

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

**Descriptive Title: IHS Information Technology
Systems Planning and Upgrades**

State of Hawaii, The Thirty-Third Legislature

Submitted by:



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

January 23, 2026

Contact:

Connie Mitchell, Executive Director

Phone: (808) 447-2829

Email: ConnieM@ihshawaii.org

Application Submittal Checklist

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

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



AUTHORIZED SIGNATURE

Constance Mitchell, Executive Director
PRINT NAME AND TITLE

1/15/2026
DATE

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

Type of Grant Request:

Operating Capital

Legal Name of Requesting Organization or Individual: Db:

IHS, The Institute for Human Services, Inc.

Amount of State Funds Requested: \$ 226,880

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

This request will provide funding for critical system upgrades (server backups, user devices, hardware and software upgrades) to IHS' Information Technology (IT) System, ensuring continuity of IHS' homeless (outreach, airline relocation, shelter, kauhale, case management, housing assistance, employment, meal, medication assisted drug detox, and health services) and homelessness prevention services. Requested grant funds will also support hiring a contractor to complete an IT Strategic Plan and Risk Assessment for the organization across all of its programs and sites. In FY 2025, IHS's 17 service sites and 250+ staff served over 6,000 people who were homeless or at risk of homelessness.

Amount of Other Funds Available:

State: \$ 0
Federal: \$ 0
County: \$ 0
Private/Other: \$ 0

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

\$ 27,951,043

Unrestricted Assets:

\$ \$12,825,172

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

Type of Business Entity:

501(C)(3) Non Profit Corporation
 Other Non Profit
 Other

Mailing Address:

650 Iwilei Road, Suite 202
City: Honolulu State: HI Zip: 96817

Contact Person for Matters Involving this Application

Name: Constance Mitchell	Title: Executive Director
Email: ConnieM@ihshawaii.org	Phone: (808) 447-2829

Constance Mitchell

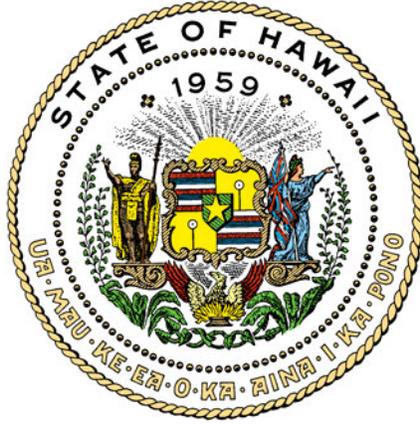
Constance Mitchell, Executive Director

1/22/2026

Authorized Signature

Name and Title

Date Signed



Department of Commerce and Consumer Affairs

CERTIFICATE OF GOOD STANDING

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

IHS, THE INSTITUTE FOR HUMAN SERVICES, INC.

was incorporated under the laws of Hawaii on 03/04/1980 ;
that it is an existing nonprofit corporation; and that,
as far as the records of this Department reveal, has complied
with all of the provisions of the Hawaii Nonprofit Corporations
Act, regulating domestic nonprofit corporations.



IN WITNESS WHEREOF, I have hereunto set
my hand and affixed the seal of the
Department of Commerce and Consumer
Affairs, at Honolulu, Hawaii.

Dated: January 15, 2026

Director of Commerce and Consumer Affairs

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

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

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

IHS, The Institute for Human Services, Inc.

(Typed Name of Individual or Organization)

Constance Mitchell

(Signature)

1/15/2026

(Date)

Constance Mitchell

(Typed Name)

Executive Director

(Title)

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

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

IHS, The Institute for Human Services, Inc.

(2) The public purpose for the grant;

This grant addresses community need for homeless and homelessness prevention services by ensuring uninterrupted service continuity of IHS' programs through IT systems upgrades. The upgrades will properly equip IHS' IT system to handle our network of 17 sites, comprising 7 Shelters, 7 Kauhale, the Imi Ola Piha Homeless Triage and Treatment Center, a Housing & Employment Center, Mental Health Case Management Office, Kahauiki Village (KV), and Administrative Office with 250+ employees. Progress toward housing for homeless individuals requires efficient communication and data sharing between case managers and program staff, the Coordinated Entry System (CES), which assigns housing vouchers and opportunities to thousands of individuals each year, and HMIS, which stores client information. Additionally, programs are experiencing an increase in medical and mental service needs, equating to greater demand for virtual doctor visits and sessions. For those seeking housing support services, housing assistance is best managed through our online access portal on the Salesforce platform. In addition to our shelters and housing programs, IHS' technology ecosystem includes our field outreach teams in Metro and East Honolulu, Windward Oahu, which require access to both HMIS and our Shelter Administration Management and Information (SAMI) database, which archives all past and active client data. In FY2025, IHS served over 6,000 across all programs.

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

This grant will support continued service delivery by IHS' comprehensive continuum of homelessness prevention, outreach, emergency and specialty shelter, kauhale, case management, health services and housing placement and rental assistance programs. Off site server backups will increase system resiliency, while hardware and software upgrades achieve standardization of equipment across programs and sites for more efficient updating while strengthening security. IT System strategic planning and risk assessment will ensure that network, hardware, software, and individual and group user interfaces are optimized to meet current and future program, organizational, and community needs.

(4) The target group; and

Target groups benefiting from this GIA Operating grant request are the users of IHS' services comprising homeless adult singles, adult couples, and families and those at risk of homelessness who reside all across the island of Oahu. The requested IT system upgrades will serve all clients in IHS' emergency and specialty shelters, kauhale, outreach, airline relocation, housing assistance, permanent housing, employment assistance, children's, health services, clinical case management, medication assisted detox, and meal programs.

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

FY2027 GIA Operating request: \$226,880. Total budget: \$226,880.

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.

Please see attached Certificate of Vendor Compliance.

2. Declaration Statement

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

Please see attached Declaration Statement.

3. Public Purpose

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

Please see attached Public Purpose statement

II. Background and Summary

This section shall clearly and concisely summarize and highlight the contents of the request in such a way as to provide the State Legislature with a broad understanding of the request. Please include the following:

1. A brief description of the applicant's background;

Founded in 1978 as the “Peanut Butter Ministry” by Father Claude DuTeil, IHS, The Institute for Human Services, Inc. has established a broad and comprehensive continuum of services focused exclusively on ending and preventing homelessness in Hawaii. IHS remains a core element of Hawaii’s safety net for those in housing crisis, having served a critical need in our community for over 47 years. IHS serves Oahu, with 6 emergency and specialty shelter options, 4 kauhale, daily meals, housing and employment support, rental assistance, health services, family programs, homeless outreach, relocation service, medication-assisted detox and mental health stabilization,

permanent supportive housing, specialized case management, relocation services, and homelessness prevention services. In FY 2025, IHS served over 6,000 people who were homeless or at risk of homelessness.

