

House District 29

Senate District 13

THE TWENTY-SIXTH LEGISLATURE
HAWAII STATE LEGISLATURE
APPLICATION FOR GRANTS & SUBSIDIES
CHAPTER 42F, HAWAII REVISED STATUTES

Log No: 43-0

For Legislature's Use Only

Rec'd JAN 28 2011

Type of Grant or Subsidy Request:

GRANT REQUEST – OPERATING

GRANT REQUEST – CAPITAL

SUBSIDY REQUEST

"Grant" means an award of state funds by the legislature, by an appropriation to a specified recipient, to support the activities of the recipient and permit the community to benefit from those activities.

"Subsidy" means an award of state funds by the legislature, by an appropriation to a recipient specified in the appropriation, to reduce the costs incurred by the organization or individual in providing a service available to some or all members of the public.

"Recipient" means any organization or person receiving a grant or subsidy.

STATE DEPARTMENT OR AGENCY RELATED TO THIS REQUEST (LEAVE BLANK IF UNKNOWN):

DEPARTMENT OF HUMAN SERVICES

STATE PROGRAM I.D. NO. (LEAVE BLANK IF UNKNOWN): _____

1. APPLICANT INFORMATION:

Legal Name of Requesting Organization or Individual: **Helping Hands Hawaii**

Dbn:

Street Address: **2100 N. Nimitz Highway Honolulu, HI 96819**

Mailing Address: **Same as above.**

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name SCOTT MORISHIGE

Title Program Director

Phone # 440-3803

Fax # 536-7237

e-mail smorishige@helpinghandshawaii.org

3. TYPE OF BUSINESS ENTITY:

- NON PROFIT CORPORATION
- FOR PROFIT CORPORATION
- LIMITED LIABILITY COMPANY
- SOLE PROPRIETORSHIP/INDIVIDUAL

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

NEIGHBORS IN NEED – PROVIDING EMERGENCY FINANCIAL ASSISTANCE FOR MAUI COUNTY.

4. FEDERAL TAX ID: _____

5. STATE TAX ID #: _____

7. AMOUNT OF STATE FUNDS REQUESTED:

FY 2011-2012: \$ 100,000

8. STATUS OF SERVICE DESCRIBED IN THIS REQUEST:

- NEW SERVICE (PRESENTLY DOES NOT EXIST)
- EXISTING SERVICE (PRESENTLY IN OPERATION)

SPECIFY THE AMOUNT BY SOURCES OF FUNDS AVAILABLE AT THE TIME OF THIS REQUEST:

STATE \$ 77,321

FEDERAL \$ _____

COUNTY \$ _____

PRIVATE/OTHER \$ 50,000

TYPE NAME & TITLE OF AUTHORIZED REPRESENTATIVE:

JAN M. HARADA, PRESIDENT & CEO
NAME & TITLE

1-28-11
DATE SIGNED

AUTHORIZED SIGNATURE

**DECLARATION STATEMENT
APPLICANTS FOR GRANTS AND SUBSIDIES
CHAPTER 42F, HAWAII REVISIED STATUTES**

The undersigned authorized representative of the applicant acknowledges that said applicant meets and will comply with all of the following standards for the award of grants and subsidies pursuant to section 42F-103, Hawaii Revised Statutes:

- (1) 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 or subsidy is awarded;
- (2) Comply 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;
- (3) Agree not to use state funds for entertainment or lobbying activities; and
- (4) Allow the state agency to which funds for the grant or subsidy 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 or subsidy.

In addition, a grant or subsidy may be made to an organization only if the organization:

- (1) Is incorporated under the laws of the State; and
- (2) Has bylaws or policies that describe the manner in which the activities or services for which a grant or subsidy is awarded shall be conducted or provided.

Further, a grant or subsidy may be awarded to a non-profit organization only if the organization:

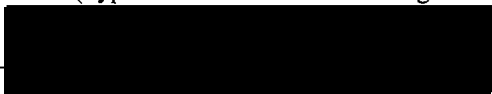
- (1) Has been determined and designated to be a non-profit organization by the Internal Revenue Service; and
- (2) Has a governing board whose members have no material conflict of interest and serve without compensation.

For a grant or subsidy used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant or subsidy 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 or subsidy 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.

Helping Hands Hawaii

(Typed Name of Individual or Organization)



1-28-11

(Date)

Jan M. Harada

(Typed Name)

President & CEO

(Title)

Application for Grants and Subsidies

I. Background and Summary

Through this proposal, Helping Hands Hawai'i (HHH), a 501(c)(3) non-profit social service agency, respectfully requests **\$100,000** in Grant-in-Aid (GIA) funding from the Legislature to support the Neighbors in Need program, which provides financial assistance primarily for the County of Maui. Funding is needed to prevent homelessness specifically among low-income families with children, who have been directly impacted by the recent economic recession due to job loss or other financial struggles.

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

For more than 30 years, since its incorporation in 1974, HHH has consistently upheld its mission "*to strengthen our community by enhancing the quality of people's lives through the delivery of goods and services to those in need.*" The agency provides critical social services for an average of 37,000 individuals and families each year through its Behavioral Health and Human Services Divisions.

The provision of basic human services, which includes emergency financial assistance payments for essential housing costs, is a core function of the agency. In particular, the agency's Human Services Division is experienced and skilled in the administration of short-term financial assistance payments for emergency situations, such as first month's or past due rent, past due utilities, and transportation vouchers for job search. In 2010, the agency's Community Clearinghouse (CCH) program and Homelessness Prevention & Rapid Re-Housing Program (HPRP) assisted 1,164 households (representing 2,317 individuals) and awarded \$214,010 in emergency financial assistance. HHH has been administering emergency financial assistance payments for over 30 years, primarily through the CCH. The primary sources of funding for emergency financial assistance are private donations made to the Honolulu Star-Advertiser Good Neighbor Fund. In recent years, CCH has also administered Emergency Food & Shelter Program (EFSP), Homelessness Prevention & Rapid Re-Housing (HPRP) and Temporary Assistance to Needy Family (TANF) funds for emergency financial assistance payments.

HHH is well-recognized in the community as a place where low-income individuals can turn to for emergency financial help. In 2010, HHH was among the "Top 5" agencies, which Aloha United Way referred to when they received inquiries for either rent or utility payment assistance – receiving a total of 1,044 unique referrals for these services.

HHH also administers a Behavioral Health Division, which provides case management, substance abuse day treatment, and representative payee services for adults with serious and persistent mental illness. The majority of behavioral health clients serviced by the agency are low-income, and struggle with issues of general poverty such as homelessness and hunger.

HHH currently has an annual operating budget of \$3.93 million, with approximately 51% of funding coming from Federal, State, and City & County government contracts. The remainder of the agency budget is supported through grants from private foundations, financial support from individual donors, program service fees, and other miscellaneous sources of income. The agency's current government contracts include funding from the Hawaii Department of Health – Adult Mental Health Division (AMHD), Hawaii Department of Human Services – Benefit, Employment & Support Services Division (BESSD), and the City & County of Honolulu Department of Community Services.

2. *The goals and objectives related to the request.*

The overall goal of this request is to maintain housing and encourage long-term financial self-sufficiency among low-income households with minor children residing in Maui County. In particular, services will be directed at those households who have been directly impacted by the recent economic recession due to job loss.

HHH intends to measure its ability in meeting its overall goal through the following measurable objectives:

- Assist a total of **90 households (210 individuals)** in Maui County; and
- Provide a minimum of **\$75,000 in emergency financial assistance payments;**

3. *State the public purpose and need to be served.*

Background Regarding Community Need.

