JUSTIFICATION PERSONNEL - SALARIES AND WAGES

Applicant/Provider: Hawai'i Health & Harm Reduction Center

Address: 677 Ala Moana Blvd, Suite 226, Honolulu, HI 96813

Contract No: \_\_\_\_\_

Date Prepared: 1/12/2026

Period: July 1, 2026 to June 30, 2027

POSITION NO.	POSITION TITLE	FULL TIME EQUIVALENT TO ORGANIZATION	ANNUAL SALARY INCLUDING BUDGETED SALARY INCREASE	% OF TIME BUDGETED TO THE CONTRACT	TOTAL SALARY BUDGETED TO THE CONTRACT
			A	B	A x B
1	Medical Director: C. Wang	1.00	\$ 151,410.00	15.00%	\$ 22,711.50
2	Deputy Director of Clinical Services: N. Ishikawa	1.00	\$ 104,000.00	15.00%	\$ 15,600.00
3	BH Director: C. Jao	1.00	\$ 93,600.00	15.00%	\$ 14,040.00
4	MOUD Care Coordinator: J. Adamos	1.00	\$ 60,000.00	30.00%	\$ 18,000.00
5	BH Program Team Lead: R. Brown	1.00	\$ 50,000.00	50.00%	\$ 25,000.00
6	BH Case Manager I: T. Bulawan	1.00	\$ 44,000.00	30.00%	\$ 13,200.00
7	BH Case Manager I: M. Matsushita	1.00	\$ 46,000.00	30.00%	\$ 13,800.00
8	Housing & Outreach Manager: M. Wilkins	1.00	\$ 62,952.00	50.00%	\$ 31,476.00
9	CIS Housing Navigator: D. Francisco	1.00	\$ 43,682.00	50.00%	\$ 21,841.00
<b>TOTAL:</b>					<b>\$ 175,668.50</b>

**JUSTIFICATION/COMMENTS:**

**BUDGET JUSTIFICATION**  
**PERSONNEL: PAYROLL TAXES, ASSESSMENTS, AND FRINGE BENEFITS**

Applicant/Provider: Hawai'i Health & Harm Reduction Center

Address: 677 Ala Moana Blvd, Suite 226, Honolulu, HI 96813

Contract No: \_\_\_\_\_

Date Prepared: 01/12/26

Period: July 1, 2026 to June 30, 2027

TYPE	BASIS OF ASSESSMENTS OR FRINGE BENEFITS	% OF SALARY	TOTAL
<b>PAYROLL TAXES &amp; ASSESSMENTS:</b>			
Social Security	As required by law	7.65%	\$ 13,438.64
Unemployment Insurance (Federal)	As required by law	0.00%	\$ -
Unemployment Insurance (State)	As required by law	1.10%	\$ 1,932.35
Worker's Compensation	As required by law	0.46%	\$ 808.08
Temporary Disability Insurance	As required by law	0.46%	\$ 808.08
SUBTOTAL:			\$ 16,987.15
<b>FRINGE BENEFITS:</b>			
Health Insurance		13.69%	\$ 24,049.02
Retirement/401(k)		1.88%	\$ 3,302.57
Life Insurance		0.28%	\$ 484.85
SUBTOTAL:			\$ 27,836.43
<b>TOTAL:</b>			<b>\$ 44,823.58</b>
<b>JUSTIFICATION/COMMENTS:</b>			

## BUDGET JUSTIFICATION TRAVEL - INTER-ISLAND

Applicant/Provider: Hawai'i Health & Harm Reduction Center

Address: 677 Ala Moana Blvd, Suite 226, Honolulu, HI 96813

Date Prepared: 01/12/26

Contract No: \_\_\_\_\_

Period: July 1, 2026 to June 30, 2027

NAME OF EMPLOYEE & TITLE	DESTINATION	NO. DAYS	SUBIS/PER DIEM A	AIRFARE B	TRANSPORTATION C	TOTAL A+B+C
N/A						
<b>TOTAL:</b>			\$ -	\$ -	\$ -	\$ -

**JUSTIFICATION/COMMENTS:**

## BUDGET JUSTIFICATION TRAVEL - OUT OF STATE

Applicant/Provider: Hawai'i Health & Harm Reduction Center

Address: 677 Ala Moana Blvd, Suite 226, Honolulu, HI 96813

Contract No: \_\_\_\_\_  
(As Applicable)

Date Prepared: 01/12/26

Period: July 1, 2026 to June 30, 2027

NAME OF EMPLOYEE & TITLE	DESTINATION	NO. DAYS	PER DIEM OR SUBSISTENCE A	AIR FARE B	TRANSPORTATION C	TOTAL A+B+C
N/A						
<b>TOTAL:</b>			\$ -	\$ -	\$ -	\$ -

**JUSTIFICATION/COMMENTS:**

## BUDGET JUSTIFICATION CONTRACTUAL SERVICES - ADMINISTRATIVE

Applicant/Provider: Hawai'i Health & Harm Reduction Center

Address: 677 Ala Moana Blvd, Suite 226, Honolulu, HI 96813

Date Prepared: 01/12/26

Contract No: \_\_\_\_\_  
(As Applicable)

Period: July 1, 2026 to June 30, 2027

NAME OF BUSINESS OR INDIVIDUAL	TOTAL BUDGETED	SERVICES PROVIDED	JUSTIFICATION/COMMENTS
N/A			
<b>TOTAL:</b>	<b>\$ -</b>		

## BUDGET JUSTIFICATION CONTRACTUAL SERVICES - SUBCONTRACTS

Applicant/Provider: Hawai'i Health & Harm Reduction Center

Address: 677 Ala Moana Blvd, Suite 226, Honolulu, HI 96813

Date Prepared: 01/12/26

Contract No: \_\_\_\_\_  
(As Applicable)

Period: July 1, 2026 to June 30, 2027

NAME OF BUSINESS OR INDIVIDUAL	TOTAL BUDGETED	SERVICES PROVIDED	JUSTIFICATION/COMMENTS
Psychiatrist - TBD	\$ 62,400.00	Medical services	8 hrs per wk x \$150
Registered Nurse - TBD	\$ 20,800.00	Medical services	8 hrs per wk x \$50
<b>TOTAL:</b>	<b>\$ 83,200.00</b>		

## BUDGET JUSTIFICATION DEPRECIATION

Applicant/Provider: Hawai'i Health & Harm Reduction Center  
 Address: 677 Ala Moana Blvd, Suite 226, Honolulu, HI 96813  
 Contract No: \_\_\_\_\_

Date Prepared: 01/12/26  
 Period: July 1, 2026 to June 30, 2027

ITEM PLEASE IDENTIFY EACH ASSET. DO NOT GROUP BY ASSET TITLE.	ACQUISITION DATE	ACQUISITION COST	USEFUL LIFE	METHOD OF DEPRECIATION	PREVIOUS DEPRECIATION TAKEN	DEPRECIATION EXPENSE	% ALLOCATED	DEPRECIATION ALLOCATED
N/A								
<b>Total:</b>								\$ -
<b>JUSTIFICATION/COMMENTS:</b>								

## BUDGET JUSTIFICATION PROGRAM ACTIVITIES

Applicant/Provider: Hawai'i Health & Harm Reduction Center

Address: 677 Ala Moana Blvd, Suite 226, Honolulu, HI 96813

Date Prepared: 01/12/26

Contract No: \_\_\_\_\_  
(As Applicable)

Period: July 1, 2026 to June 30, 2027

DESCRIPTION	AMOUNT	JUSTIFICATION/COMMENTS
Mileage & Parking	\$ 5,000.00	Staff parking and mileage reimbursements.
Postage, Freight & Delivery	\$ 500.00	Mailing client documents.
Publication, Printing, and Advertising	\$ 2,000.00	Printing of program education material and forms.
Staff Training	\$ 1,000.00	Required CPR/First Aid in-person training plus online other required online courses for staff providing direct services.
Supplies	\$ 27,807.92	Program supplies purchased to complete scope of work.
Indirect	\$ 60,000.00	De Minimis Indirect Cost Rate
<b>Total:</b>	<b>\$ 96,307.92</b>	