2. The goals and objectives related to the request;

This operation request's goal is to ensure continuation of IHS' homeless services (outreach, shelter, case management, housing assistance, employment, meal, and health services) and homelessness prevention programs by providing critical systems upgrades (server backups, user devices and hardware, and software upgrades) to IHS' Information Technology (IT) System. Due to ongoing program expansion to meet evolving community needs over the past few years, including increased staffing, recordkeeping and documentation requirements, health service needs, and more hybrid workspaces, our information technology system is inadequate. Existing infrastructure at service locations lacks the capacity to support daily operations that have shifted to virtual formats, such as meetings, data entry, subsidy applications, and administration. The current shelter bandwidth limits affect service quality, with significant impacts on staff members' sense of isolation from other programs, their difficulty attending to daily virtual tasks, and guests' satisfaction with the facilities.

Additionally, IHS is requesting funds to initiate off-site server backup storage to safeguard data integrity and continuity of care. The current backup is stored with the existing server, meaning that if something were to happen to the facility, it would impact both our online server and stored data. Moreover, to safeguard the integrity of data and programming, IHS will contract a consultant to develop a platform and network trajectory for our server, given the expanding virtual demand to maximize its lifespan.

The primary objectives of this request are to:

1. Maintain service delivery and protect data integrity
 - a. IT server system off-site backup
 - b. Hiring a consultant to help IHS derive a 5-year platform and network solution (IT Strategic Plan and Risk Assessment as technology advances and continues to shift toward cloud-based software)
2. Upgrade user devices and service location hardware for improved hybrid workstations
 - a. Replace outdated staff devices and software (includes MFA provider)
 - b. Update hardware at service sites for improved wireless access and security

3. The public purpose and need to be served;

The IT System upgrades implemented with the requested funds meet community needs by ensuring service continuity of IHS' homelessness prevention and homeless service programs. The upgrades will properly equip IHS' IT system to handle our network of 17 sites, comprising:

- 7 Shelters: Kaaahi Women's and Family, Sumner Men's, Hale Mauiola Housing Navigation Center, Tutu Bert's Home (TBH) Medical Respite: Makiki, TBH Kilohana, TBH Haumana/VET House, and Kalihi-Uka Recovery Home,
- 7 Kauhale sites: Alana Ola Pono, Kumu Ola Hou, Paepae Hou, and 3 site Village/House of Redemption (Halina, Village, and Pearl City),
- Imi Ola Piha Homeless Triage and Treatment Center, and
- A Housing & Employment Center, Mental Health Intensive Case Management Office, Kahauiki Village (KV), and Administrative Office,
- 250+ employees

Shelters are required to utilize the Homeless Management Information System (HMIS), a shared data platform that securely stores information accessible across all State and City contracted programs, including other shelters, outreach and housing programs. This data is used by the homeless services continuum and made accessible to legislators and government offices serving homeless individuals or those at risk of homelessness.

Progress toward housing for homeless individuals requires efficient communication and data sharing between case managers and program staff, the Coordinated Entry System (CES), which assigns housing vouchers and opportunities to thousands of individuals each year, and HMIS, which stores client information. Additionally, homeless programs are experiencing an increase in medical and mental service needs, equating to greater demand for virtual doctor visits and sessions. For those seeking housing support services, housing assistance is best managed through our online access portal on the Salesforce platform. In addition to our shelters and housing programs, IHS' technology ecosystem includes our field outreach teams in Metro and East Honolulu, Windward Oahu, which require access to both HMIS and our Shelter Administration Management and Information (SAMI) database, which archives all past and active client data. In FY2025, our agency served over 6,000 people through all of our programs.

4. Describe the target population to be served; and

The target population of IHS' services comprises homeless adult singles, adult couples, and families, and those at risk of homelessness residing on Oahu. By supporting all agency staff, the requested IT system upgrades will serve all clients in IHS' emergency and specialty shelters, kauhale, outreach, housing assistance, employment, children's, health services, case management, detox and mental health stabilization, and meal programs.

5. Describe the geographic coverage.

The funds requested will be used in two parts: the first being an off-site server backup storage facility. Currently, the backup is stored at Kaaahi Women's and Family Emergency Shelter (546 Kaaahi St) along with the IHS IT server. A consultant will be hired to create an IT Systems Plan and Risk Assessment for the agency (5 year strategic IT plan benefitting all agency sites) Secondly, information systems updates for

device, software, and hardware will encompass IHS' housing and employment service center in Iwilei, and shelter sites in Urban Honolulu and Kalihi Valley: Kaaahi Women's and Family, Sumner Men's, Hale Mauliola Housing Navigation Center, Tutu Bert's Home (TBH): Makiki, TBH Kilohana, TBH Haumana/VET House, and Kalihi-Uka Recovery Home.

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;

The goal of this operation's request is to ensure the continuation of IHS' homeless services, which provide critical intervention and guidance for those experiencing and at-risk of homelessness toward sustainable permanent housing. These funds will update IHS' IT System (server backup and user devices) and provide a refreshed IT Systems Plan and risk Assessment. The project will do this in two parts:

1. Maintain service delivery and protect data integrity
 - a. IT server system off-site backup (\$45,000 one time cost)
 - b. Hiring a consultant to help IHS derive a 5-year platform and network solution (IT Strategic Plan and Risk Assessment as technology advances and continues to shift toward cloud-based software) (based on \$25,000 Risk Assessment cost + \$45,000 consultant cost = \$70,000)
2. Upgrade user devices and service location hardware for improved hybrid workstations (\$72,603 total cost)
 - a. Replace outdated staff devices and software (includes MFA provider (\$72 per user per year x 250 users = \$18,000))
 - b. Update hardware at service sites for improved wireless access and security (74 thin client desktops with Wyse license, monitor, webcam, and headset x \$830.25 each = \$61,438.50; 8 thin client laptops with Wyse license, monitor, webcam, and headset x \$1,101.10 each = 8,808.80; 15 additional monitors (for desktop users with data functions to have two screens) x \$261.78 = 2,356.02.

This project will be managed by IHS' Systems Administrator (0.10 FTE requested, \$9,031 in salaries, fringe and benefits). The Systems Administrator will oversee the procurement of an off-site server data provider, contracting an IT consultant to complete a 5-Year Platform and Network Solution plan, and upgrading and installing devices and hardware across IHS sites. IHS' System Assistant will help with setting up workstations, while the Director of Finance will oversee all financial aspects of the project. Indirect Costs totaling \$12,245 are also requested.