“There are just no jobs on Moloka'i . . . Not even part-time. All my unemployment money goes to food and utilities, all those basic living expenses.”¹

- Eddie Mersberg, 49
The Honolulu Advertiser
July 6, 2008

Two and a half years later, Maui County – and the small island community of Molokai in particular – continues to be hit hard by a prolonged economic recession, which began in 2008 and does not appear to be ending anytime soon. The unemployment rate on Molokai was 14.8% in July 2010, nearly triple the statewide average at the time of 5.8%.² The unemployment rate for Maui County (8%) is also higher than the statewide average,

¹ Roig, S. (2008, July 6). ‘There are just no jobs on Molokai.’ *The Honolulu Advertiser*. Retrieved January 26, 2011 from: <http://the.honoluluadvertiser.com/article/2008/Jul/06/ln/hawaii807060353.html>.

² Dicus, H. (2010, August 23). Unemployment rises on Molokai, flat on Oahu, falls on other islands. *Hawaii News Now*. Retrieved January 26, 2011 from: <http://www.hawaiinewsnow.com/global/story.asp?s=13032168>.

indicating the harsh impact that the economic recession has had for neighbor island communities.

The high unemployment rate in Maui County is a direct result of a series of “mass layoffs” within the past two years. Employers such as Molokai Ranch, Maui Land & Pineapple Co., and the Maui Prince Hotel have let go nearly 1,000 workers within Maui County during this short period.^{3/4/5}

In addition to a high unemployment rate, Maui County residents have also experienced lengthy delays in accessing essential government benefits due to the government’s own budgetary challenges, such as the Supplemental Nutrition Assistance Program (SNAP, also known as “food stamps”). According to a November 2010 news report, over 50% of applications for SNAP in Maui County are not processed within federally mandated time limits.⁶ The delays in meeting mandated time limits means that SNAP applicants in Maui who would normally receive benefits within 30 days, are currently waiting anywhere from 60 to 90 days without any food assistance before they are determined eligible. This is another indicator of the dire community need within this specific geographic region.

High unemployment rates and delays in accessing government benefits have severely impacted the financial situation for many Maui County families. For households that have experienced a severe financial setback, such as layoff, homelessness is an immediate risk if essential shelter costs, such as rent or utilities cannot be paid. According to a 2010 report by the UH Center for the Family, more than half of Hawaii's homeless families this past year identified an inability to afford rent as the No. 1 reason for their homelessness.⁷

Serving an Essential Public Purpose.

The Neighbors in Need program was originally established in 2008 in response to mass layoffs throughout the State of Hawaii. The program provides one-time financial assistance payments to local individuals and families who have fallen behind on rent or utilities due to an unexpected emergency situation, which is beyond their ability to control. Assistance is intended for the Counties of Hawaii, Kauai, and Maui, but

³ Roig, S. (2008, July 6). ‘There are just no jobs on Molokai.’ *The Honolulu Advertiser*. Retrieved January 26, 2011 from: <http://the.honoluluadvertiser.com/article/2008/Jul/06/ln/hawaii807060353.html>.

⁴ Loomis, I. (2010, October 31). ML&P’s Kapalua equity ‘Written down.’ *The Maui News*. Retrieved January 26, 2011 from: <http://www.mauinews.com/page/content.detail/id/525315.html>.

⁵ Advertiser Staff. (2009, September 1). Maui Prince Hotel workers get layoff notices; lenders seek new operator. *The Honolulu Advertiser*. Retrieved January 26, 2011 from: <http://the.honoluluadvertiser.com/article/2009/Aug/31/br/hawaii90831071.html>

⁶ Cunningham, J. (2010, November 17). State sued for food stamp delays. *KHON2*. Retrieved January 26, 2011 from: http://www.khon2.com/content/news/developingstories/story/State-sued-for-food-stamp-delays/rqa9pVRve0y_LjflqKmlSA.csp?rss=2433.

⁷ Yuan, S., Trundle, H., and Fong, G. (2010) *Homeless Service Utilization Report: Hawaii 2010*. Honolulu: University of Hawaii, Center on the Family.

households residing in Maui County in particular have demonstrated the highest level of community need.

Neighbors in Need provides assistance to households who are referred by social service partner agencies that provide direct assistance within Maui County. Financial assistance is provided in a one-time payment, not to exceed \$1,000 per household, and is provided for the following purposes:

- Past due rent;
- First month's rent;
- Past due mortgage payment;
- Past due essential utilities (i.e. Electric, water, and gas); and
- Utility deposits needed to establish connection or restore essential utilities.

Research conducted by The Brookings Institution demonstrated that low-income households are more likely to succeed in the workplace – earning more money and showing a higher rate of job retention - if they have housing assistance, such as that described above.⁸ By including financial assistance for housing costs as a core part of Neighbors in Need services, HHH has also structured its program to enhance job retention opportunities for Maui County residents.

An example of the difference made by Neighbors in Need is the story of “Rachelle,” a young Molokai resident who recently sought help for herself, her husband, and their three young children. Rachelle had recently lost her job, which caused her family to fall behind on their electric bill – placing the family at immediate risk of disconnection. With three young children, and another child on the way, Rachelle was referred by St. Damien Catholic Parish to Neighbors in Need for help. The program assisted Rachelle and her family with a payment of \$387 to Maui Electric Co., which helped to preserve electric service. While the dollar amount of assistance to the family was small, the value of the assistance was immeasurable.

“In our family’s time of hardship, we would like to thank Helping Hands Hawaii for helping,” wrote Rachelle in a recent letter. *“When we had no other place to turn to, you blessed our family and we appreciate it very much.”*

Meeting the Need & Planning for the Future.

The **\$100,000** requested through this proposal will enable HHH to provide emergency financial assistance primarily for Maui County residents in need, such as Rachelle, throughout the 12-month project period. Of this total amount, **\$75,000 (75% of the requested amount)** will be designated directly towards financial assistance payments, with the remainder going to support other essential program costs. Although the requested

⁸ The Brookings Institution (2002). *Housing Strategies to Strengthen Welfare Policy and Support Working Families*. Center on Budget and Policy Priorities.

funding will cover only a 12-month period, HHH will utilize this period to aggressively pursue outside/non-governmental funding to ensure the continuation of this essential service for Maui County, as well as other neighbor island communities.

4. ***Describe the target population to be served.***

The target population will be low-income households residing in the counties of Maui, Kauai, and Hawaii, with a particular focus, as mentioned above, on the County of Maui (on the islands of Maui, Molokai, and Lanai). In addition, a particular focus will be placed on assisting households with minor children (under the age of 18), who have experienced a direct financial impact as a result of the recent economic recession.

5. ***Describe the geographic coverage.***

Neighbors in Need services will be directed specifically for the counties of Maui, Kauai, and Hawaii, with a particular focus, as mentioned above, on Maui County. Although HHH does not maintain a physical presence within the counties, the program will have a system of service-delivery in place to offer the proposed services utilizing strong partnerships with county-based service providers that will refer potential applicants directly to Neighbors in Need for help.

Neighbors in Need staff will be accessible by telephone, fax, e-mail, and mail correspondence.

II. Service Summary and Outcomes

Neighbors in Need is an extension of the agency's existing financial assistance programs within the Community Clearinghouse (CCH), which has provided emergency financial assistance payments for low-income families for over 30 years. As mentioned previously, Neighbors in Need funding is primarily being directed to assist low-income households residing in Maui County who have been directly impacted by the recent economic recession. The following describes the Neighbors in Need program in further detail:

1. *Description of scope of work, tasks, and responsibilities.*

The HHH Neighbors in Need program will provide emergency financial assistance payments primarily for Maui County through a unique method of service delivery, which relies upon Maui County-based social service partner agencies to provide direct referrals to HHH for financial assistance. This service-delivery model has been demonstrated to be effective in preventing homelessness and assisting clients in retaining housing in other communities. Specifically, the Community Sharing Fund in St. Paul, Minnesota – which is structured similarly to the Neighbors in Need project receives referrals from a network of 70 partner agencies – was cited by HUD and the federal Emergency Shelter Grants (ESG) program in 2001 as an example of a “successful implementation strateg[y] for homeless prevention.”⁹

HHH also uses this same program model to provide emergency financial assistance to clients served by its CCH program on Oahu, which provided payments to 1,083 households in 2010. By utilizing a system that has been recognized nationally by HUD as effective, HHH is demonstrating the use of established “best practice” in its service model used to address the needs of Maui County residents who are facing homelessness and experiencing financial hardship.