## BUDGET JUSTIFICATION EQUIPMENT PURCHASES

Applicant/Provider: Hawai'i Health & Harm Reduction Center

Address: 677 Ala Moana Blvd, Suite 226, Honolulu, HI 96813

Date Prepared: 01/12/26

Contract No: \_\_\_\_\_  
(As Applicable)

Period: July 1, 2026 to June 30, 2027

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

# BUDGET JUSTIFICATION MOTOR VEHICLE

Applicant/Provider: Hawai'i Health & Harm Reduction Center

Address: 677 Ala Moana Blvd, Suite 226, Honolulu, HI 96813

Date Prepared: 01/12/26

Contract No: \_\_\_\_\_  
(As Applicable)

Period: July 1, 2026 to June 30, 2027

DESCRIPTION OF MOTOR VEHICLE	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
N/A				
				\$ -
<b>JUSTIFICATION/COMMENTS:</b>				

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

Applicant: Hawai'i Health & Harm Reduction Center

Contracts Total: 25,132,358.64

CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (Federal, State, Hawaii / Honolulu / Kauai / Maui County)	CONTRACT VALUE
Act 310 Emergency Grant in Aid	12/01/25 - 11/30/26		State of Hawaii	90,000.00
Adult Reentry Program for Adults in Hawaii's Criminal Justice System (SAMHSA AR)	09/30/23 - 09/29/24	Department of Health/Human Services	Federal	400,000.00
Adult Reentry Program for Adults in Hawaii's Criminal Justice System (SAMHSA AR)	09/30/24 - 09/29/25	Department of Health/Human Services	Federal	300,000.00
Adult Substance Abuse Treatment Services (ADAD)	10/01/23 - 09/30/25	Department of Health Alcohol and Drug Abuse Division	State of Hawaii	1,345,000.00
Adult Substance Abuse Treatment Services (ADAD)	10/01/24 - 09/30/26	Department of Health Alcohol and Drug Abuse Division	State of Hawaii	800,000.00
Behavioral Health for the Transgender Community in Hawaii (SAMHSA CDS)	09/30/24 - 09/29/25	Department of Health/Human Services	Federal	549,216.00
Care Coordination program funded by Viral Hep Prevention Program DOH (VHPP)	04/01/23 - 03/30/24	Department of Health, STD/AIDS Branch	State of Hawaii	18,449.79
Grant in Aid for Medical Legal Partnership	07/01/25 - 06/30/26	Department of the Attorney General	State of Hawaii	20,000.00
Grant in Aid for Medical Mobile Unit	07/01/23 - 06/30/24	Department of Human Services	State of Hawaii	190,000.00
Grant in Aid for Transgender Services	02/28/24 - 02/27/25	Department of Health HRSB	State of Hawaii	98,189.00
Grant in Aid for Transgender Services	03/01/23 - 02/29/24	Department of Health HRSB	State of Hawaii	98,189.00
Housing Opportunities for Persons with AIDS (HOPWA) Program	10/27/23 - 10/26/24	Department of Housing and Urban Development	City and County of Honolulu	134,046.00
Housing Opportunities for Persons with AIDS (HOPWA) Program	10/27/24 - 10/26/25	Department of Housing and Urban Development	City and County of Honolulu	145,029.00
Housing Program for Chronically Homeless Individuals (HF IV)	05/15/23 - 09/30/23	Department of Housing and Urban Development	City and County of Honolulu	(50,000.00)
Housing Program for Chronically Homeless Individuals (HF IV)	06/01/23 - 05/30/24	Department of Housing and Urban Development	City and County of Honolulu	98,079.85
Integrated HIV, STD & Viral Hep Integrated Prev & Care Svc on Oahu to end the HIV Epidemic (IPCS)	07/01/23 - 06/30/24	Department of Health HRSB	State of Hawaii	1,461,468.00
Integrated HIV, STD & Viral Hep Integrated Prev & Care Svc on Oahu to end the HIV Epidemic (IPCS)	07/01/24 - 06/30/25	Department of Health HRSB	State of Hawaii	1,165,900.00
Overdose Data to Action State (OD2A-S)	09/01/23 - 08/31/24	Department of Health Alcohol and Drug Abuse Division	State of Hawaii	216,147.00
Overdose Data to Action State (OD2A-S)	09/01/24 - 08/31/25	Department of Health Alcohol and Drug Abuse Division	State of Hawaii	216,147.00
Project ECHO for Hepatitis B Virus Learning Series	05/15/23 - 09/30/23	Department of Health/Human Services	State of Hawaii	16,900.00
Providing Outreach to homeless individuals and families within the contracted island of oahu areas (SHOP)	06/15/23 - 06/14/24	Department of Human Services/State Homeless Outreach Program	State of Hawaii	550,300.00
Providing Outreach to homeless individuals and families within the contracted island of oahu areas (SHOP)	06/15/24 - 06/14/25	Department of Human Services/State Homeless Outreach Program	State of Hawaii	550,300.00
Ryan White HIV/AIDS Treatment Care Services Part B	04/01/23 - 03/31/24	Department of Health HRSB	State of Hawaii	4,322,097.00
Ryan White HIV/AIDS Treatment Care Services Part B	09/29/24 - 03/31/26	Department of Health HRSB	State of Hawaii	6,000,000.00
Social Services, property management, and capacity building for homeless individuals (Kauhale)	01/01/24 - 12/31/24	Department of Health/Human Services	State of Hawaii	\$1,967,586
Syringe Exchange and Outreach Services (SEP)	07/01/23 - 06/30/24	Department of Health HRSB	State of Hawaii	668,800.00
Syringe Exchange and Outreach Services (SEP)	07/01/24 - 06/30/26	Department of Health HRSB	State of Hawaii	3,517,600.00
Youth Homelessness Demonstration Prog for diversion & guide on the side (YHDP GOTS)	10/01/23 - 09/30/24	Department of Housing and Urban Development	Federal	62,377.00
Youth Homelessness Demonstration Prog for diversion & guide on the side (YHDP GOTS)	10/01/24 - 09/30/25	Department of Housing and Urban Development	Federal	62,377.00
Youth Homelessness Demonstration Prog for Mobile Crisis Hui Program (YHDP MCH)	10/01/23 - 09/30/24	RYSE/Department of Housing and Urban Development	Federal	61,161.00
Youth Homelessness Demonstration Prog for Mobile Crisis Hui Program (YHDP MCH)	10/01/24 - 09/30/25	RYSE/Department of Housing and Urban Development	Federal	57,000.00

## Job Description

**POSITION TITLE:** MEDICAL DIRECTOR (APRN-Rx)  
**Division:** Clinical Services  
**Dept/Program:** Clinic  
**Category:** Director  
**Type/Status:** Full-Time, Exempt, Salaried  
**Date:** 6/30/2022

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### Primary Purpose:

The Clinic Medical Director is responsible for, and oversees, all clinical operations. This position provides health care that includes services to individuals which emphasize health promotion, disease prevention, and diagnosis and management of acute and chronic diseases of patients through routine physical examination and testing. The Medical Director also functions as an expert practitioner with educator consultant, researcher, and leadership role components and functions autonomously and in collaboration with other health care professionals to enhance the quality of patient care. This position is part of the HHHRC Management Team and coordinates with other HHHRC managers to fully integrate program services into the agency.