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

The annual timeline assumes a start date of July 1, 2026. IHS' IT Systems Administrator will oversee and manage the bidding process for a) IT Server Backup services, and b) IT System Planning Consultant (includes risk assessment and strategic plan). IHS' Executive Director will manage the contracting for the successful bidder. IHS' IT Systems Administrator will provide oversight over the implementation of the server backup, user device and hardware updates. The Systems Administrator will conduct the purchase and installation of software upgrades.

Month 1: Create and release a Request for Proposals for prospective contractors for IT Strategic Plan and Risk Assessment. IT Systems Administrator procures multiple quotes for off-site server backup per IHS' procurement policy
Months 1-2: Review bids and select a contractor for the IT Plan and Risk Assessment.
Month 2: Execute a contract with the successful bidder; execute a contract with the off-site backup server provider
Months 3-6: Purchase of software and hardware for IHS administrative workflow.
Month 4-8: Initiation and completion of software and hardware installation (earlier if server installation is completed earlier).
Month 9-11: Review drafted IT Strategic Plan and Risk Assessment
Month 12: Conclude project.

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

Project success will be measured by the successful completion of the deliverables outlined in the timeline above: IT consultant contracting; 5-Year Platform and Network Solution completion; IT server backup; replacement of outdated staff devices and software; and updated hardware at service sites for improved wireless access and security. All IT system component specifications will be reviewed internally by IHS' Systems Administrator, who will conduct purchasing in accordance with agency procurement policies under the supervision of the Executive Director and the Director of Strategy, Planning, and Improvement.

The Systems Administrator will conduct the request for proposals, review, and selection of the IT consultant. Following contracting, she will maintain direct contact with the IT consultant and monitor progress against the timelines and project specifications. Bi-weekly check-in meetings will be held by the Executive Director, the Director of Strategy, Planning, and Impact, and the Systems Administrator to monitor progress on the scope of work and the project timeline. Corrective actions will be taken if the activities outlined do not occur as planned.

4. List the measure(s) of effectiveness that will be reported to the State agency through which grant funds are appropriated (the expending agency). The measure(s) will provide a standard and objective way for the State to assess the program's achievement or accomplishment. Please note that if the level of appropriation differs from the amount included in this application that the

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

The measures of effectiveness for this project are that by the end of the project year, IHS' refreshed IT system is operational with:

- a. Completed off-site server system backup.
- b. IT Strategic Plan and Risk Assessment will be completed by the contractor, and recommendations will be under review.
- c. Complete purchase, installation, and testing of software and hardware upgrades, and
- d. Increase in annual employee satisfaction with IT (vs. most recent years).

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](#))

Please see attached budget forms.

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
\$77,593	\$77,593	\$35,846	\$35,846	\$226,880

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

IHS has not identified any other potential sources of funding for the requested contractor to complete the 5-Year Platform and Network Solution, IT Server Backup, replacement of outdated staff devices and software, and updated hardware at service sites. Those programs with funding for devices and software for their staff within their funding streams are excluded. IHS has no other identified sources of funding for these IT system improvements at this time.

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.

- 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.

IHS is requesting State GIA Assistance because it does not have any current government or private grants that fund planning our IT System (5-Year Platform and Network Solution), IT server backup, and updated software and hardware needed for staff to serve clients at service sites. Those programs with funds for device purchases are few, and will not use GIA funds for device purchases. Historically, the agency has purchased IT systems components piecemeal as programs have had funding, resulting in a mixture of devices and softwares of different ages. This request will help to modernize the IT System and reduce system maintenance costs.

IHS' Legislative Grants in Aid in the last three years are:

2023 Capital Improvement: IT Server Replacement

2024 Operations: \$500,00, Kaaahi and Sumner Operating Funds

2024 Capital Improvement: \$500,000, Kaaahi window and floor renovations

IHS' City Grants in Aid in the last three years are:

FY2026, \$143,892, Improving Shelter Experience Through Facility Modernization

Government funds for Kaaahi and Sumner shelters, Hale Mauliola, VET House, Tutu Bert's Medical Respite House, and KURH in the last three years and 2027 comprise:

Sumner Men's and Kaaahi Women's and Families Emergency Shelters:

Project/Contract	Contracting Agency/Organization
VA Sumner Emergency Beds	US Department of Veterans' Affairs, Healthcare for Homeless Veterans Program Awarded: FY 23, 24, 25, 26; FY 27 expected
Homeless Shelter Program Sumner Emergency Shelter	State of Hawaii, Department of Human Services, Homeless Programs Office Awarded: FY 23, 24, 25, 26; FY 27 application still under review
Homeless Shelter Program Kaaahi Emergency Shelter	State of Hawaii, Department of Human Services, Homeless Programs Office Awarded: FY 23, 24, 25, 26; FY 27 application still under review
TANF Maintenance of Effort (MOE)	State of Hawaii, Department of Human Services, Benefit, Employment and Support Services Division (BESSD), Employment and Training Program Office (ETPO) Awarded: FY 23, 24, 25, 26; FY 27 expected

ESG CARES Emergency Shelter Essential Services (Kaaahi and Sumner)	City & County of Honolulu, Department of Community Services Awarded: FY 23
ESG CARES Emergency Shelter Operations (Kaaahi and Sumner)	City & County of Honolulu, Department of Community Services Awarded: FY 23
ESG CARES Emergency Shelter Renovations (Kaaahi and Sumner)	City & County of Honolulu, Department of Community Services Awarded: FY 23
ESG Sumner Emergency Shelter Essential Services	City & County of Honolulu, Department of Community Services Awarded: FY 22, 23, 24 FY 25 & FY26 not awarded; FY 27 application still under review
ESG Sumner Emergency Shelter Operations	City & County of Honolulu, Department of Community Services Awarded: FY 24 & 25 FY 23 & FY 26 not awarded; FY 27 application still under review
Grants in Aid City and County of Honolulu	City & County of Honolulu, Department of Community Services Awarded: FY 26 (Split between Kaaahi and Sumner, 12/1/26-11/30/27)

Hale Mauiola Housing Navigation Center

Project/Contract	Contracting Agency/Organization
Operate and Maintain Hale Mauiola	City & County of Honolulu, Department of Community Services Awarded: FY 23, 24, 25, 26; FY 27 pending

VET House

Project/Contract	Contracting Agency/Organization
VA Emergency Beds (5 clients)	US Department of Veterans' Affairs, Healthcare for Homeless Veterans Program Awarded: FY 23, 24, 25, 26; FY 27 expected
VA Medical Respite Beds (5 clients)	US Department of Veterans' Affairs, Healthcare for Homeless Veterans Program Awarded: FY 23, 24, 25, 26; FY 27 expected

Tutu Bert's Medical Respite Houses and Kalihi-Uka Recovery Home

Project/Contract	Contracting Agency/Organization
No government contracts.	No government contracts.