Strengths of the Neighbors in Need Model.

By utilizing a model which receives referrals from community-based partner agencies, HHH can reach a greater number of potential applicants, than one agency alone could reach. In addition, having a wide range of providers that can make referrals gives Neighbors in Need applicants the opportunity to be assisted by an agency or program that they feel most comfortable and at ease with. For example, an applicant who might be hesitant to approach a homeless shelter for help, may feel more comfortable approaching their church ministry for assistance with a housing concern.

⁹ U.S. Department of Housing & Urban Development. (2001). *Homeless Prevention in the Emergency Shelter Grants Program*. Retrieved April 2, 2009 from <http://www.hud.gov/offices/cpd/homeless/library/esg/esgprevention2.PDF>.

How clients are referred to Neighbors in Need.

As stated previously, clients will be referred to Neighbors in Need by an HHH social service partner agency, which will be based in the County being served.

To provide a referral, the partner agency will complete a referral form with the client. This form will request detailed information about the applicant and their reason(s) for seeking assistance.

The partner agency must also submit documentation, along with the application, to verify the client's monthly income & expenses, identity of household members, reason why they are unable to meet monthly rent or utility payments, the amount of past due rent or utility payment requested, and the timeframe over which payments are owed.

The completed application will then be submitted to HHH, and can be submitted by either fax, e-mail, or through standard mail.

(Please refer to Attachment B for a copy of the "Neighbors in Need Application Form").

(Please refer to Attachment C for a list of HHH social service partner agencies statewide).

(Please refer to Attachment D for a Letters of Support from Maui-County based partner agencies).

Eligibility Determination for Neighbors in Need services.

Upon receipt of the application, Neighbors in Need staff will date and time stamp the application and will thoroughly review both the application and supporting documents to determine eligibility.

The following criteria will be used to determine if the client qualifies for financial assistance:

- i. All household members must be U.S. citizens;
- ii. The household must have a minor child (under the age of 18) residing in the home;
- iii. The household must be able to verify that an unexpected emergency situation occurred, which caused the household to seek financial assistance;
- iv. The household must be able to demonstrate that the emergency situation has since been resolved; and
- v. The household must be able to demonstrate financial self-sufficiency (i.e. household income will exceed household expenses) for future months.

In addition, program staff will also review the application and supporting documents to determine whether the type of financial assistance requested is allowable. Only the following types of financial assistance will be determined allowable:

- First Month's Rental Assistance;
- Past due rental assistance;
- Past due mortgage assistance;
- Past due utility payments; and
- Utility deposits.

Applications for assistance must be reviewed by the Neighbors in Need Program Coordinator, as well as the agency Chief Executive Officer before final approval can be granted, and a payment can be issued to a third-party vendor (i.e. landlord, mortgage company, or utility provider).

Issuance of Payment to Third-Party Vendors.

Following official approval, a physical check will be cut and mailed directly to the vendor. Neighbors in Need staff will notify the case manager from the referring social service partner agency regarding the decision, and will also notify the applicant by mail. In addition, vendors will also be notified immediately of approval for payment, and will be provided with a projected timeline in which payment will be issued. The estimated processing time for an application to be approved is 10-15 business days from the date of the initial request, and checks will be cut and mailed to the vendor within another 5-10 business days from the date of approval.

2. A projected annual timeline for accomplishing the results or outcomes of the service.

HHH will adhere to the following projected annual timeline for the implementation and delivery of the proposed services:

PERIOD	ACTIVITY (Designated Staff Responsible)
<p style="text-align: center;">Quarter I (Months 1-3)</p>	<ul style="list-style-type: none"> • PROVIDER SELECTION & NOTIFICATION OF AWARD • COORDINATE WITH STATE AGENCY TO REVIEW PROJECT OBJECTIVES & TIMELINE • OUTREACH ACTIVITIES WITH MAUI-COUNTY BASED REFERRING AGENCIES. Meet with social service agencies based in Maui County to disseminate program information and conduct outreach for program referrals. • BEGIN DELIVERY OF SERVICES • GOAL: 25% of funds are expended by the completion of Quarter I, and program statistics for the period will be submitted to the appropriate State agency.
<p style="text-align: center;">Quarter 2 (Months 4-6)</p>	<ul style="list-style-type: none"> • NEIGHBORS IN NEED SERVICES CONTINUE

	<ul style="list-style-type: none"> • FOLLOW-UP WITH MAUI-COUNTY BASED REFERRING AGENCIES. .Staff will follow up with social service agencies and continue outreach for program referrals. • GOAL: 50% of funds are expended by the completion of Quarter 2, and program statistics for the period will be submitted to the appropriate State agency.
Quarter 3 (Months 7-9)	<ul style="list-style-type: none"> • NEIGHBORS IN NEED SERVICES CONTINUE • FOLLOW-UP WITH MAUI-COUNTY BASED REFERRING AGENCIES. .Staff will follow up with social service agencies and continue outreach for program referrals. • GOAL: 75% of funds are expended by the completion of Quarter 3, and program statistics for the period will be submitted to the appropriate State agency.
Quarter 4 (Months 10-12)	<ul style="list-style-type: none"> • NEIGHBORS IN NEED SERVICES CONTINUE • FOLLOW-UP WITH MAUI-COUNTY BASED REFERRING AGENCIES. Staff will follow up with social service agencies and continue outreach for program referrals. • GOAL: 100% of funds are expended by the completion of Quarter 4, and program statistics for the period will be submitted to the appropriate State agency.

3. ***Quality assurance and evaluation plans relating to the request, including how the applicant plans to monitor, evaluate, and improve results.***

HHH is committed to achieving consistent and high quality services for all agency beneficiaries and program participants. The agency is able to demonstrate the sufficiency of its Quality Assurance and Evaluation plan for Neighbors in Need services.

For all agency services, HHH has adopted a Quality Management (QM) program, which includes a Quality Committee, Governing Board involvement, and a written process for goal and priority setting following standardized methodology and data-collection. This agency-wide QM program will address Quality Assurance for the Neighbors in Need services.

Consumer complaints, grievances, appeals, and consumer satisfaction.

Consumer complaints, grievances, appeals, and consumer satisfaction are all tracked and monitored by the QM committee. In the past, corrective actions have been formulated when problems have been identified.

Reporting of Consumer Concerns

The QM program has developed a system that outlines how items are collected, tracked, reviewed, analyzed, and reported to program monitors and funding agencies when appropriate. HHH is committed to following up diligently on these QM issues when potential matters on quality of care have arisen.

Program Evaluation & Work Plan

HHH has developed a system for periodic measurement, reporting, and analysis of well-defined output, outcomes measures, and performance indicators of the delivery system. Such results and information are used to improve the delivery system and clinical operations in regard to treatment planning and consumer safety issues. Feedback is provided to staff members, with subsequent follow-up to determine the impact on the agency's system of care.

Satisfaction Surveys are conducted on a monthly basis and the survey results are reviewed and are reported to the QM Committee. Program staff are given the results in a summary form.

The HHH QM Program also includes a Work Plan that is established annually, and identifies goals and activities based on an Annual Program Evaluation. The Work Plan includes designated timelines for the project, with identified department / persons responsible for carrying out items on the Work Plan.

Consumer Complaints

Regarding Consumer Complaints, HHH has a policy and procedure for all consumer complaints, grievances, and appeals. This includes documentation and identification of potential problems, actions taken, and demonstrated systems improvement. The QM Committee will track all of these activities and document follow up on all items.

Maintenance of QM Policies & Procedures

HHH assures that it has established and will maintain and regularly update the following QM policies and procedures: (a) Consumer Complaints, Grievances and Appeals, (b) Consumer Safety, (c) Consumer Satisfaction, (d) Disaster Preparedness, (e) Emergency Evacuation, (f) Evidence Based Practice Guidelines, (g) LOCUS/Level of Care Placement, (h) Compliance, (i) Consumer Rights and Orientation, (j) Confidentiality/HIPAA, (k) Treatment Records, (l) Individualized Service Plan, (m) Transition of consumers to other programs, (n) treatment team, (o) use of restraints, (p) restricting consumer rights, and (q) credentialing staff.