### Reporting Relationship:

Reports to: Executive Director  
Supervises: Medical Assistants

### Essential Duties & Responsibilities:

#### *Clinical Operations Oversight:*

- Manage day to day medical operations, ensure clinical quality expectations are met, provide exceptional customer service and partner with the Executive Director and the Deputy Director-Clinical Services.
- Actively participate, as well as oversee, diagnoses and treatment along the care continuum.
- Develop and implement patient management plans and assist in provision of continuity of care.
- Provide direct care services which may include, but are not limited to, obtaining a patient history; providing a complete or focused physical examination; ordering, conducting, and interpreting diagnostic and laboratory tests; patient and family education; and dealing with social economic and ethical issues within the scope of a health care provider.
- Provide indirect patient care services which may include, but are limited to, setting standards for nursing practice and facilitating the professional practice of nursing care.
- Provide community-based care and street-based management in a team setting to outreach clients that are most vulnerable and underserved.
- Provide specialty care in the roles of HIV care/PEP and PrEP, HCV care, MAT, and wound care.
- Provide episodic management, including walk-in patients.

- Develop protocols for care, as appropriate, serve as health care researcher, interdisciplinary consultant, and patient advocate.
- Complete documentation of the medical record utilizing electronic patient record system.
- Assist with enrollment of insurance credentialing with the Hawaii Health & Harm Reduction Center.
- Participate in the management of the clinic's financial performance/P&L, including driving revenue growth through panel management, as well as managing costs such as usage of medical supplies.
- Maintain current Hawai'i licensure as RN and APRN (including completing required CMEs), Malpractice Insurance, and appropriate State Narcotics Enforcement Division credentials and Federal Drug Enforcement Agency credentials including XDEA waiver requirements.
- Perform additional duties as needed and assigned. Duties are subject to change.

***Supervision of Staff:***

- Supervise the work of all clinical provider personnel within the clinic which will include supervising and evaluating MD, NP, RN, CRNA, PA, MA, Medical Students and Nursing Students working in collaborative practice, including chart review.
- Provide support as needed through joint meetings with clients.
- Conduct bi-monthly supervision with staff.
- Conduct annual staff performance reviews.
- Create and implement staff development plans.
- Coordinate staff meetings and trainings.
- Ensure staff comply with all HHHRC policies and procedures

**General Responsibilities:**

- Contribute to a safe, creative, enthusiastic, and cooperative working environment for all.
- Serve on agency committees.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Observe and comply with all rules and regulations – such as HHHRC Code of Conduct, Drug-Free Workplace – and other administrative policies of HHHRC.
- Abide by all policies and procedures of the HHHRC Health & Safety Program and the Quality Management Program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Demonstrate steadfast understanding of, and commitment to, the Mission, Vision, and Values of HHHRC.

**Work Hours:**

- Monday - Friday, 8:00am to 4:30pm, with some evening and weekend attendance for required events.

**Working Conditions/Physical Demands:**

- Office/clinical environment: indoors, air conditioned.

- Fieldwork/Mobile Medical Unit (MMU): may be subjected to unpredictable environments with extremes in temperature, noise, odors, weather conditions, etc.
- May be exposed to communicable disease, body fluids, sharps, and chemicals. All appropriate CDC & DOH recommended Personal Protective Equipment (PPE) will be provided, if needed.
- May be required to deal with hostile/challenging patients.
- Regular use of computer keyboards, telephone, and operating office equipment.
- Essential physical activities: standing, sitting, walking, finger dexterity, eye-hand coordination, seeing, hearing, speaking, reaching above, at, and below shoulder, and frequent gripping of an object.
- Occasional physical activities: stooping, bending, squatting, twisting body, and lifting.
- Moderate physical activity. Standing and/or walking for more than four (4) hours per day.
- Occasional lifting and carrying of supplies and equipment (up to 25 pounds).

### **Required Qualifications:**

#### Knowledge/Skills/Abilities:

- Strong leadership and organizational skills with the ability to work within a fast-paced setting.
- Excellent interpersonal, written, and verbal communication skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy.
- Good listening skills, flexible, and able to handle complex situations/clients.
- Non-judgmental attitude and the ability to respect the knowledge, actions, and feelings of others.
- Capability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, Access, SharePoint, etc.).

#### Education/Experience:

- APRN, MD, or DO degree with admission privileges at local hospitals.
- Experience with grant writing and working with nonprofit entities.
- Experience with community-based medical services and community outreach.
- Experience with managing a medical practice or outpatient-based clinic.

### **Preferred Qualifications:**

- Two (2) or more years clinical practice with health care management experience.
- MHP or Public Health experience.

### **Required Work Cards/Certifications:**

- Current unrestricted RN and APRN license in the State of Hawai'i.
- Valid Hawaii Driver's License and clean Driver's Abstract.
- Current certification in Basic Life Support.
- Current, unrestricted Drug Enforcement Administration (DEA) registration.
- COVID-19 Vaccination
- TB Clearance
- Hep B Clearance and/or Vaccination
- Must pass Center for Medicare/Medicaid Services eligibility screening.

**JOB DESCRIPTION ACKNOWLEDGEMENT – Medical Director (APRN-Rx)**

I have reviewed this job description and I understand that that the above information is intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. I understand that management has the right to add or change duties at any time. This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

My signature below indicates that I understand and acknowledge my job description, and that I am able to perform the essential functions as outlined.

**Acknowledged by:**

---

**Employee Signature**

---

**Date**



## Position Description

**POSITION TITLE:** DEPUTY DIRECTOR – CLINICAL SERVICES  
**Division:** Administration  
**Dept/Program:** Clinical Services  
**Category:** Director  
**Type/Status:** Full-Time, Exempt, Salaried  
**Date:** 7/1/2022

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### Primary Purpose:

The Deputy Director-Clinical Services is the general manager of all programs and staff that serve HIV positive people who have become clients of HHHRC. This position ensures that all HIV positive people who are clients of HHHRC have effective access to the level and quality of health care and medications they need to live with optimal health. The Deputy Director-Clinical Services is the agency lead in health care services and medical case management under the direction of the Executive Director. This position is a part of the HHHRC Executive Team.

### Reporting Relationship:

Reports to: Executive Director  
Supervises: HIV Program Managers, Medical Director, HIV Clinic Nurse, Certified Substance Abuse Counselor (CSAC), Program Quality Assurance Coordinator, MMU Coordinator, PrEP Coordinator, and Administrative Specialist

### Essential Duties & Responsibilities:

- Provide leadership, supervision, and guidance to clinical services-based program managers to successfully meet the goals of each program according to contract or grant requirements and agency policies.
- Work closely with each supervisee on professional growth and developing their leadership capacity according to their individual goals.
- Hire, train, supervise, coordinate, and evaluate the work of all applicable HIV Care Services staff in collaboration with the applicable managers.
- Assign newly enrolled clients to case managers in a manner that will balance the workload of the care services staff members while also ensuring that all clients receive the level of support and attention they need.
- Ensure that all HHHRC clients are periodically assessed to determine their health-related needs and that service plans approved by the clients are developed or modified following each assessment.
- Monitor client-related record keeping and case notes for accuracy, completeness, and compliance with relevant patient/client privacy standards.
- Establish and maintain productive collaboration and strategic affiliations with providers of health and social services in Hawaii to ensure that HHHRC clients have effective access to health care, housing, mental health services, addiction treatment, and other relevant services.