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

IHS' total unrestricted current assets as of December 31, 2025 was \$12,825,172.

V. Experience and Capability

1. Necessary Skills and Experience

The applicant shall demonstrate that it has the necessary skills, abilities, knowledge of, and experience relating to the request. State your experience and appropriateness for providing the service proposed in this application. The applicant shall also provide a listing of verifiable experience of related projects or contracts for the most recent three years that are pertinent to the request.

IHS has over 47 years of experience serving Oahu's homeless and at-risk households. The agency's experience in the last three years includes:

State of Hawaii, Department of Human Services, Homeless Shelter Program DHS-21-HPO- 0019-SA06 (Sumner) and DHS-21-HPO-0018-SA07 (Kaaahi) (First awarded 2003; current contract 7/1/2025-6/30/2026; FY 2027 proposals under review)

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

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

Hale Mauliola, Grant # CT-DCS-CT-DCS-2400321 (6/1/25-5/31/26) (First awarded 8/15/15)

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

Contact: Mr. Tim Ho
 City and County of Honolulu, Department of Community Services

222 N. School St., Honolulu, HI 96817; Email: Timothy.Ho@honolulu.gov Phone: (808) 768-7818

State Rapid Re-Housing Program #DHS-25-HPO-0069 (6/15/25-6/14/26; HPRP contracts since 2017)

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

Contact: Ms. Diana Kammunkun

State of Hawaii Department of Human Services, Homeless Programs Office

1010 Richards Street, Suite 312, Honolulu, HI 96813

Email: dkammunkun@dhs-hawaii.gov Phone: (808) 586-7070

State Homeless Prevention Program #DHS-25-HPO-0073 (6/15/25-6/14/26; HPRP contracts since 2017)

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

Contact: Ms. Diana Kammunkun

State of Hawaii Department of Human Services, Homeless Programs Office

1010 Richards Street, Suite 312, Honolulu, HI 96813

Email: dkammunkun@dhs-hawaii.gov Phone: (808) 586-7070

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

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

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

Email: kkeehu@auw.org

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

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

Contact: Grace Lumabao, BSN, RN, Behavioral Health Case Management Liaison, Community Care Services (CCS), 820 Mililani St., Ste. 200 Honolulu, HI 96813; Phone: (808) 347-5799; Email: Grace.Lumabao@centene.com

State Homeless Outreach Program, Contracts: #DHS-25-HPO-0058, DHS-25-HPO-0060, and DHS-25-HPO-0059 (6/15/25-6/14/26; outreach contracts since 2/1/17)

Provide homeless outreach to unsheltered singles, couples, and families in HPD D1 Downtown, D5 Kalihi, D6 Waikiki, D7 East Honolulu, and D4 Kaneohe/Kailua/Kahuku. Facilitate VI-SPDAT completion for coordinated entry, assist with linkage to services and resources needed for shelter and housing placement, facilitate entry into shelter and housing placements.

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

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

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

Contact: Mr. Tim Ho, City and County of Honolulu, Department of Community Services 222 N. School St., Honolulu, HI 96817; Email: Timothy.Ho@honolulu.gov Phone: (808) 768-7818

2. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the request. If facilities are not presently available, describe plans to secure facilities.

All facilities and resources needed to implement the proposed GIA project components are in place. IHS' IT Department provides staff with necessary communications equipment (telephone, fax, email, high-speed Internet) and office equipment (devices, copier, and computer network) to serve clients effectively and efficiently. They also ensure that IHS complies with HIPAA regulations that require organizations to secure protected client information. Each facility is discussed below.

Tutu Bert's (Medical Respite) and KURH (Behavioral Health Respite) shelters

IHS' Tutu Bert's Houses (Kilohana, Haumana (co-located with VET House and VET Medical Respite beds), and Makiki) and Kalihi-Uka Recovery Home are located in scattered site homes. IHS owns the Kilohana site and leases the other locations. Each facility staff on duty 24 hours per day, year-round. Each facility has ample cooking, laundry, and indoor and common areas. There is also a designated outdoor smoking area at each site for those who choose to smoke. Bedding and furnishings are supplied. Clients have access to their rooms 24 hours per day. Each client is provided with hygienic items, bedding, closet and/or drawer space for clothing, lockable storage, a bed with a bed bug cover, and access to a restroom on the same floor. No more than 2 clients are assigned to each room. All room assignments are same-gender. House Rules and monitoring ensure ambient noise levels. An ongoing vector control plan is in place. Refrigerator space and kitchen access are available on site for guests who wish to purchase and/or prepare their own food. A washer and dryer are provided on-site and free for residents to use (including dryer sheets and detergent). Office space, record storage, computers, phones, fax, and internet are provided for staff at each site.

Kaaahi and Sumner Emergency Shelters

Project facilities are located at 350 Sumner Street Honolulu HI 96817 (TMK 1-5-007-080-0000-001) serving single men, and 546 Kaaahi Street (TMK 1-5-7:50 Honolulu HI 96817), serving single women and families with children. Both shelters are open 24 hours per day, 7 days a week. They have controlled access and security camera monitoring.

Built in 1985, the Sumner Street facility is a two-story building. IHS has a 54-year lease (\$1.00 per year) that expires in 2040. The first floor of the Sumner Street facility contains offices, kitchen and a dining/multi-purpose room, bathroom, laundry facilities and the health clinic (staffed by IHS Health Services personnel). The second floor contains offices, bathroom facilities, a large multi-purpose room and a smaller meeting room. The multi-purpose room on the 2nd floor is used for sleeping space at night for up to 100 adult men. Access to the second floor is provided by stairs and an elevator.

Since July 1, 1997, IHS has operated an emergency shelter for women and families with children at 546 Kaaahi Street (TMK 1-5-7:50), located at the foot of Liliha/Kapalama. The three-story building was purchased and renovated by the City and County of Honolulu, with whom IHS has a 25-year no-cost lease/management agreement (expires 2035). The first floor contains case management and operations offices, a computer learning center, a family/children classroom, a health clinic, bathrooms, and the parking garage. The second floor contains two separate dormitories: one for single women (capacity 66 individuals, overflow capacity for up to 100) and one for families (capacity 100 persons), as well as bathrooms and laundry facilities. The third floor contains administrative offices, a conference room, a dining/multipurpose room used for meals, workshops, and a separate dorm for employed women (10-person capacity). The garage contains the Kokua Korner clothing and household furnishings depot area for clients. Each floor of the Kaaahi facility is accessible via freight elevator, passenger elevator, and stairs.