Applicant: Helping Hands Hawai'i
RFP No.: HMS 903-11-02-S

4. *Measures of effectiveness that will be reported to the State agency through which grant funds are appropriated.*

HHH will measure the effectiveness of its Neighbors in Need services based on the following measurable outcomes:

- Number of households that have applied for assistance;
- Number of households that are approved for assistance;
- Number of individuals receiving assistance; and
- Number of payments for financial assistance provided, broken down by type of payment.

Outcome measurements will be reported to the appropriate state agency on a quarterly basis to enable them to measure HHH's effectiveness in carrying out the proposed service.

III. Financial**Budget****1. Proposed Program Budget.**

Please refer to the State budget forms enclosed as Attachment A.

2. Anticipated quarterly funding requests for the fiscal year 2011-2012.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$25,000	\$25,000	\$25,000	\$25,000	\$100,000

3. A detailed listing of other potential sources of funding for Fiscal year 2011-2012.

In addition to the funds requested through this proposal, for Fiscal Year (FY) 2011-2012, HHH anticipates receiving funding for NEIGHBORS IN NEED services through the following sources:

Department of Human Services, BESSD: \$77,321

Hawaii Community Foundation: \$50,000

As previously mentioned, the **\$100,000** requested through this proposal will cover only a 12-month period. Of the total requested amount, **\$75,000 (75%)** will be designated for direct financial assistance, while the remaining **\$25,000 (25%)** will be allocated to other direct program costs required to support the service.

If awarded funding, HHH intends to gather program data within the 12-months to demonstrate the level of service that can be provided if costs for Neighbors in Need can be fully covered. HHH will utilize the data it gathers to aggressively pursue funding from outside sources to ensure the continuation of essential Neighbors in Need services for Maui County and the other counties as needed.

IV. Experience and Capability

A. Necessary Skills and Experience

HHH is one of the most cost-effective and efficient not-for-profit organizations in the State of Hawai'i. Since its incorporation in 1974, the agency has acquired the necessary skills, abilities, and knowledge required to successfully continue providing Neighbors in Need services as described within this proposal. More specifically, emergency financial assistance for low-income households in need, primarily distributed through the CCH, has been a core service of the agency for over 30 years.

1. Demonstrated skills, abilities, and knowledge relating to the delivery of the proposed service.

Since its incorporation, the agency's Human Services Division has provided short-term emergency financial assistance payments for essential needs, such as past due rent or utilities. To deliver this service, HHH has developed a strong network of over-200 social service partner agencies that regularly provide referrals to the agency for financial assistance, as well as other services. For the Neighbors in Need program, HHH has developed partner agency relationships specifically with Maui County-based service providers, and is committed to further expanding its provider network in Maui County using the skills and knowledge it has developed through its over 35 years of experience in this area.

The agency has the demonstrated ability and capacity to manage the administration of funding for financial assistance. HHH maintains dedicated program and accounting staff to process and approve requests for emergency financial assistance on a large scale. Specifically, in 2010, HHH assisted a total of 1,164 households (representing 2,317 individuals) and awarded a total of \$214,010 in emergency financial assistance payments. Funding for HHH financial assistance is provided through a combination of private donation funds, as well as grants from Aloha United Way and the Department of Human Services – Benefit, Employment, & Support Services Division (BESSD) to provide short-term emergency payments to households experiencing a financial crisis.

To aid in the effective delivery of financial assistance payments, HHH has developed strong community partnerships with local vendors to ensure that services are provided in a time-sensitive manner that recognizes the urgency of an applicant's request. An examples of these are the partnerships that HHH has developed with local utility providers, such as the Maui Electric Company (MECO), and The Gas Company in regards to emergency financial payments for past due utilities. To ensure that applications are processed promptly, HHH developed a system to notify these utility companies' customer service departments by e-mail as soon as payment for an applicant is approved. This allows the applicant's account to be credited immediately to prevent disconnection of service.

As an agency, HHH also administers a statewide Representative Payee program that monitors finances and bill payment for adults with serious and persistent mental illness (SPMI) that are referred to the agency by the State Department of Health, Adult Mental Health Division (AMHD). HHH has provided Representative Payee services since 1999. Through the Representative Payee program, HHH maintains a caseload of between 500-550 clients statewide, and issues approximately 10,000 check payments a month for various bills owed by program participants. The Representative Payee program is an example that HHH has the capacity as an agency to administer financial assistance payments to a large number of individuals and multiple vendors on a statewide scale.

2. *Experience of the agency relating directly to the delivery of the proposed service.*

HHH has been providing emergency financial assistance as a core component of its services since its incorporation in 1974. Financial assistance has primarily been provided through the CCH program utilizing private donation funds raised through partnerships with the *Honolulu Advertiser* and the *Honolulu Star-Bulletin*.

In 2008, HHH partnered again with the *Honolulu Advertiser*, as well as Hawaii News Now and First Hawaiian Bank, to establish the Neighbors in Need program to assist laid-off workers and their families with essential housing costs, such as rent and utilities. In 2010, HHH received TANF ARRA funding from DHS-BESSD to continue the Neighbors in Need program, and chose to focus its efforts specifically for Maui County households due to the high level of community need in the region.

In addition to the CCH and Neighbors in Need programs, HHH also administers the Homelessness Prevention & Rapid Re-Housing Program (HPRP) to specifically target individuals and families on Oahu who were homeless or at-risk of homelessness due to a sudden unexpected event.

Due to its experience and knowledge in providing financial assistance for Hawaii residents in need, HHH has become well-known as a place to turn when you are in need of help. In 2010, HHH was among the “Top 5” agencies, which Aloha United Way referred to when they received inquiries for either rent or utility payment assistance – receiving a total of 1,044 unique referrals for these services.

3. *Description of projects / contracts implemented in the past five (5) years that are relevant to the proposed service.*

The agency’s experience in delivering the proposed services is demonstrated through the following contracts, which have been implemented over the past five (5) years:

- City & County of Honolulu - Community Development Block Grant (CDBG)
Description: The CDBG contract provides funding to CCH to “connect individuals and families in need of basic living necessities with donated clothing, furniture appliances, other household items, and emergency financial assistance.”
- City & County of Honolulu – Homelessness Prevention & Rapid Re-Housing Program (HPRP)
Description: The HPRP contract provides funding to HHH to provide emergency financial assistance to individuals and families in the City & County of Honolulu who are currently homeless or at immediate risk of homelessness.
- Department of Human Services – TANF MOE
Description: To provide services to Temporary Assistance to Needy Families (TANF) and Temporary Assistance to Other Needy Families (TAONF) eligible households on O’ahu, to assist these families out of poverty.
- Department of Human Services – TANF Non-Recurrent
Description: To provide services to Temporary Assistance to Needy Families (TANF) eligible households statewide to assist these families with school supply assistance, as well as emergency financial assistance payments for first month’s rent, past due rent, past due utilities, and utility deposit.
- Hawaii Community Foundation – Housing Stabilization & SNAP Outreach
Description: To assist in maximizing federal funding for housing stabilization (i.e. housing placement and homelessness prevention), and to increase access to Supplemental Nutrition Assistance Program (SNAP) benefits in Hawai’i.
- Aloha United Way – Homeless Impact Council Funding
Description: To provide emergency financial and material assistance through the Community Clearinghouse to assist low-income households in maintaining long-term housing and the prevention of homelessness.

B. Facilities

HHH Neighbors in Need services will be based at the following location:

Helping Hands Hawai`i
2100 North Nimitz Highway
Honolulu, HI 96813

Although the facility is on the island of Oahu, HHH will maintain strong partnerships with Maui-County based social service providers, which will refer clients directly to the Neighbors in Need program for help. Referring partner agencies can contact HHH program staff on Oahu through telephone, e-mail, fax or standard mail.