- Develop and refine policies and procedures that will ensure that everyone associated with HIV care at HHHRC, client or care provider, shares a common set of expectations about what the program does and does not do.
- Work collaboratively with other agency programs and departments on shared program areas such as linkage to care and prevention for positives.
- Remain fully cognizant of the requirements, scopes of services, and deliverables of all contracts and memoranda of agreement entered into by HHHRC in return for funding of its HIV Care Services programs.
- Take steps to ensure compliance with requirements imposed by funding sources including accurate record keeping and timely reporting.
- Develop a means to solicit feedback from the clientele and ensure that all aspects of the clientele have an opportunity to be heard.
- Actively participate in the identification of potential funding sources relevant to the future support of HIV Care Services at HHHRC and assist in the development of funding applications for identified sources.
- Participate in activities related to developing new approaches to funding of HIV Care Services to ensure future sustainability of the program. These approaches may include but are not limited to fee for service arrangements, third party payers and other opportunities that may emerge as a result of the Affordable Care Act and the ongoing evolution of chronic disease management.
- Engage in capacity building/technical assistance activities conducted by HHHRC on behalf of other AIDS and health care organizations in Hawai'i and the Pacific.
- Maintain networks with agency-related community organizations and publicly represent HHHRC's HIV Case Management Program with relevant organizations and coalitions.
- Participate actively in HHHRC's ongoing strategic planning efforts, including those activities that lead to consideration of other services that might be offered by HHHRC.
- Represent HHHRC, as assigned, to staff and various internal board committees and serve on external bodies both ongoing and ad hoc.
- Provide overall agency leadership as a member of the Executive Team, working with staff at all levels in internal committees and workgroups, contributing to agency-level event planning, decision-making, and policy changes.
- Participate actively in HHHRC's ongoing strategic planning efforts, including those activities that lead to consideration of other services that might be offered by HHHRC.
- Perform additional duties as needed and assigned. Duties are subject to change.

### **General Responsibilities:**

- Contribute to a safe, creative, enthusiastic, and cooperative working environment for all.
- Serve on agency committees.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Observe and comply with all rules and regulations – such as HHHRC Code of Conduct, Drug-Free Workplace – and other administrative policies of HHHRC.
- Abide by all policies and procedures of the HHHRC Health & Safety Program and the Quality Management Program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Demonstrate steadfast understanding of, and commitment to, the Mission, Vision, and Values of HHHRC.

**Work Hours:**

- Monday - Friday, 8:00am to 4:30pm, with some evening and weekend attendance for required events.

**Working Conditions/Physical Demands:**

- Indoors, air-conditioned office area.
- Long hours sitting using office equipment and computers, which can cause muscle strain.
- Regular use of computers keyboards, telephone, and operating office equipment.
- Essential physical activities: standing, sitting, walking, finger dexterity, seeing, hearing, speaking, reaching above, at, and below shoulder, and frequent gripping of an object.
- Occasional physical activities: stooping, bending, squatting, twisting body, and lifting.
- Occasional lifting and carrying of supplies and equipment (up to 25 pounds).

**Required Qualifications:**Knowledge/Skills/Abilities:

- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, SharePoint, etc.).
- Excellent interpersonal, written, oral communication, and presentation skills.
- Extensive knowledge and understanding of harm reduction philosophy and strategies.
- Demonstrated ability to work productively, both independently and as part of a team.
- Ability to work closely with financial management and executive staff in developing annual budgets for a program department.
- Capacity to foster healthy organizational culture, encourage teamwork and collaboration, and inspire and motivate staff.
- Ability to monitor staff schedules, timesheets, accrued paid time off, and other payroll matters.
- Capacity to handle difficult interactions with care, compassion, and assertiveness.
- Ability to monitor financial matters within the department, including adherence to established budgets, budget to actual, payroll, and other similar matters.
- Non-judgmental attitude and the ability to respect the knowledge, actions, and feelings of others required.
- Capability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.

Education/Experience:

- Bachelor's degree in social work, public health, or public administration.
- Demonstrated experience in the areas of report writing, public speaking, and the development of grant applications.
- Professional experience supervising employees and implementing harm reduction-based supervision.

**Preferred Qualifications:**

- Master's degree in social work, public health, or public administration.

- Relevant life and/or professional experience in HIV and/or viral hepatitis prevention, street-based outreach, and harm reduction.
- Experience working in nonprofit sector and working with people who actively use drugs and people living with HIV and/or viral hepatitis.

**Required Work Cards/Certifications:**

- Valid Hawaii Driver's License and clean three-year (3-year) Driver's Abstract.
- COVID-19 Vaccination
- TB Clearance
- Hep B Clearance and/or Vaccination
- Must pass Center for Medicare/Medicaid Services eligibility screening.

**JOB DESCRIPTION ACKNOWLEDGEMENT: Deputy Director – Clinical Services**

I have reviewed this job description and I understand that that the above information is intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. I understand that management has the right to add or change duties at any time. This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

My signature below indicates that I understand and acknowledge my job description, and that I am able to perform the essential functions as outlined.

**Acknowledged by:**

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**Employee Signature**

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**Date**



## Position Description

**POSITION TITLE:** BEHAVIORAL HEALTH DIRECTOR  
**Division:** Clinical Services  
**Dept/Program:** Behavioral Health, Substance Use (SUD) activities and Alcohol & Drug Abuse Division (ADAD) and SAMHSA (Re-entry) contracts  
**Category:** Senior Management  
**Type/Status:** Full-Time, Exempt, Salaried  
**Date:** 11/20/2024

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### Primary Purpose:

The Behavioral Health Director is responsible for ensuring that all clients receiving services from behavioral health (BH) programs including, SUD, SAMHSA and ADAD contracts have effective access to individualized harm reduction services that help them work towards their health-related goals. This position provides guidance, leadership, and management of the daily operations of the BH team and oversees ADAD contract compliance. This position is also the main liaison to Department of Health (DOH) ADAD and SAMHSA contracts. The Behavioral Health Director is part of the HHHRC Management Team and coordinates with other HHHRC managers to fully integrate program services into the agency. This position while primarily the lead of the BH team, will also provide clinical consultation across the HHHRC's programs

### Reporting Relationship:

Reports to: Deputy Director - Clinical Services  
Supervises: BH staff

### Essential Duties & Responsibilities:

#### **Program Oversight:**

- Provide leadership, supervision, and support to program staff to successfully meet the goals of each program according to contract requirements, vendor agreements, agency policies, and statutory requirements.
- Ensure that all clients in this line of supervision are regularly assessed to determine their needs and that Council on Accreditation (CARF) standards are met in service delivery.
- Coordinate effective training of and engagement with front-line law enforcement officers to enlist their active participation in the diversion program; familiarize officers with harm reduction principles; and improve officer engagement, knowledge, and relationships with street-involved participants. Work closely within the criminal justice system to identify participants and provide trainings to include judges, police officers, jails, prisons, etc.
- Establish and maintain productive collaboration and strategic affiliations with providers of health and social services relevant to the needs of program clients.
- Provide education and work towards engagement of community stakeholders, including law-enforcement entities as appropriate.

- Identify gaps and barriers in program workflows, participant relationships, and service deliverables and work on both solutions to mitigate their impact on the agency and advocating for systemic changes.
- Develop, revise and/or formulate program policies and promote their implementation.
- Provide training and quality assurance checks on GPRA and other data collection tools
- Monitor financial matters within the department including adherence to established budgets, review of expenditures, payroll, and other similar matters.
- Represent the agency and programs at community meetings, events, and coalitions.
- Regularly evaluate the efficiency of program procedures in accordance with organizational outcomes and apply improvements. Evaluate overall performance by gathering, analyzing, and interpreting data and metrics.
- Liaison between clinical staff and DOH ADAD and SAMHSA, including oversight of ADAD's WITS data collection system. And SAMHSA SPARS data collection system, in addition to HHHRC's EMR.
- Ensure monthly ADAD invoices are submitted via WITS and conduct WITS quality assurance, trainings, and support as needed.
- Perform other duties as needed or assigned. Duties may be subject to change.
- Participate in funder calls, write and submit funder-required reports

#### ***Supervision of Staff:***

- Supervise, coordinate, and evaluate the work of BH staff, CSAC and LCSW incorporating reflective supervision techniques, modeling, and shadowing in the field.
- Provide support as needed through joint meetings with clients.
- Conduct bi-monthly supervision with direct report staff.
- Conduct 90-day and annual staff performance reviews.
- Create and implement staff development plans.
- Coordinate department staff meetings and trainings.
- Ensure staff comply with all HHHRC policies and procedures.