Sumner and Kaaahi facilities meet ADA Title III accessibility requirements and all other standards required for their 2024 re-accreditation with the Commission on Accreditation of Rehabilitation Facilities (CARF) (see copy in Attachments). Regularly scheduled fire drills and emergency planning ensure the safety of all staff and clients. CARF standards (plans, training and schedules drills) for all types of emergency preparedness are incorporated as part of the IHS overall safety plan. All entrances, restrooms, parking areas, elevators, and hallways are accessible to people with disabilities. Facilities provide adequate semi-private office space for intake, assessment, case management and facilitation and appropriate storage of documentation. Larger conference/classroom space is also located at the Men's Shelter and the Women's and Families Shelter has a large multipurpose room and a smaller learning center.

Hale Mauiola Housing Navigation Center

Since its inception in August 2015 and "soft-opening" in November 2015, IHS has managed and operated Hale Mauiola Center (HM) at 10 Sand Island Parkway,

Honolulu HI 96819. HM serves a maximum of 104 guests at any time (reduced to 50 in 2025 due to decreased restroom capacity) with temporary shelter services on Sand Island. Clients (referred to at HM as “guests” to emphasize hospitality) occupy “units” at the Center, which provide lockable sleeping quarters and storage for their clothing and belongings. There are 48 singles units, 26 couples’ units, and 4 ADA units. The Center also comprises a main staff office trailer (with guest phone, mail and message service, and cell phone charging station), stand-alone showers and bathrooms for guest use, as well as a potable water source and a large tented gathering area (Central Hale). The Center office (phone and email address) serves as the single point of contact for persons seeking shelter, information inquiries from the public, and persons with concerns or complaints. The Center office is staffed 24 hours per day, year-round, by staff and contracted security personnel. Guests may use laundromats in the neighboring community, accessible via a center shuttle service. Breakfast, lunch, and dinner are provided daily for registered guests who choose to dine at the Center. Parking for guests is available on-site, and guests may bring their pets to stay with them. To access public transportation and off-site supportive services, IHS operates a shuttle from HM to public transportation stops on Dillingham Boulevard and the IHS Kaaahi and Sumner Service Centers in Iwilei.

Housing and Employment Service Center

The IHS Housing Department Offices are located at the Kaamahu Service Center (Housing and Employment offices) at 916 Kaamahu Place #A, Honolulu HI 96817. This facility serves as the Housing and Employment team’s physical headquarters, providing office and meeting space for client services, as well as home visits (with housed households) and meetings in community venues (per client preference and/or need). Office resources include a computer, high-speed internet, fax, copier, printing, and essential technology. All staff have assigned email accounts and phone extensions. Staff are equipped with agency cell phones. Kaamahu Center is monitored by video security camera and has a secured videophone-to-enter system at the entrance. It is adjacent to a planned rail stop and a five-minute walk from bus stops at the intersections of Dillingham Boulevard, Liliha Street, and South King Street. Area sidewalks are paved and major intersections are equipped with stoplights and marked crosswalks.

Facilities provide an air-conditioned receiving and waiting area, drinking water, a handicap-accessible restroom, adequate semi-private office space for intake, assessment, and facilitation, and appropriate storage of documentation. Larger conference/classroom space located on the first (computer lab) and third (conference room) floors of the adjacent Kaaahi Shelter can accommodate up to 12 and 18 individuals, respectively. All staff undergo ADA training upon hire and receive continuing non-discrimination training annually. Both buildings are handicap accessible.

Imi Ola Piha Homeless Triage and Transfer Center (Detox)

IHS’ Homeless Triage and Treatment Center facility is a two-story building located at 551 Dillingham Blvd Honolulu HI 96817 (TMK 1-5-007:054). The site is situated two lots away from IHS’ Kaaahi Service Center (women and families shelter) and Kaamahu

Housing and Employment Center. It hosts 8 beds providing medication-assisted detox 24 hours per day, year round. The site comprises a 5,600 square foot lot with 3,417 square feet of interior space. 9 parking stalls are available on site, and the interior includes a reception area, offices, kitchen, and restrooms. IHS was able to acquire the building through CDBG CARES funding, which also funded needed renovation work to create clean, hygienic living spaces and maintenance of social distancing. This included shower and lavatory facilities, sleeping quarters, and the renovation of existing electrical, plumbing, and HVAC systems.

VI. Personnel: Project Organization and Staffing

1. Proposed Staffing, Staff Qualifications, Supervision and Training

The applicant shall describe the proposed staffing pattern and proposed service capacity appropriate for the viability of the request. The applicant shall provide the qualifications and experience of personnel for the request and shall describe its ability to supervise, train and provide administrative direction relative to the request.

IHS has sufficient staffing and expertise to execute the proposed GIA project in place and can commence work with no ramp-up time. Core IHS staff for this project and their roles include:

Connie Mitchell, MS, APRN, BC, Executive Director, has over 42 years' experience in health care and implementing programs to meet the needs of underserved populations. Her expertise in psychiatric nursing includes outreach to underserved populations, program development and evaluation, and improving systems of care. Project Director for IHS' CABHI collaborative (2011-2014) and Housing First (2014-present) projects. Ms. Mitchell provides overall direction and supervision to all IHS programs, and will provide overall responsibility for the execution of this project.

Jan Watanabe, BBA, Systems Administrator, joined IHS in 2006 and has 23 years of experience in information systems. She administers IT support and maintains IT systems. Ms. Watanabe oversees all database and electronic device security and access. She holds a BBA degree in Management Information Systems. She will conduct purchasing for IT components funded through this grant request, as well as the Request for Proposal process for the grant-funded IT consultant. She will prepare and release the RFP for prospective bidders, as well as collect and review bids. She will also oversee the contractor work.

Kaelin Ryals, BSBA, Director of Finance, joined IHS in 2022. She provides agency fiscal oversight and is responsible for compliance with Federal and State requirements. She has 15 years of experience in accounting and finance, and holds a BS degree in business administration and accounting. She is assisted by a staff of 12 finance personnel, who perform all financial tasks including control, monitoring, budgeting, invoicing, payments, and reporting using the Sage Intact fund-based accounting system

to effectively manage all grant funds awarded to IHS. She will manage project financial activities and reporting for this grant.