In addition, HHH staff will travel to the three islands in Maui County at least twice a year to provide on-site training to Maui County-based community partner agencies. Travel to Kauai and Hawaii will be arranged on an as-needed/requested basis.

V. Personnel: Project Organization and Staffing

A. Proposed Staffing, Staff Qualifications, Supervision and Training

1. *Proposed Staffing.*

Staffing for the Neighbors in Need program will consist of the following positions:

- Program Coordinator;
- Program Assistant

The client:staff ration for the Neighbors in Need program will be 250 applicants whose applications are reviewed by the Program Assistant each month. This staffing pattern is based on the existing staffing pattern for the agency's CCH program on Oahu, in which one staff person is responsible for processing 5,000 applications per year, which averages to 415 applications per month. Based on HHH's previous experience in administering the CCH program, this client:staff ratio appears adequate.

2. *Staff Qualifications.*

Minimum qualifications (i.e. level of education, special licenses, and/or certifications, and work experience) are outlined in agency Job Descriptions, which include both essential and marginal duties to be provided by qualified staff. The established Job Descriptions are the basis of the agency's recruitment process to ensure that applicants are properly screened to meet required qualifications. Upon hire, HHH will also perform additional verification of staff's current and prior relevant background. This includes, but is not limited to: Verification of credentials; Criminal background checks; and Sex offender registry checks.

Please refer to agency Job Descriptions for the above-referenced positions, which are enclosed as Attachment E.

3. *Supervision of Project Staff.*

The Program Coordinator will be responsible for the day-to-day supervision of the Program Assistant. Supervision will be held with staff on a weekly basis, and will include a review of each staff's caseload and pending applications.

Supervision for the Program Coordinator will be provided by the Human Services Program Director.

All HHH staff are evaluated and given feedback on a regular basis by their supervisor, with formal Performance Appraisals to occur at 90 days from the date of hire, and annually thereafter.

4. *Training of Relevant Program Staff.*

Staff training begins with New Hire Orientation. New Hire Orientation is provided by the Human Resources Department. All new employees regardless of their status must complete orientation before employment begins. This training covers employment, benefits, HIPAA, and agency rules and regulations, including but not limited to, confidentiality, code of ethics, and safety procedures.

In addition to general staff training, more specific training will be provided to staff regarding the provision and administration of financial assistance payments. This training is described in further detail below.

Financial Assistance Training

Within 30 days of employment, the Program Coordinator and Program Assistant will receive specific training in the delivery of services for financial assistance. The Program Coordinator and Program Assistant will shadow existing HHH employees who staff equivalent positions within the HPRP and CCH programs. Together with the Human Services Program Director, the existing employees will train the Program Coordinator and Program Assistant on how to review and process applications for financial assistance, as well as how to conduct follow-up contacts with participants. Thereafter, the Program Coordinator and Program Assistant will be updated on new procedures if applicable.

B. Organization Chart

Please refer to the Program-wide and Agency-wide Organizational Charts enclosed as Attachment F.

VI. Other

A. Litigation

HHH does not have any current pending litigation to which it is a party.

B. Licensure or Accreditation

In regards to its behavioral health programs, HHH recently had its accreditation renewed in 2009 by the Commission on Accreditation for Rehabilitation Facilities (CARF) for an additional three-year period through 2012.

A copy of the agency's CARF Accreditation Certificate is enclosed as Attachment G.

Attachment A

Program Budget

BUDGET REQUEST BY SOURCE OF FUNDS
(Period: July 1, 2011 to June 30, 2012)

Applicant: Helping Hands Hawaii

BUDGET CATEGORIES	Total State Funds Requested (a)	(b)	(c)	(d)
A. PERSONNEL COST				
1. Salaries	0			
2. Payroll Taxes & Assessments	0			
3. Fringe Benefits	0			
TOTAL PERSONNEL COST	0			
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island	2,400			airfare @ \$200/ea.
2. Insurance	2,500			
3. Car Rental (Travel)	900			150/rental x 2 trips
4. Lease/Rental of Space	0			
5. Staff Training	300			
6. Supplies	1,200			
7. Telecommunication	300			
8. Utilities	3,642			
9. Professional Fees	6,000			
10. Payroll Charges	417			
11. Audit Fees	2,250			
12. Postage	264			50 pieces/mo. at .
13. Occupancy	100			
14. Cable/Internet	200			
15. Maintenance	1,364			
16. Printing & Publication	1,175			
17. Water	96			
18. Real Property Tax	12			
19. Membership Dues	120			
20. Direct Financial Assistance	75,000			
21. Miscellaneous	1,760			
TOTAL OTHER CURRENT EXPENSES	100,000			
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
E. CAPITAL				
TOTAL (A+B+C+D+E)	100,000			
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	100,000	Scott Morishige	440-3803	
(b) DHS	77,321	Name (Please type or print)	Phone	
(c) Private Foundations	50,000	[Redacted Signature]		
(d)		Signature of Authorized Official	Date	
TOTAL BUDGET	227,321	Scott Morishige, Program Director	Name and Title (Please type or print)	

BUDGET JUSTIFICATION PERSONNEL - SALARIES AND WAGES

Applicant: Helping Hands Hawaii

Period: July 1, 2011 to June 30, 2012

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
None.				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
TOTAL:				
JUSTIFICATION/COMMENTS:				
Not applicable. Staffing costs will be covered by other funding sources.				

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Applicant: Helping Hands Hawaii

Period: July 1, 2011 to June 30, 2012

DESCRIPTION EQUIPMENT	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
None.			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				
JUSTIFICATION/COMMENTS:				
Not applicable.				

DESCRIPTION OF MOTOR VEHICLE	NO. OF VEHICLES	COST PER VEHICLE	TOTAL COST	TOTAL BUDGETED
None.			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				
JUSTIFICATION/COMMENTS:				
Not applicable.				

**BUDGET JUSTIFICATION
CAPITAL PROJECT DETAILS**

Applicant: Helping Hands Hawaii

Period: July 1, 2011 to June 30, 2012

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY: 2009-2010	FY: 2010-2011	FY:2011-2012	FY:2011-2012	FY:2012-2013	FY:2013-2014
PLANS						
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
TOTAL:						
JUSTIFICATION/COMMENTS:						
Not applicable.						

Attachment B
Neighbors in Need
Application Form

Helping Hands Hawai'i

FINANCIAL ASSISTANCE APPLICATION

Client Name: _____ **Date:** _____

Please complete the checklist below before submitting an application. Submitting an incomplete application could result in a delay or denial of the application. Please understand that assistance is NOT guaranteed, and is contingent upon the availability of funding and the applicant meeting all required grant eligibility requirements.

If you have any questions regarding the financial assistance application or wish to submit a completed application, you may send it via fax to (808) 536-7236 or by email at ryamamoto@helpinghandshawaii.org.

REQUIRED DOCUMENTS:

- Completed Application**
(Double check that all items have been completed)
- Government issued photo identification** (ALL adults in household only)
- Birth Certificates or Birth Certificate Waiver** (ALL household members)
- Signed consent for release of information** (Must specify the name of the vendor)
- Rental agreement** (Expired rental agreements will not be accepted)
- Most current statement or bill for ALL monthly expenses**
- Verification of emergency situation**
(i.e. layoff notice, doctor's note, pay stubs showing loss of income, etc.)

INCOME VERIFICATION:

All income verification must be dated within the past 30 days from the date of submission. Social Security benefits must be dated within the past 12 months from the date of submission.