#### **General Responsibilities:**

- Contribute to a safe, creative, enthusiastic, and cooperative working environment for all.
- Serve on agency committees.
- Work as a team with other staff and support team members.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Observe and comply with rules and regulations – such as HHHRC Code of Conduct, Drug-Free Workplace – and other administrative policies of HHHRC.
- Abide by all policies and procedures of the HHHRC Health & Safety Program and the Quality Management Program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Demonstrate steadfast understanding of, and commitment to, the Mission, Vision, and Values of HHHRC.

#### **Work Hours:**

- Monday - Friday, 8:00am to 4:30pm with some evening and weekend attendance required for client services and agency events.

### **Working Conditions/Physical Demands:**

- Office environment: indoors, air-conditioned.
- Outreach environments: outdoors, including sidewalk and off-road homeless encampments.
- Occasional outdoor events/activities: may be subjected to unpredictable environments with extremes in temperature, noise, odors, weather conditions, etc.
- Long hours sitting using office equipment and computers, which can cause muscle strain.
- Regular use of computers keyboards, telephone, and operating office equipment.
- Essential physical activities: standing, sitting, walking, finger dexterity, seeing, hearing, speaking, reaching above, at, and below shoulder, and frequent gripping of an object.
- Occasional physical activities: stooping, bending, squatting, twisting body, and lifting.
- Occasional lifting and carrying of supplies and equipment (up to 25 pounds).

### **Required Qualifications:**

#### Knowledge/Skills/Abilities:

- Strong computer skills required, including Microsoft Office (Word, Excel, PowerPoint, Outlook, SharePoint, etc.).
- Excellent interpersonal, written, and verbal communication skills.
- Ability and willingness to perform to high standards.
- Non-judgmental attitude and the ability to respect the knowledge, actions, and feelings of others.
- Demonstrated ability to work productively, both independently and as part of a team.
- Commitment to meeting or exceeding the goals of the organization.
- Capability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Willingness and ability to juggle multiple priorities.
- Desire to serve clients who are struggling with personal trauma, lack of resources, and systemic injustices.

#### Education/Experience:

- Master's degree in social work or other degree with the potential for clinical licensure.
- At least two (2) years of professional and/or personal experience with homeless and criminal-justice involved populations.
- At least three (3) years of work experience in human services or public health.
- At least two (2) years of experience supervising employees delivering social services and the ability to implement harm reduction-based supervision.
- Experience working with Hawai'i's ethnic communities.

### **Preferred Qualifications:**

- Hawaii license as clinical social worker, mental health counselor, or psychologist.

### **Required Work Cards/Certifications:**

- Valid Hawaii Driver's License and clean three-year (3-year) Driver's Abstract.
- COVID-19 Vaccination
- TB Clearance
- Hep B Clearance and/or Vaccination
- Must pass Center for Medicare/Medicaid Services eligibility screening.

**JOB DESCRIPTION ACKNOWLEDGEMENT – Behavioral Health Director**

I have reviewed this job description and I understand that that the above information is intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. I understand that management has the right to add or change duties at any time. This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

My signature below indicates that I understand and acknowledge my job description, and that I am able to perform the essential functions as outlined.

Acknowledged by:

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

## Position Description

<b>POSITION TITLE:</b>	MOUD (MEDICATIONS FOR OPIOID USE DISORDER) CARE COORDINATOR
<b>Division</b>	Clinical Services
<b>Dept/Program:</b>	Behavioral Health
<b>Category:</b>	Case Manager
<b>Type/Status:</b>	Full-Time, Exempt, Salaried
<b>Date:</b>	06/01/2023

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### Primary Purpose:

The Medications for Opioid Use Disorder (MOUD) Care Coordinator is responsible for providing care coordination services to clients diagnosed with opioid use disorder and who are seeking treatment with HHHRC Providers to manage opioid dependence and withdrawal symptoms. Care coordination services primarily focus on medical case management, especially for addressing barriers to care and developing a care/treatment plan to address client identified goals to their treatment from a harm reduction therapeutic framework. This position collaborates closely with community health centers, medical providers, and social service agencies to ensure comprehensive care and treatment for clients.

### Reporting Relationship:

Reports to: Behavioral Health Director  
Supervises: N/A

### Essential Duties & Responsibilities:

- Develop monthly Case Management Report, including number and type of contacts.
- Identify and assess problem areas and provide recommendations to supervisory staff.
- Provide all clients with current and easily understood information relevant to opioids and other drugs.
- Determine client's eligibility and interest in medical case management services:
  - Ensure all MOUD clients are referred and scheduled for medical follow-up and maintenance.
  - Link client to appropriate medical providers and medical resources.
  - Check insurance eligibility and obtain any necessary referrals and/or client medical records.
  - Assist client in accessing and obtaining any medical care resources available to them.
  - Accompany client to medical appointments related to obtaining or maintaining medical treatment opioid use disorder.
- Collaborate with medical staff to provide needed support for client care/treatment plans.
- Schedule client's appointments and remind clients of scheduled appointment days/times.
- Ensure all appropriate consents are signed by client if disclosing any information to treatment center staff, case managers, physicians, etc.

- Maintain weekly contact (or as needed) with clients in MOUD treatment to facilitate medication compliance and successful outcomes, using a Treatment Tracking Protocol.
- Determine client's interest in and need for non-medical case management to address life barriers to care/treatment:
  - Assist client in accessing any available financial resources (SSI, SSDI, Medicare, etc.).
  - Provide referrals for supportive care or other assistance in addressing barriers to care from direct service providers and follow up on referrals, including assisting client in making and keeping needed appointments with other agencies.
  - Meet clients at home visits or at other locations, if requested by client.
- Keep documentation of all client contacts, progress, and goals.
  - Develop, maintain, and update client integrated service plan monthly, including discharge information.
- Maintain and update case management database (active/inactive/discharged cases).
- Preserve relationships with agencies with a significant number of clients who are at high risk for hepatitis infection.
- Collaborate and network with substance abuse treatment centers, community health centers, medical providers, case managers, adult mental health, Hawai'i State Department of Health, AIDS service organizations, social service agencies, community leaders, community-based organizations, support groups, advocacy groups, etc.
- Remain vigilant in locating social service or community resources to provide best client case management.
- Maintain regular attendance at all Hep Free Hawaii Meetings.
- Attend community planning group meetings, work closely with other agencies, attend relevant trainings, and stay current on relevant hepatitis research.
- Perform additional duties as needed and assigned. Duties are subject to change.

### **General Responsibilities:**

- Contribute to a safe, creative, enthusiastic, and cooperative working environment for all.
- Work as a team with other staff and support team members.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Observe and comply with all rules and regulations – such as HHHRC Code of Conduct, Drug-Free Workplace, Confidentiality – and other administrative policies of HHHRC.
- Abide by all policies and procedures of the HHHRC Health & Safety Program and the Quality Management Program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Demonstrate steadfast understanding of, and commitment to, the Mission, Vision, and Values of HHHRC.

### **Work Hours:**

- Monday - Friday, 8:30am to 5:00pm, with some evening and weekend attendance required for agency events.

**Working Conditions/Physical Demands:**

- Office/clinical environment: indoors, air-conditioned.
- Fieldwork: may be subjected to unpredictable environments with extremes in temperature, noise, odors, weather conditions, etc.
- Long periods of time sitting using office equipment and computers.
- Regular use of computer keyboards, telephone, and operating office equipment.
- Essential physical activities: standing, sitting, walking, finger dexterity, eye-hand coordination, seeing, hearing, speaking, and frequent gripping of an object.
- Occasional physical activities: stooping, bending, squatting, twisting body, and lifting.
- Occasional lifting and carrying of supplies and equipment (up to 25 pounds).
- May be exposed to communicable disease, body fluids, sharps, and chemicals. All appropriate CDC & DOH recommended Personal Protective Equipment (PPE) will be provided, if needed.
- May be required to deal with hostile/challenging clients.
- Requires possession of a reliable insured vehicle for traveling to off-site locations and for transporting participants.
- Requires closed-toe shoes during working hours and comfortable and appropriate business-casual attire (walking shorts, and pertinent tee-shirt for scheduled activities/events of the day).