Kanui Bell, MBA, MA, CSAC, CCJP, ICADC, ICCJP, Director of Strategy, Planning and Impact, is a Certified Substance Abuse Counselor and Certified Criminal Justice Addictions Professional with 21 years of human services experience. He is responsible for setting standards for program structure and data collection across IHS's programs, managing IHS's 20+ government grants. Mr. Bell holds a BA in Psychology, MA in Grant Writing, Management, and Evaluation, and an MBA. He and the Data Manager will assist with data quality, reporting and program evaluation.

Karen Duhaylongsod, BS, Accounts Payable Manager, joined IHS in 2012. She has over 13 years of experience in accounts payable. She holds a BS in Business Management. She will manage invoice receipt and payments to the IT contractor selected to perform the scope of work.

2. Organization Chart

The applicant shall illustrate the position of each staff and line of responsibility/supervision. If the request is part of a large, multi-purpose organization, include an organization chart that illustrates the placement of this request.

Please see the one-page agency-wide organizational chart in the Attachments section, which lists all agency personnel by division. A two-page breakout by operational departments follows.

3. Compensation

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

The annual salary range paid by IHS, The Institute for Human Services, Inc. to the three highest paid officers, directors, or employees is \$125,000-\$210,000. The three highest paid positions are:

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

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

VII. Other

1. Litigation

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

IHS has no pending litigation or outstanding 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.

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

3. Private Educational Institutions

The applicant shall specify whether the grant will be used to support or benefit a sectarian or non-sectarian private educational institution. Please see [Article X, Section 1, of the State Constitution](#) for the relevance of this question.

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

4. Future Sustainability Plan

The applicant shall provide a plan for sustaining after fiscal year 2027 the activity funded by the grant if the grant of this application is:

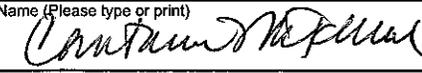
- (a) Received by the applicant for fiscal year 2027, but
- (b) Not received by the applicant thereafter.

The requested funds for operations will provide IHS with critical IT systems upgrades (server backups, user devices and hardware, and software upgrades) to IHS' Information Technology System. Requested funds will also provide an updated IT System Strategic Plan and Risk Assessment for the agency. Funds from operational budgets will be allocated to pay for subscription costs for off-site server storage. Any future upgrades for the next 5 years will be budgeted for in contracts, private grant requests, and general fundraising.

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2026 to June 30, 2027

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

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)
A. PERSONNEL COST				
1. Salaries	6,920			
2. Payroll Taxes & Assessments	810			
3. Fringe Benefits	1,301			
TOTAL PERSONNEL COST	9,031	0	0	0
B. OTHER CURRENT EXPENSES				
1. Airfare (Inter-Island)				
2. Airfare (Out-of-State)				
3. Audit Services				
4. Contractual Services - Administrative				
5. Contractual Services - Subcontracts	133,000			
6. Depreciation				
7. Food				
8. Insurance				
9. Interest				
10. Lease/Rental of Equipment				
11. Lease/Rental of Motor Vehicle				
12. Lease/Rental of Space				
13. Mileage				
14. Postage, Freight and Delivery				
15. Program Activities				
16. Publication, Printing, and Advertising				
17. Repair and Maintenance				
18. Staff Training				
19. Subsistence/Per Diem				
20. Supplies	72,603			
21. Telecommunication				
22. Transportation				
23. Utilities				
24. Client Assistance				
25. Indirect Cost Rate (15% of base of supplies and personnel costs, excluding contracts and pass through assistance)	12,245			
TOTAL OTHER CURRENT EXPENSES	217,849	0	0	0
C. EQUIPMENT PURCHASES	0	0	0	0
D. MOTOR VEHICLE PURCHASES	0	0	0	0
E. CAPITAL	0	0	0	0
TOTAL (A+B+C+D+E)	226,880	0	0	0
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	226,880	Kanui Bell (808) 447-2839		
(b) Total Federal Funds Requested	0	Name (Please type or print) _____ Phone _____		
(c) Total County Funds Requested	0			
(d) Total Private/Other Funds Requested	0	Signature of Authorized Official _____ Date 1/22/26		
TOTAL BUDGET	226,880	Constance Mitchell, Executive Director Name and Title (Please type or print)		

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

DESCRIPTION EQUIPMENT	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				0
JUSTIFICATION/COMMENTS: N/A.				

DESCRIPTION OF MOTOR VEHICLE	NO. OF VEHICLES	COST PER VEHICLE	TOTAL COST	TOTAL BUDGETED
			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				0
JUSTIFICATION/COMMENTS: N/A.				

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

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OTHER SOURCES OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY:2024-2025	FY:2025-2026	FY:2026-2027	FY:2026-2027	FY:2027-2028	FY:2028-2029
PLANS						
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
TOTAL:				0		
JUSTIFICATION/COMMENTS: N/A.						

GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID

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

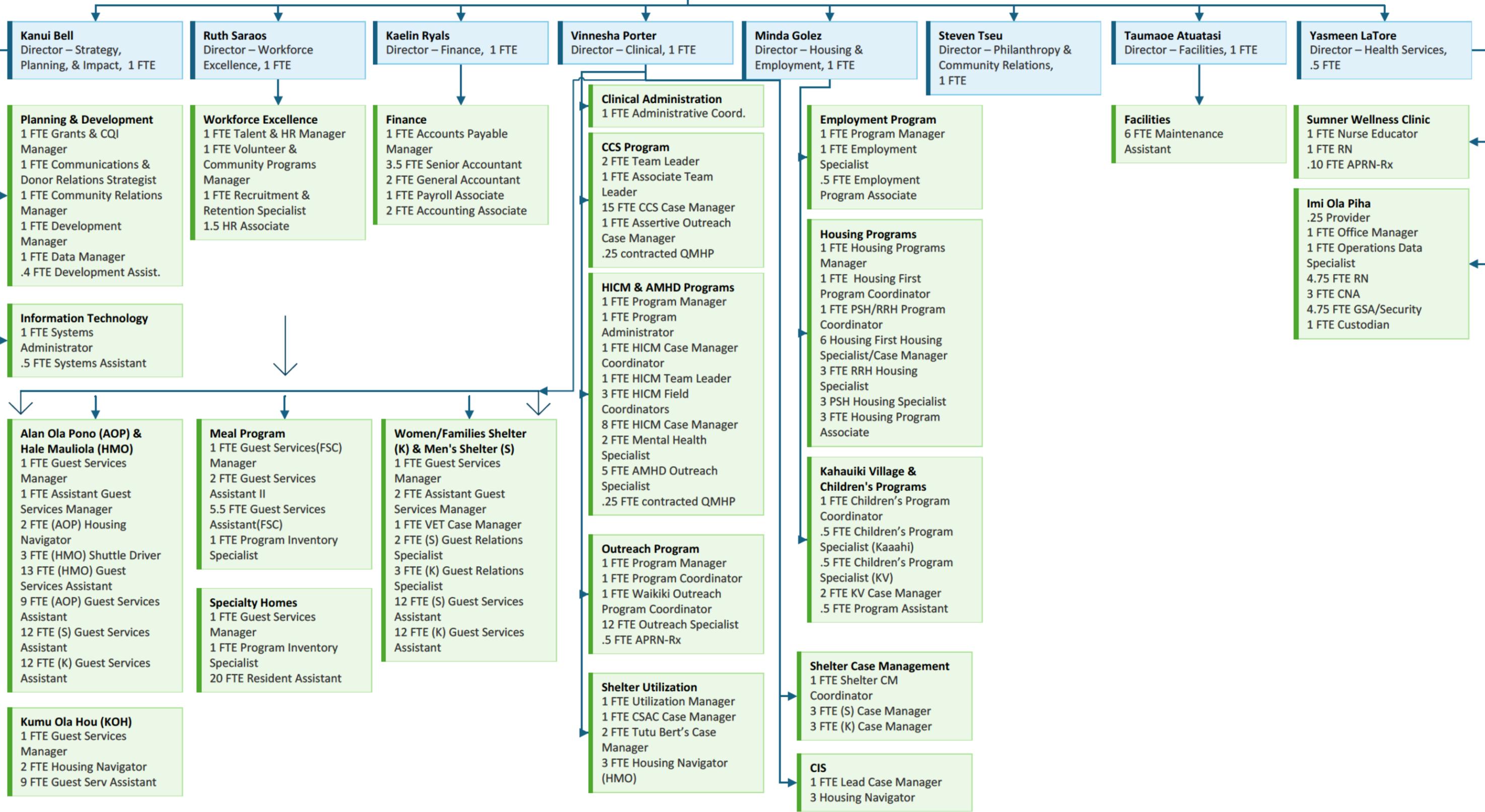
Contracts Total: 17,205,771

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (U.S./State/Hawaii/ Honolulu/ Kauai/ Maui County)	CONTRACT VALUE
1	State Grant in Aid Kaaahi and Sumner	7/1/23-6/30/24	DHS-HPO	State	500,000
2	Emergency Shelter Program (Sumner) [Requested]	7/1/25-6/30/26	DHS-HPO	State	1,281,022
3	Emergency Shelter Program (Sumner)	7/1/25-6/30/26	DHS-HPO	State	1,155,000
4	Emergency Shelter Program (Sumner)	7/1/24-6/30/25	DHS-HPO	State	1,155,000
5	Emergency Shelter Program (Sumner)	7/1/23-6/30/24	DHS-HPO	State	1,100,000
6	Emergency Shelter Program (Sumner)	7/1/22-6/30/23	DHS-HPO	State	1,100,000
7	Emergency Shelter Program (Sumner)	7/1/21-6/30/22	DHS-HPO	State	1,100,000
8	VA Sumner Emergency Beds [Expected]	2/1/26-2/1/27	Veterans Affairs	U.S.	106,544
9	VA Sumner Emergency Beds	2/1/25-2/1/26	Veterans Affairs	U.S.	102,952
10	VA Sumner Emergency Beds	2/2/24-2/1/25	Veterans Affairs	U.S.	99,742
11	VA Sumner Emergency Beds	2/2/23-2/1/24	Veterans Affairs	U.S.	96,097
12	VA Sumner Emergency Beds	2/2/22-2/1/23	Veterans Affairs	U.S.	92,856
13	ESG Emergency Shelter Operations Kaaahi & Sumner [Requested]	7/1/26-6/30/27	Dept. Community Svcs.	Honolulu County	127,722
14	ESG Emergency Shelter Essential Services Kaaahi & Sumner [Requested]	7/1/26-6/30/27	Dept. Community Svcs.	Honolulu County	181,720
15	ESG Emergency Essential Services and Shelter Operations	3/20/34-1/31/25	Dept. Community Svcs.	Honolulu County	390,000
16	ESG Emergency Shelter Essential Services	3/30/24 (ext.)	Dept. Community Svcs.	Honolulu County	221,012
17	City and County of Honolulu Grant in Aid FY27, Meal Program [Requested]	12/1/25-11/30/26	Dept. Community Svcs.	Honolulu County	150,000
18	City and County of Honolulu Grant in Aid FY26, Kaaahi & Sumner	12/1/25-11/30/26	Dept. Community Svcs.	Honolulu County	143,892
19	State Grant in Aid Kaaahi	7/1/24-7/31/26	DHS-HPO	State	500,000
20	Emergency Shelter Program (Kaaahi) [Requested]	7/1/26-6/30/27	DHS-HPO	State	1,313,296
21	Emergency Shelter Program (Kaaahi)	7/1/25-6/30/26	DHS-HPO	State	1,155,000
22	Emergency Shelter Program (Kaaahi)	7/1/24-6/30/25	DHS-HPO	State	1,155,000
23	Emergency Shelter Program (Kaaahi)	7/1/23-6/30/24	DHS-HPO	State	1,100,000
24	Emergency Shelter Program (Kaaahi)	7/1/22-6/30/23	DHS-HPO	State	1,100,000
25	VA 5 Bed Medical Respite	8/2/25-8/1/26	Veterans Affairs	U.S.	355,875
26	VA 5 Bed Medical Respite	8/2/24-8/1/25	Veterans Affairs	U.S.	343,100
27	VA 5 Bed Medical Respite	8/2/23-8/1/24	Veterans Affairs	U.S.	333,060
28	VA 5 Bed Medical Respite	8/2/22-8/1/23	Veterans Affairs	U.S.	321,200
29	VET House	4/1/26-3/31/26	Veterans Affairs	U.S.	215,441
30	VET House	4/1/25-3/1/25	Veterans Affairs	U.S.	210,240

Attachments

1. Organization Chart
2. CARF Accreditation Letter
3. Certificate of Vendor Compliance

1. Organization Chart



Executive Director
 C. Mitchell, MS, APRN, BC 1.0 FTE

Director of Finance
 K. Ryals
 1.0 FTE

Director of Workforce Excellence/HR
 R. Saraos
 1.0 FTE

Director of Strategy, Planning & Impact
 K. Bell, MBA, MA, CSAC, CCJP, ICADC, ICCJAP
 1.0 FTE