- Verification for any government benefits received**
(TANF, Food Stamps, SSI, Unemployment benefits, retirement, child support, etc.)
- Work pay stubs or a completed Employment Verification Form**
(Please contact staff for the Employment Verification Form)

OTHER DOCUMENTS:

- Past due rent/mortgage notice showing outstanding balance** (Rent/mortgage assistance only)
- Receipt or letter showing that security deposit has been paid** (First month's rent only)
- Completed W-9 from landlord or property manager** (Rent/mortgage assistance only)

Helping Hands Hawaii Financial Assistance Application

Applicant Information						
Last Name		First Name		M.I.		
Address					Unit #	
City			State			Zip Code
Phone Number		<input type="checkbox"/> Male <input type="checkbox"/> Female	U.S Citizen	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date of Birth	

Household Information				
Type of Housing (Public Housing & Section 8 is not eligible for assistance)	<input type="checkbox"/> Private Rental <input type="checkbox"/> Home Owner <input type="checkbox"/> Other: _____			
How long at this address?		Monthly Rent/Mortgage	\$	
Household receives income from the following source(s):				
<input type="checkbox"/> SNAP (Food Stamps)	<input type="checkbox"/> Social Security	<input type="checkbox"/> Unemployment	<input type="checkbox"/> TDI	
<input type="checkbox"/> TANF/GA (Welfare)	<input type="checkbox"/> SSI/SSDI	<input type="checkbox"/> Retirement	<input type="checkbox"/> Childcare Subsidy	
<input type="checkbox"/> Employment	<input type="checkbox"/> Child Support	<input type="checkbox"/> VA Benefits	<input type="checkbox"/> Other: _____	
First & Last Name of Each Household Member (Include the main applicant below)	Relationship to Applicant	Age	Gender (M/F)	Social Security Number (Adults Only)
1.	Self			
2.				
3.				
4.				
5.				
6.				
7.				
8.				
Total Household Size:				

Referral Information			
Case Worker Name		Agency	
Phone Number		Title	
Fax Number		Email	

**Helping Hands Hawaii
Financial Assistance Application**

Situation Assessment
1. Thoroughly describe the applicant's emergency situation and explain why they are currently in need of financial assistance:
2. Explain how this emergency situation was unexpected or beyond the household's control:
3. How has the applicant resolved the emergency situation, and how will they be able to demonstrate financial self-sufficiency for future months?
4. Has the applicant or anyone in the household ever receive financial assistance from a social service agency before? If so, when and through what agency? If within the past 12 months, please explain why financial assistance is still needed.

Requested Assistance		
Type Of Assistance	Amount	Total requested amount of assistance:
<input type="checkbox"/> First Months Rent	\$	<div style="text-align: center;">\$ _____</div> Is the total requested amount of assistance below the \$1000 limit? <input type="checkbox"/> Yes <input type="checkbox"/> No (Applicant is not eligible for assistance)
<input type="checkbox"/> Past Due Rent	\$	
<input type="checkbox"/> Past Due Electric	\$	
<input type="checkbox"/> Past Due Water/Sewer	\$	
<input type="checkbox"/> Past Due Gas	\$	
<input type="checkbox"/> Past Due Mortgage (Neighbor Islands Only)	\$	
Landlord/Property Management Name:		
Landlord/Property Management Phone Number:		

Helping Hands Hawaii Financial Assistance Application

Household Income & Expenses					
Monthly Income	Amount	Staff Use Only	Monthly Expenses	Amount	Staff Use Only
Employment / Wages (Net)			Rent/Mortgage	\$	\$
1.	\$	\$	Electricity	\$	\$
2.	\$	\$	Water/Sewer	\$	\$
3.	\$	\$	Gas	\$	\$
4.	\$	\$	Home Phone	\$	\$
5.	\$	\$	Cell Phone	\$	\$
DHS Cash (Welfare)	\$	\$	Cable	\$	\$
SNAP (Food Stamps)	\$	\$	Food	\$	\$
Social Security	\$	\$	Clothing	\$	\$
Section 8	\$	\$	Car Payment	\$	\$
SSI/SSDI	\$	\$	Car Insurance	\$	\$
Child Support	\$	\$	Gas (Automobile)	\$	\$
Unemployment	\$	\$	Bus Fare/Bus Pass	\$	\$
Veteran's Benefit	\$	\$	Car Maintenance	\$	\$
Alimony	\$	\$	Medical Bills	\$	\$
Other Agencies/Grants	\$	\$	Recreation	\$	\$
TDI	\$	\$	Toiletries	\$	\$
Pension/Retirement	\$	\$	Credit Card(s)	\$	\$
Childcare Subsidy	\$	\$	Loan(s)	\$	\$
	\$	\$	Misc. Debt	\$	\$
	\$	\$		\$	\$
	\$	\$		\$	\$
TOTAL INCOME	\$	\$	TOTAL EXPENSES	\$	\$

Self Sufficiency Test					
\$ _____ Total Monthly Income	-	\$ _____ Total Monthly Expenses	=	\$ _____ Bottom Line	<p>My client's bottom line is zero or higher and below the requested amount of assistance.</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No (Applicant is not eligible)</p>

**Helping Hands Hawaii
Financial Assistance Application**

Statement of Understanding		
Statement	Caseworker Initials	Client Initials
I am applying for assistance because of an emergency situation that was unexpected and beyond the control of me and my household. I have exhausted all other financial resources available to me, which includes family and friends and I am not able to resolve this issue on my own. I am not related to my landlord, or to any vendor that I am requesting financial payment for. I understand that assistance is not guaranteed by Helping Hands Hawaii and is contingent upon the availability of funding and the applicant meeting all required grant eligibility requirements.		
I certify that all information provided on this application is true, accurate, and to the best of my knowledge. I understand that my application will be denied if I have knowingly provided any false information and/or withheld information. I am aware that the time to process my application could take up to six weeks and any fees that occur from the vendor will not be considered for payment.		
If I have any questions or concerns regarding my application, I understand that I must go through my caseworker, rather than contacting Helping Hands Hawaii directly. I am aware that Helping Hands Hawaii will redirect me to my caseworker if I try to contact them directly regarding my application.		
I understand that Helping Hands Hawaii reserves the right to request for additional documentation and/or information at anytime to verify the statements made in this application. It is my responsibility as well as my caseworkers to submit the requested documentation and/or information by the deadlines given to me. I have the right to appeal through my case worker if my application is denied only under the circumstances that I have documentation showing I was wrongfully denied. Appeals must be received in writing within 10 business days from the date I was denied. If I am approved, I understand that assistance is limited to once in a 12-month period.		

By signing below, I certify that I have read and understood all statements listed above. Failure to comply with the statements initialed above will affect your ability to apply for financial assistance with Helping Hands Hawaii in the future, and may affect the referring agency's ability to refer.	
Applicant Name (Print):	Date:
Applicant Signature:	
Case Worker Name (Print):	Date:
Case Worker Signature:	



Financial Assistance Program Application

Consent to Obtain and Release Information

I hereby give permission for Helping Hands Hawaii to obtain and release information to the following individual(s) or organization(s):

AUTHORIZED PARTIES: _____
(Authorized Parties may include landlords, employers, social service agencies, or other individuals or agencies specified above).

With this consent, Helping Hands Hawaii is authorized to share the status of my application, the amount of assistance that I requested, and any information to verify the statements I have made in this application to the vendor listed above. I understand that all verification information provided to Helping Hands Hawaii by myself or by those listed in the application will be kept confidential and will only be used for purposes of my application.

I understand I can withdraw this consent at any time by making a request in writing and understand that it will not apply to any communication made prior to my withdrawal. I am aware that this consent to obtain and release information will expire 90 days after the date I sign and date this consent form.

IMPORTANT: If requesting assistance with a utility bill, the account holder (the individual whose name is printed on the bill) must sign the Consent for Release of Information. HHH will be unable to verify past due utility balances without the authorized consent of the account holder.

Applicant Name (Print):	Date:
Applicant Signature:	

Verification can be sent to us by email to ryamamoto@helpinghandshawaii.org or you can also fax documentation to us at 808-536-7237. If you have any questions, please contact us at 808-440-3881.