**Required Qualifications:**Knowledge/Skills/Abilities:

- Proficient with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, SharePoint, etc.), databases, and electronic medical records.
- Demonstrated ability to work productively, both independently and as part of a team.
- Ability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Non-judgmental attitude and ability to respect the knowledge, actions, and feelings of others.
- Willingness and ability to do outreach and engagement within communities of underserved populations, including but not limited to people living with and/or are affected by substance use, hepatitis, homelessness, and mental health challenges.
- Excellent interpersonal, written, and verbal communication skills with the ability to manage sensitive and confidential situations with tact, professionalism, and diplomacy.
- Demonstrated ability to function as a team member, accept constructive criticism, and provide feedback and support.
- Capability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Good listening skills, non-judgmental, flexible, and able to handle complex situations/clients.

Education/Experience:

- Bachelor's degree in related field, or equivalent work experience.
- One (1) or more years of experience in the human services field.

**Preferred Qualifications:**

- Training in substance use, harm reduction, and dual diagnosis.

- Familiarity with principles of harm reduction and the application of motivational interviewing techniques to support patient chronic disease case management.

**Required Work Cards/Certifications:**

- Valid Hawaii Driver's License and clean three-year (3-year) Driver's Abstract.
- COVID-19 Vaccination
- TB Clearance
- Hep B Clearance and/or Vaccination
- Must pass Center for Medicare/Medicaid Services eligibility screening.

**JOB DESCRIPTION ACKNOWLEDGEMENT – MOUD Care Coordinator**

I have reviewed this job description and I understand that that the above information is intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. I understand that management has the right to add or change duties at any time. This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

My signature below indicates that I understand and acknowledge my job description, and that I am able to perform the essential functions as outlined.

**Acknowledged by:**

\_\_\_\_\_  
**Employee Signature**

\_\_\_\_\_  
**Date**



## Position Description

**POSITION TITLE:** BEHAVIORAL HEALTH PROGRAM TEAM LEAD  
**Division:** Clinical Services  
**Dept/Program:** Behavioral Health  
**Category:** Case Manager Lead  
**Type/Status:** Full-Time, Exempt, Salaried  
**Date:** 6/27/2025

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### Primary Purpose:

The Behavioral Health (BH) Program Team Lead is responsible for ensuring that all clients enrolled in BH Department care have effective access to individualized harm reduction services and the key resource facilitator for people who face challenges with co-occurring social determinants of health, mental health, and substance use disorder. The BH Program Team Lead will assist in providing guidance and administration of the daily operations of the BH team, assist the BH Director with Quality Assurance oversight, and coordinate engagement with community stakeholders and will also be responsible for providing effective case management to ensure clients are able to set, monitor, and achieve goals they have identified as they chart a path to stability and autonomy.

### Reporting Relationship:

Reports to: Behavioral Health Director  
Supervises: Behavioral Health Department Case Managers

### Essential Duties & Responsibilities:

#### *Program Oversight:*

- Engage referred clients, build trusting relationships, and provide individually tailored case management services.
- Collaborate with care team to develop and implement an individualized health & wellness plan based on client-identified goals.
  - Update this plan periodically.
  - Reference in progress notes to reflect client change and to help the client meet their objectives.
- Provide regular relational, harm reduction supervision to supervisees.
- Ensure that all BH clients are regularly assessed to determine their needs and that Council on Accreditation (CARF) standards are met in service delivery.
- Assist in facilitation and evaluation of BH Case Manager by facilitating timely completion of required documentation, assessments and client encounters.
- Establish and maintain productive collaboration and strategic affiliations with providers of health and social services relevant to the needs of program clients.
- Provide education and work towards engagement of community stakeholders, including law- enforcement entities as appropriate.

- Identify gaps and barriers in available community resources and advocate for systemic changes for clients to gain access to a wide variety of community resources.
- Assist in efforts to ensure all departmental reporting, productivity and quality goals are met.
- Represent the agency and program at community meetings, events, and coalitions.
- Perform other duties as needed or assigned. Duties may be subject to change.

***Facilitation and Evaluation of Staff:***

- Coordinate and evaluate the work of the BH Team, learning to incorporate quality assurance of program objectives, reflective supervision techniques, modeling, shadowing in the field, and working as a team with other staff with support.
- Provide support as needed through joint meetings with clients and case managers.
- Complete and conduct annual staff performance reviews.
- Assist with the creation and implementation of staff development plans.
- Coordinate staff meetings and trainings.
- Ensure staff comply with all HHHRC policies and procedures.

**General Responsibilities:**

- Contribute to a safe, creative, enthusiastic, and cooperative working environment for all.
- Serve on agency committees.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Observe and comply with rules and regulations – such as HHHRC Code of Conduct, Drug-Free Workplace – and other administrative policies of HHHRC.
- Abide by all policies and procedures of the HHHRC Health & Safety Program and the Quality Management Program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Demonstrate steadfast understanding of, and commitment to, the Mission, Vision, and Values of HHHRC.

**Work Hours:**

- Monday - Friday, 8:30am to 5:00pm with some evening and weekend attendance required for agency events.

**Evaluation Metrics:**

- Complete Program Management Plans completed annually.
- Maintain an active caseload of a minimum of 25 clients, with variable on acuity.
- Update health & wellness plan accordingly or as needed for active clients.
- Provide Monthly Supervision as follows:
  - 1 documented 1:1 supervision session per supervisee
  - 1 documented group supervision
- Coordinate Program referrals.

**Working Conditions/Physical Demands:**

- Office environment: indoors, air-conditioned.
- Occasional outdoor events/activities: may be subjected to unpredictable environments with extremes in temperature, noise, odors, weather conditions, etc.
- Long hours sitting using office equipment and computers, which can cause muscle strain.
- Regular use of computers keyboards, telephone, and operating office equipment.
- Essential physical activities: standing, sitting, walking, finger dexterity, seeing, hearing, speaking, reaching above, at, and below shoulder, and frequent gripping of an object.
- Occasional physical activities: stooping, bending, squatting, twisting body, and lifting.
- Occasional lifting and carrying of supplies and equipment (up to 25 pounds).

**Required Qualifications:**Knowledge/Skills/Abilities:

- Strong computer skills, including Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, SharePoint, etc.).
- Excellent interpersonal, written, and verbal communication skills.
- Ability and willingness to perform to high standards.
- Non-judgmental attitude and the ability to respect the knowledge, actions, and feelings of others.
- Demonstrated ability to work productively, both independently and as part of a team.
- Commitment to meeting or exceeding the goals of the organization.
- Ability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.

Education/Experience:

- Bachelor's degree in social work (or comparable degree), and/or equivalent work experience.
- At least two (2) years of professional and/or personal experience with homeless and criminally justice involved populations.
- At least two (2) years of work experience in human services or public health.
- Professional experience supervising employees and the ability to implement harm reduction- based supervision.
- Experience working with Hawai'i's ethnic communities.

**Preferred Qualifications:**

- Bachelor's degree in social work, or related field.
- Peer recovery specialist certified, or equivalent.
- Two (2) years of experience working with populations living with homelessness, substance use disorder, and criminal justice involvement.

**Required Work Cards/Certifications:**

- Valid Hawaii Driver's License and clean three-year (3 year) Driver's Abstract

- COVID-19 Vaccination
- TB Clearance
- Hep B Clearance and/or Vaccination
- Must pass Center for Medicare/Medicaid Services eligibility screening.