Director of Philanthropy & Community Relations
 S. Tseu 1.0 FTE

Director of Operations
 Vacant 1.0 FTE

Accounts Payable Mgr.
 K. Duhaylongsod
 1.0 FTE
Accounting Associate
 M. Martinez
 1.0 FTE
Senior Accountant
 P. Lam 1.0 FTE
 Q. Kim .5 FTE
AR Mgr
 E. Sanchez
 1.0 FTE
General Acct.
 K. Perez 1.0 FTE
Payroll Associate
 D. Maldonado
 1.0 FTE

Talent & HR Manager
 G. Pe Benito
 1.0 FTE
Recruiting & Retention Specialist
 Rochell A.
 1.0 FTE
HR Associate
 Kaitlyn C.
 1.0 FTE
 V. Agbayani
 .50 FTE
Volunteer & Community Programs Manager
 B. Acierto
 1.0 FTE

Data Specialist
 N. Ruan 1.0 FTE
Systems Administrator
 J. Watanabe
 1.0 FTE
Systems Asst.
 1.0 FTE
Grants & CQI Manager
 H. Henderson
 1.0 FTE
Communications & Donor Relations Strategist
 J. White 1.0 FTE
Community Relations Manager
 A. Knight 1.0 FTE
Donor Relations Manager
 Dylan Y. 1.0 FTE
Development Associate
 N. Barker .30 FTE

Kaaahi (K) Guest Svcs. Manager
 R. Manning 1.0 FTE
Sumner (S) Guest Svcs. Manager (FSC)
 A. Alualu
K – Asst Manager
 Amber S 1.0 FTE
S – Asst. Manager
 Vacant 1.0 FTE
K - Guest Relations Spec.
 3.0 FTE
S – Guest Relations Spec.
 2.0 FTE
K - Guest Svcs. Asst
 11.0 FTE
FSC Guest Svcs. Asst
 9.0 FTE
S – Guest Svcs. Asst
 11 FTE
Inventory Specialist
 1.0 FTE

Kumu Ola Hou (KOH) Guest Svcs. Manager
 T. Johnson 1.0 FTE
Case Manager
 2.0 FTE
Guest Svcs. Asst.
 9.0 FTE

Hale Mauiola (HMO)/Alana Ola Pono (AOP)/Pae Pae Hou (PPH) Guest Svcs. Manager
 R. Wong-Fernandez
 1.0 FTE
Asst. Manager
 T. Keanu-Lua
 1.0 FTE
HMO Resident Asst.
 10 FTE
HMO Shuttle Driver
 2.0 FTE
HMO Housing Navigator
 3.0 FTE
AOP Guest Svcs. Asst.
 9.0 FTE
AOP Housing Navigator
 2.0 FTE
PPH Resident Assistant
 1.0 FTE

Executive Director
 C. Mitchell, MS, APRN, BC 1.0 FTE

Director of Health Services
 Y. Latore, DNP
 0.5 FTE

Director of Facilities & Safety
 T. Atuatasi
 1.0 FTE

Director of Housing & Employment
 M. Golez
 1.0 FTE

Re-Entry Program Manager
 T. Alualu 1.0 FTE

Clinical Director
 V. Porter, LMHC
 1.0 FTE

Physicians
 Y. Kobayashi .10 FTE
 L. Lum .10 FTE
APRN-Rx .40 FTE
HTTC RN 3.5 FTE
Clinic RN 1.0 FTE
Nurse Educator 1.0 FTE
HTTC Resident Assistants 2.0 FTE
HTTC Case Manager 1.0 FTE
Data Specialist 1.0 FTE
HTTC CNA 3.3 FTE
Custodian 1.0 FTE

Maintenance Assistants
 5.0 FTE

Housing Program Manager
 T. Minato 1.0 FTE
Program Coordinator
 H. Apau 1.0 FTE
 K. Talamoa-Elderts 1.0 FTE
Housing Specialists 9.0 FTE
Housing Case Managers 4.0 FTE
Housing Associates 4.0 FTE

Tutu Berts Guest Svcs. Mgr.
 T. Sataraka 1.0 FTE
Resident Assistant 20 FTE
Inventory Assistant 1.0 FTE
Case Manager 2.0 FTE

Shelter Case Managers
Sumner (S) Case Mgr. 3.0 FTE
Kaaahi (K) Case Mgr. 3.0 FTE

CCS Team Leaders
 K. Lundgren 1.0 FTE
 M. Harrison 1.0 FTE
Assoc. Team Leader
 E. Mercado 1.0 FTE
CCS Case Mgrs. 15.0 FTE

Senior CIS Housing Navigator 1.0 FTE
CIS Housing Navigator 3.0 FTE

Outreach Prog. Mgr.
 C. Masaniai 1.0 FTE
Outreach Prog. Coord
 S. Sato 1.0 FTE
Outreach Specialists 13.0 FTE

Kahauiki Village Case Manager 2.0 FTE
Program Asst. 0.5 FTE
Children's Prg. Coordinator 1.0 FTE
Children's Program Specialist 1.0 FTE

Employment Program Manager
 N. Morris 1.0 FTE
Urban Ag Specialist 1.0 FTE
Urban Ag Assistant 1.0 FTE
Employment Specialist 1.0 FTE
Employment Associate 0.5 FTE

AMHD/HICM Prg. Manager
 L. Antolin 1.0 FTE
AMHD/HICM Case Mgr. Coordinator
 J. Bogard 1.0 FTE
ONP ICM Outreach Specialist 1.0 FTE
Mental Health Specialists 4 FTE
HICM+ Field Coordinator 3.0 FTE
Case Manager 12.0 FTE
Peer Specialist 1.0 FTE

2. CARF Accreditation Letter

January 26, 2024

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

Dear Ms. Mitchell:

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

Case Management/Services Coordination: Mental Health (Adults)

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

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

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

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

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

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

Sincerely,

A handwritten signature in black ink that reads "Brian J. Boon Ph.D." in a cursive style.

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

Enclosures

3. Certificate of Vendor Compliance



STATE OF HAWAII
STATE PROCUREMENT OFFICE

CERTIFICATE OF VENDOR COMPLIANCE

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

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

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

Issue Date: 01/09/2026

Status: **Compliant**

Hawaii Tax#: [REDACTED]

New Hawaii Tax#:

FEIN/SSN#: [REDACTED]

UI#: XXXXXX1352

DCCA FILE#: 42856

Status of Compliance for this Vendor on issue date:

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

Status Legend:

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