Attachment C
HHH Social Service
Partner Agencies

AGENCY NAME	MAILING ADDRESS	CITY	STATE
Aloha Care	1357 Kapiolani, Suite 1250	Honolulu	HI
Aloha Health Care Provider	91-545 Fort Weaver Road	Ewa Beach	HI
Alternate Care Services, Inc.	2153 N. King Street, Ste. 303	Honolulu	HI
American Diabetes Association	1500 S. Beretania Street, Ste. 111	Honolulu	HI
American Red Cross, Hawaii State Chapter	4155 Diamond Head Road	Honolulu	HI
Anonui Health & Wellness	87-118 Kulahahelela Place	Waianae	HI
C&C Work Readiness Program	1505 Dillingham Blvd., #110	Honolulu	HI
Care Hawaii, Inc. - ADAD-ICM Services	606 Coral Street	Honolulu	HI
Care Hawaii, Inc. - CBCM	606 Coral Street	Honolulu	HI
Care Resource Hawaii	680 Iwilei Road, Ste. 660	Honolulu	HI
Case Management Works	737 Bishop Street #2075	Honolulu	HI
Castle Home Care	46-001 Kam Highway, Ste. 212	Kaneohe	HI
Catholic Charities Hawaii - CCSS	200 N. Vineyard Blvd., 4th Floor	Honolulu	HI
Catholic Charities Hawaii - EID Healthy Start	680 Iwilei Road, Ste. 665	Honolulu	HI
Catholic Charities Hawaii - Healthy Start KMP (North Shore)	319 C N. Cane Street	Wahiawa	HI
Catholic Charities Hawaii - Information, Intake & Referral	250 Vineyard Street	Honolulu	HI
Catholic Charities Hawaii - Maililand Transitional Housing Program	87-190 Maliona Street	Waianae	HI
Catholic Charities Hawaii - VCM Unit	200 North Vineyard Blvd.	Honolulu	HI
CCS	810-A North Vineyard Blvd.	Honolulu	HI
Central Oahu CMHC	860 Fourth Street	Pearl City	HI
Central Oahu CMHC - Wahiawa Counseling Svc.	910 California Avenue	Wahiawa	HI
Central Union Church	1660 S. Beretania St.	Honolulu	HI
Child & Family Service (CFS) - Immigrant and Refugee Program	200 N. Vineyard Blvd., Bldg. B	Honolulu	HI
Child & Family Service (CFS) - Domestic Violence Transitional Hous	200 N. Vineyard Blvd., Suite B	Honolulu	HI
Child & Family Service (CFS) - Employment Core Services	200 North Vineyard Blvd. Bldg. B	Honolulu	HI
Child & Family Service (CFS) - Enhanced Healthy Start Program	91-1841 Fort Weaver Road	Ewa Beach	HI
Child & Family Service (CFS) - Healthy Start Waianae	87-1644 Farrington Highway	Waianae	HI
Child & Family Service (CFS) - Honolulu Gerontology Program	200 N. Vineyard Blvd., Bldg. B	Honolulu	HI
Children with Special Health Needs	741 Sunset Avenue	Honolulu	HI
City & County of Honolulu - FSS Program	51 Merchant Street, 2nd Floor	Honolulu	HI
Co-Cathedral of St. Theresa of the Child Jesus	712 North School Street	Honolulu	HI
Communities in Schools of Hawaii	94-366 Pupupani St., Ste. 303	Waipahu	HI
Community Empowerment Services	1110 University Avenue, Ste. 205	Honolulu	HI
Consuelo Foundation	110 N. Hotel Street	Honolulu	HI
DDMF (Disadvantaged Disabled Minorities Foundation)	710 Spencer Street	Honolulu	HI
Deaprtment of Veterans Affairs - VA Pacific Islands Health Care Sys	459 Patterson Road, #116	Honolulu	HI

Department of Education - CSSS	46-169 Kam Highway	Kaneohe	HI
Department of Education - SBBH	94-521 Farrington Highway	Waipahu	HI
Department of Veterans Affairs - Primary Care / Outpatient Clinic	459 Patterson Road	Honolulu	HI
Department of Veterans Affairs - VA Homeless Program	459 Patterson Road	Honolulu	HI
Department of Veterans Affairs -Center for Aging	459 Patterson Road, Bldg. 110	Honolulu	HI
DHS - Adult Protective Services (APS)	420 Waiakamilo Road, Rm. 300-A	Honolulu	HI
DHS - Adult Services Unit	420 Waiakamilo Road, Rm. 300-A	Honolulu	HI
DHS - BESSD (Oahu Branch)	820 Mililani Street, Suite 710	Honolulu	HI
DHS - Central Child Welfare Services, Unit 1	601 Kamokila Road, Rm. 135	Kapolei	HI
DHS - Central Child Welfare Services, Unit 2	601 Kamokila Road, Rm. 135	Kapolei	HI
DHS - Central Permanency Unit	420 Waiakamilo Road, Ste. 300-B	Honolulu	HI
DHS - Child Welfare Services (Oahu Special Services Case Mgmt.)	601 Kamokila Blvd., Rm. 172	Kapolei	HI
DHS - Child Welfare, Intake 2	420 Waiakamilo Road, Ste. 300-A	Honolulu	HI
DHS - Diamond Head Child Welfare Services Section	420 Waiakamilo Road, Ste. 300-B	Honolulu	HI
DHS - Diamond Head Child Welfare Unit 2	420 Waiakamilo Road, Ste. 300-B	Honolulu	HI
DHS - First-to-Work (Wahiawa)	1008 California Avenue, Bldg. B	Wahiawa	HI
DHS - First-to-Work (Waipahu)	94-275 Mokuola Street #105	Waipahu	HI
DHS - HCDCH - Oahu Management Unit 5	1220 Aala Street	Honolulu	HI
DHS - HCDCH - Resident Services	1002 N. School Street	Honolulu	HI
DHS - HPHA Management Unit 1, Puuwai Momi Office	c/o 677 Queen Street	Honolulu	HI
DHS - Iwilei Unit	333 N. King Street, Rm. 200	Honolulu	HI
DHS - Kailua Unit	45-513 Luluku Road	Kaneohe	HI
DHS - Kalihi Unit	420 Waiakamilo Road, Ste. 101	Honolulu	HI
DHS - Kuakini Unit	420 Waiakamilo Road, Ste. 117C	Honolulu	HI
DHS - Leeward Child Welfare Services, Unit 1	91-1821 Fort Weaver Road	Ewa Beach	HI
DHS - Leeward Child Welfare Services, Unit 2	86-080 Farrington Highway #201	Waianae	HI
DHS - Nursing Home Without Walls	420 Waiakamilo Road, Suite 300A	Honolulu	HI
DHS - Palama Unit	420 Waiakamilo Road, Ste. 101	Honolulu	HI
DHS - Pauahi Unit	333 N. King Street, Rm. 201	Honolulu	HI
DHS - Pawa Unit	677 Queen Street, Ste. 4008	Honolulu	HI
DHS - Wahiawa Unit	929 Center Street	Wahiawa	HI
DHS - Windward Unit	46-005 Kawa Street #307	Kaneohe	HI
Diamond Head Community Mental Health Center	3627 Kilauea Avenue, #408	Honolulu	HI
Division of Vocational Rehabilitation (DVR)	600 Kapiolani Blvd., #301	Honolulu	HI
Division of Vocational Rehabilitation (DVR) - Metro Section	600 Kapiolani Blvd., #302	Honolulu	HI
Division of Vocational Rehabilitation (DVR) - Windward Section	600 Kapiolani Blvd	Honolulu	HI
DOH - CAMHD - Kalihi-Palama Family Guidance Center	2045 Kam IV Road	Honolulu	HI