**JOB DESCRIPTION ACKNOWLEDGEMENT – Behavioral Health Programs Team Lead**

I have reviewed this job description and I understand that that the above information is intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. I understand that management has the right to add or change duties at any time. This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

My signature below indicates that I understand and acknowledge my job description, and that I am able to perform the essential functions as outlined.

**Acknowledged by:**

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**Employee Signature**

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**Date**

## Position Description

**POSITION TITLE:** BEHAVIORAL HEALTH CASE MANAGER I  
**Division** Clinical Services  
**Dept/Program:** Behavioral Health Program  
**Category:** Case Manager  
**Type/Status:** Full-Time, Exempt, Salaried  
**Date:** 03/01/2024

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### Primary Purpose:

A Behavioral Health Case Manager is the key resource facilitator for people who face challenges with co-occurring social determinants of health, mental health, and substance use disorder. This entry-level case management position is responsible for providing effective case management to ensure clients are able to set, monitor, and achieve goals they have identified as they chart a path to stability and autonomy.

### Reporting Relationship:

Reports to: Behavioral Health Program Director  
Supervises: N/A

### Essential Duties & Responsibilities:

- Engage referred clients, build trusting relationships, and provide individually tailored case management services.
- Collaborate with care team to develop and implement an individualized health & wellness plan based on client-identified goals.
  - Update this plan periodically.
  - Reference in progress notes to reflect client change and to help the client meet their objectives.
- Assist with program evaluation by facilitating timely completion of required documentation, assessments and client encounters.
- Advocate for clients to gain access to a wide variety of community resources.
- Develop and maintain client charts and case notes for assigned caseload according to program, contract, and state requirements in digital and paper filing systems.
- Perform other duties as needed or assigned. Duties may be subject to change.

### General Responsibilities:

- Contribute to a safe, creative, enthusiastic, and cooperative working environment for all.
- Work as a team with other staff and support team members.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.

- Observe and comply with all rules and regulations – such as HHHRC Code of Conduct, Drug-Free Workplace, Confidentiality – and other administrative policies of HHHRC.
- Abide by all policies and procedures of the HHHRC Health & Safety Program and the Quality Management Program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Demonstrate steadfast understanding of, and commitment to, the Mission, Vision, and Values of HHHRC.

#### **Work Hours:**

- Monday - Friday, 8:30am to 5:00pm, with some evening and weekend attendance required for agency events.

#### **Evaluation Metrics:**

- Maintain an active caseload of a minimum of 30 clients, with variable on acuity.
- Update health & wellness plan monthly for active clients.
- Meet with team and supervisor monthly for a minimum of:
  - 1, 1:1 supervision session
  - 1 group supervision

#### **Working Conditions/Physical Demands:**

- Office environment: indoors, air-conditioned.
- Outreach environments: outdoors, including sidewalk and off-road homeless encampments.
- Maybe subjected to unpredictable environments with extremes in temperature, noise, odors, weather conditions, etc. Will also conduct business in clients' diverse and unpredictable home environments.
- Long hours sitting using office equipment and computers, which can cause muscle strain.
- Regular use of computers keyboards, telephone, and operating office equipment.
- Essential physical activities: standing, sitting, walking, finger dexterity, seeing, hearing, speaking, reaching above, at, and below shoulder, and frequent gripping of an object.
- Occasional physical activities: stooping, bending, squatting, twisting body, and lifting.
- Occasional lifting and carrying of supplies and equipment (up to 25 pounds).

#### **Required Qualifications:**

##### Knowledge/Skills/Abilities:

- Proficiency with Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, SharePoint, etc.).
- Excellent interpersonal, written, and verbal communication skills.
- Knowledge of law enforcement, criminal justice, and social justice issues.
- Ability to establish and maintain effective working relationships with staff, clients, and outside contacts from a wide variety of ethnic, socio-economic, and cultural backgrounds.

- Non-judgmental attitude and ability to respect the knowledge, actions, and feelings of others.
- Ability to write case file notes, uncomplicated reports, instructions, and procedures.
- Demonstrated ability to work productively, both independently and as part of a team.
- Ability to read and interpret general business correspondence, policies and procedures, referral information, financial documentation, and applicable government regulations.
- Capability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.

Education/Experience:

- High School diploma/GED.

**Preferred Qualifications:**

- Bachelor's degree in social work, or related field.
- Peer recovery specialist certified, or equivalent.
- Two (2) years of experience working with populations living with homelessness, substance use disorder, and criminal justice involvement.

**Required Work Cards/Certifications:**

- Valid Hawaii Driver's License and clean three-year (3-year) Driver's Abstract.
- COVID-19 Vaccination (recommended)
- TB Clearance
- Hep B Clearance and/or Vaccination
- Must pass Center for Medicare/Medicaid Services eligibility screening.

**JOB DESCRIPTION ACKNOWLEDGEMENT – BEHAVIORAL HEALTH CASE MANAGER I**

I have reviewed this job description and I understand that that the above information is intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. I understand that management has the right to add or change duties at any time. This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

My signature below indicates that I understand and acknowledge my job description, and that I am able to perform the essential functions as outlined.

**Acknowledged by:**

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**Employee Signature**

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**Date**

## Position Description

**POSITION TITLE:** HOUSING & OUTREACH MANAGER  
**Division:** Clinical Services  
**Dept/Program:** Community Integration Services (CIS) AND Youth Houselessness Development Program (YHDP)  
**Category:** Manager  
**Type/Status:** Full-Time, Exempt, Salaried  
**Date:** 1/17/2024

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### Primary Purpose:

The Housing & Outreach Manager is responsible for ensuring that all clients enrolled in the Community Integration Services (CIS) and the Youth Houselessness Development Program (YHDP) receive housing navigation or triage services and have effective access to the level and quality of harm reduction services needed to achieve their housing goals. The Housing & Outreach Manager will provide guidance, leadership, and management of all aspects of the program and provide daily supervision and oversight to the program outreach staff. This position will be part of the HHHRC Management Team and will coordinate with other HHHRC managers to fully integrate housing services into the agency.

### Reporting Relationship:

Reports to: Deputy Director of Clinical Services  
Supervises: CIS Staff and YHDP Staff

### Essential Duties & Responsibilities:

#### ***CIS/YHDP Program Oversight:***

- Ensure that all CIS and YHDP (Houseless) clients are regularly assessed to determine their needs.
- Refer clients to the most appropriate resources and follow up on all referrals to ensure service stays on track.
- Lead the tracking and reporting of CIS and YHDP outputs and outcomes, working with HHHRC's internal committees and relevant continuum of care committees to ensure coordination of housing across all HHHRC programs.
- Develop and implement Community Integration Services (CIS) a state Medicaid benefit that provides supportive housing services to eligible QUEST Integration (QI) members for any eligible HHHRC client.
- Coordinate CIS services with various insurance companies.
- Work directly with insurance companies for prior authorizations.
- Provide outreach coverage when necessary.
- Document, track and report progress against all funder requirements.

- Maintain strong, open relationships with agency-related community organizations and publicly represent HHHRC's CIS and YHDP with Partners in Care and other relevant organizations and coalitions.
- Coordinate staff meetings and provide regular, ongoing training to staff.
- Ensure all HMIS Clarity data is entered within 72 hours of service delivery.
- Ensure all HHHRC EMR data is entered within 72 hours of service delivery.
- Meet all departmental productivity and quality goals are met.
- Coordinate evaluation efforts and process analyses to maintain a constant focus on improving quality and number of clients reached under the CIS and YHDP programs.
- Identify gaps and barriers in available community resources and advocate for systemic changes.
- Participate in activities to educate the community about the role and services of HHHRC.

#### ***Supervision of Staff:***

- Supervise, coordinate, and evaluate the work of the CIS and YHDP staff.
- Conduct and document bi-monthly supervision with staff.
- Conduct annual staff performance reviews with staff within their anniversary month.
- Create and implement staff development plans for each staff member.
- Conduct staff meetings and provide training for staff on an ongoing basis.
- Ensure staff comply with all HHHRC policies and procedures.

#### **General Responsibilities:**

- Contribute to a safe, creative, enthusiastic, and cooperative working environment for all.
- Serve on agency committees.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Abide by all policies and procedures of the HHHRC Health & Safety Program, Quality Management Program, and Employee Handbook.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Demonstrate steadfast understanding of, and commitment to, the Mission, Vision, and Values of HHHRC.

#### **Work Hours:**

- Monday - Friday, 8:00am to 4:30pm with some evening and weekend attendance for the required events.

#### **Working Conditions/Physical Demands:**

- Office environment: indoors, air-conditioned.
- Outreach environments: outdoors, including sidewalk and off-road homeless encampments.
- Long hours sitting using office equipment and computers, which can cause muscle strain.
- Regular use of computers, keyboards, telephone, and operating office equipment.
- Navigating uneven off-road paths, sometimes at an incline.
- Essential physical activities: standing, sitting, walking, finger dexterity, seeing, hearing, speaking, reaching above, at, and below shoulder, and frequent gripping of an object.

- Occasional physical activities: stooping, bending, squatting, twisting body, and lifting.
- Occasional lifting and carrying of supplies and equipment (up to 25 pounds).

### **Required Qualifications:**

#### Knowledge/Skills/Abilities:

- Strong computer skills required, including Microsoft Office (Word, Excel, PowerPoint, Outlook, SharePoint, etc.).
- Excellent interpersonal, written, and verbal communication skills.
- Ability and willingness to perform to high standards.
- Non-judgmental attitude and the ability to respect the knowledge, actions, and feelings of others.
- Demonstrated ability to work productively, both independently and as part of a team.
- Commitment to meeting or exceeding the goals of the organization.
- Capability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Willingness and ability to juggle multiple priorities.

#### Education/Experience:

- Bachelor's degree in Social Work (or comparable degree), or equivalent work experience.
- At least two (2) years of professional and/or personal experience with homelessness.
- Professional experience supervising employees and the ability to implement harm reduction-based supervision.
- Experience working with Hawai'i's ethnic communities.

### **Required Work Cards/Certifications:**

- Valid Hawaii Driver's License and copy of Driver Abstract.
- COVID-19 Vaccine Card (recommended)
- TB Clearance
- Hep B Clearance and/or Vaccination
- Must pass Center for Medicare/Medicaid Services eligibility screening.

### **JOB DESCRIPTION ACKNOWLEDGEMENT – Housing & Outreach Manager**

I have reviewed this job description and I understand that that the above information is intended to describe the general purpose and responsibilities assigned to this job and are not intended to represent an exhaustive list of all responsibilities, duties, and skills that may be required. I understand that management has the right to add or change duties at any time. This job description supersedes all prior job descriptions for this position as well as rescinding all past and present job descriptions that do not reflect the current requirements of this position.

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### **Acknowledged by:**

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**Employee Signature**

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**Date**

## Position Description

**POSITION TITLE:** Housing Navigator  
**Division:** Clinical Services  
**Dept/Program:** Community Integration Services (CIS)  
**Category:** Service Worker  
**Type/Status:** Full-Time, Non-Exempt, Hourly  
**Date:** 06/01/2025

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### Primary Purpose:

The Housing Navigator functions as the key linkage between homeless persons and the service systems throughout the community and responds comprehensively to the needs of the program participants through outreach, referral, and navigation.

### Reporting Relationship:

Reports to: Housing & Outreach Manager  
Supervises: N/A

### Essential Duties & Responsibilities:

- Identify potential program participants that meet CIS requirements through internal referrals and working directly with insurance companies.
- Conduct outreach in regions frequented by people experiencing homelessness when looking for potential program participants.
- Engage with potential program participants to introduce CIS services. Complete screening to verify program eligibility and obtain client CIS consent.
- Work directly with insurance companies to seek prior authorization for services
- Provide case management services for each program participant, including but not limited to outreach, engagement, housing needs, and home visits.
- Complete assessments every 3 months and yearly per contract requirements
- Prepare and update service plan based on program participants' needs and goals, for the provision of services, and review every 3 months.
- Meet with program participants on a regular basis.
- Develop crisis plan for each program participant.
- Follow-up with program participants and providers of services to determine outcome of linkages.
- Provide psycho-social rehabilitation services (teaching hygiene and self-care, housing skills, budgeting, problem-solving, etc.).
- Cross-train in community health outreach and provide back-up and coverage for other homeless outreach workers and community health outreach workers as needed.
- Perform additional duties as needed and assigned. Duties are subject to change.

**General Responsibilities:**

- Contribute to a safe, creative, enthusiastic, and cooperative working environment for all.
- Work as a team with other staff and support team members.
- Adhere to outreach guidelines and protocols.
- Maintain appropriate professional and ethical standards while serving as a representative of HHHRC.
- Observe and comply with rules and regulations – such as HHHRC Code of Conduct, Drug-Free Workplace, Confidentiality – and other administrative policies of HHHRC.
- Abide by all policies and procedures of the HHHRC Health & Safety Program and the Quality Management Program.
- Comply with HHHRC confidentiality policy, HIPAA requirements, cultural competencies, and rights to persons served, as well as CARF standards.
- Demonstrate steadfast understanding of, and commitment to, the Mission, Vision, and Values of HHHRC.

**Work Hours:**

- Monday - Friday, 8:00am to 4:30pm with some evening and weekend attendance required for night outreach, weekend outreach, and agency events.

**Working Conditions/Physical Demands:**

- Office environment: indoors, air-conditioned.
- Outreach environments: outdoors, including sidewalk and off-road homeless encampments.
- Long hours sitting using office equipment and computers, which can cause muscle strain.
- Regular use of computers, keyboards, telephone, and operating office equipment.
- Navigating uneven off-road paths, sometimes at an incline.
- Essential physical activities: standing, sitting, walking, finger dexterity, seeing, hearing, speaking, reaching above, at, and below shoulder, and frequent gripping of an object.
- Occasional physical activities: stooping, bending, squatting, twisting body, and lifting.
- Occasional lifting and carrying of supplies and equipment (up to 25 pounds).

**Required Qualifications:**Knowledge/Skills/Abilities:

- Ability to learn and use relevant electronic platforms and databases.
- Excellent interpersonal, written, and verbal communication skills.
- Strong crisis intervention and de-escalation skills.
- Willing and able to be open and honest, and punctual.
- Strong organization skills and attention to detail.
- Ability to work autonomously.
- Non-judgmental attitude and ability to respect the knowledge, actions, and feelings of others.
- Demonstrated ability to work productively, both independently and as part of a team.
- Capability to work well and thrive professionally in an atmosphere of significant diversity, working with marginalized populations.
- Ability to independently handle difficult interactions with care, compassion, and assertiveness.

**Education/Experience:**

- Bachelor's degree in a human/social services field; or may also be an associate's degree in a relevant field, with field experience or
- A high school graduate with field experience working with homeless or transitional housing individuals.

**Preferred Qualifications:**

- Associates degree, or undergraduate degree, in Social Work or related field.
- One (1) or more years of experience in the human services field.
- Extensive knowledge of the Greater Honolulu area, from East Honolulu to Salt Lake.
- Training in substance abuse, harm reduction, and dual diagnosis.
- Experience in street outreach.
- Experience working with Hawaii's ethnic communities.

**Required Work Cards/Certifications:**

- Valid Hawaii Driver's License and clean three-year (3-year) Driver's Abstract.
- COVID-19 Vaccination
- TB Clearance
- Hep B Clearance and/or Vaccination
- Must pass Center for Medicare/Medicaid Services eligibility screening.

**JOB DESCRIPTION ACKNOWLEDGEMENT – Housing Navigator**

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**Date**



# PROGRAM CHART