DOH - Developmental Disabilities Division, Case Mgmt. Unit 2	1250 Punchbowl Street	Honolulu	HI
DOH - Developmental Disabilities Division, Case Mgmt. Unit 5	801 Dillingham Blvd. Rm. 200	Honolulu	HI
DOH - Leeward Oahu PHN Section	94-275 Mokuola Street #101	Waipahu	HI
DOH - TB Control Program (Lanakila Health Center)	1700 Lanakila Ave.	Honolulu	HI
DOH - West Honolulu PHN Section	1700 Lanakila Ave.	Honolulu	HI
DOH - WIC Services Branch	235 S. Beretania St., Ste. 701	Honolulu	HI
Domestic Violence Action Center	P.O. Box 3198	Honolulu	HI
Drug Addiction Services of Hawaii (DASH)	1130 N. Nimitz, Suite C302	Honolulu	HI
Easter Seals Hawaii - Kailua	345 Hahani Street, Unit A1	Kailua	HI
Easter Seals Hawaii - Kapolei Early Intervention Program	94-144 Farrington Highway #115	Waipahu	HI
Easter Seals Hawaii - Sultan Early Intervention Program	710 Green Street	Honolulu	HI
Easter Seals Hawaii - Waipahu Early Intervention Program	94-144 Farrington Highway #115	Waipahu	HI
Employment Training Center	874 Dillingham Blvd., Bldg. 3	Honolulu	HI
Family Court VGAL Program	777 Punchbowl Street	Honolulu	HI
Family Promise of Hawaii	69 N. Kainalu Drive	Kailua	HI
Family Services Center	2319 Rose Street	Honolulu	HI
Fleet and Family Support Center - New Parent Support Home Visitor	4827 Bougainville	Honolulu	HI
FMCNA Honolulu Dialysis Center	226 N. Kuakini Street	Honolulu	HI
FMCNA Kapolei Dialysis Center	555 Farrington Highway	Kapolei	HI
FMCNA Pearlridge Dialysis Center	98-1005 Moanalua Road, Suite 420	Aiea	HI
FMCNA Wahiawa Dialysis Center	850 Kilani Avenue	Wahiawa	HI
FMCNA Windward Dialysis	45-480 Kaneohe Bay Drive #D9	Kaneohe	HI
Foster Family Programs of Hawaii	94-428 Mokuola Street, Suite 103	Waipahu	HI
Freedom Recovery Services	1314 S. King Street #516	Honolulu	HI
Goodwill Industries of Hawaii - Employment 1st	677 Queen Street, Ste. 400A	Honolulu	HI
Goodwill Industries of Hawaii - Employment Works, Unit II	98-029 Hekaha Street, Bldg 5, Ste. 35	Aiea	HI
Goodwill Industries of Hawaii - Job Connections Program	680 Ala Moana Blvd., #403	Honolulu	HI
Goodwill Industries of Hawaii- Employment & Training Program	98-030 Hekaha Street, Bldg. 7, Ste. 31	Aiea	HI
Governor's Office of Information	415 S. Beretania Street	Honolulu	HI
Hale Kipa - Hawaii Advocate Program	615 Piikoi Street, Ste. 201	Honolulu	HI
Hale Na`au Pono - ICM Division	86-226 Farrington Highway	Waiane	HI
Hale O Honolulu Clubhouse	780 S. Beretania St.	Honolulu	HI
Hawaii Air National Guard - Family Program	630 Mamala Bay Drive	Hickam AFB	HI
Hawaii Center for Independent Living (HCIL)	414 Kuwili Street, Suite 102	Honolulu	HI
Hawaii Families as Allies	99-209 Moanalua Road, Suite 305	Aiea	HI
Hawaii Family Services	87-227 St. John's Road	Waianae	HI
Hawaii Home Ownership Center (HHOC)	560 N. Nimitz Highway, #213	Honolulu	HI

HCAP - Oahu Head Start	33 S. King Street #300	Honolulu	HI
Hina Mauka	45-845 Po`okela Street	Kaneohe	HI
Ho`okupuono	1505 Dillingham Blvd., Ste. 215	Honolulu	HI
Ho`omau Ke Ola	85-761 Farrington Highway	Waiane	HI
Ho`opono - Rehab. Center for the Blind & Visually Impaired	1901 Bachelot Street	Honolulu	HI
Honolulu Vet Center	1680 Kapiolani Blvd., F-3	Honolulu	HI
Hope Chapel - Koolauloa (Hopeful Hearts & Giving Hands)	P.O. Box 482	Kahuku	HI
Housing Solutions	2734 S. King St.	Honolulu	HI
Insitute for Human Services (I.H.S.) - Homeless Outreach	546 Kaaahi Street	Honolulu	HI
Institute for Human Services (I.H.S.) - Housing Dept.	350 Sumner Street	Honolulu	HI
Institute for Human Services (I.H.S.) - ICM Case Management	546 Kaaahi Street	Honolulu	HI
Kaiser Permanente - Kaiser Home Health	3288 Moanalua Road	Honolulu	HI
Kalihi-Palama Health Center	915 N. King Street	Honolulu	HI
Kalihi-Palama Health Center - Healthcare for the Homeless	904 Kohoa Street, Ste. 307	Honolulu	HI
Kalihi-Palama Health Center - WIC Program	938 E. Austin Lane	Honolulu	HI
Kapiolani Early Intervention Services Central Program	1600 Kapiolani Blvd. #1401	Honolulu	HI
Kapiolani Medical Center - Women & Children	1319 Punahou Street	Honolulu	HI
Kapiolani Medical Center at Pali Momi - Social Services Dept.	94-1079 Moanalua Road	Aiea	HI
Kapiolani WIC Program	1319 Punahou Street, Bingham Bldg. Rm. B2	Honolulu	HI
Kapolei High School	91-5007 Kapolei Parkway	Kapolei	HI
Ke Ola Mamo	1505 Dillingham Blvd. #205	Honolulu	HI
Keiki o Ka Aina Family Learning Centers	3030 Kalihi Street	Honolulu	HI
Ko`olauloa Community Health & Wellness Center	P.O. Box 395	Kahuku	HI
Kokua Kalihi Valley (KKV) - Comprehensive Family Services	2239 N. School Street	Honolulu	HI
Kulana Malama	91-1360 Karayan Street	Ewa Beach	HI
Kulia Na Mamo	1108 Fort Street Mall, #2A	Honolulu	HI
Kupuna Ohana Hale - Waianae	84-522 Manuku Street	Waianae	HI
Lanakila Early Childhood Services Program	1700 Lanakila Ave., Rm. 210	Honolulu	HI
Legal Aid Society of Hawaii	924 Bethel Street	Honolulu	HI
Liberty Dialysis Hawaii	2226 Liliha Street, Suite 226	Honolulu	HI
Life Foundation - Client Services / Case Management	677 Ala Moana Boulevard, #226	Honolulu	HI
Linapuni Elementary School	1434 Linapuni St.	Honolulu	HI
Lokahi Behavioral Health	1188 Bishop Street, Ste. 1107	Honolulu	HI
Lokahi (KHON)			
Maluhia Long Term Care Facility	1027 Hala Drive	Honolulu	HI
Manakai O Malama	932 Ward Avenue, 6th Floor	Honolulu	HI
Maternal & Child Health (MCH) - LEND Program	1319 Punahou Street	Honolulu	HI

Mililani Presbyterian Church	95-410 Kuahelani Avenue	Mililani	HI
Nanakuli High and Intermediate	89-980 Nanakuli Avenue	Waianae	HI
Neighborhood Place of Puna	P.O. Box 2020	Pahoa	HI
Network Enterprises, Inc.	680 Iwilei Road, Suite. 693	Honolulu	HI
New Hope Oahu - Community Care Ministries	290 Sand Island Access Rd.	Honolulu	HI
New Parent Support Program	P.O. Box 63073	Kaneohe	HI
North Shore Mental Health (NSMH)	56-119 Pualalea Street	Kahuku	HI
Oahu Work Links - Waipahu	94-275 Mokuola Street, #300	Waipahu	HI
Office of the Public Guardian	P.O. Box 2495	Honolulu	HI
Office for Social Ministry	140-B Holomua St.	Hilo	HI
Ohana Ola O Kahumana	86-433 Kuwale Road	Waianae	HI
Once-a-Month Church	P.O. Box 117	Haleiwa	HI
Pacific Gateway Center	720 N. King Street	Honolulu	HI
PACT - Early Head Start / Head Start	1485 Linapuni Street, Ste. 105	Honolulu	HI
PACT - Economic Development Center (EDC)	1485 Linapuni Street	Honolulu	HI
PACT - Family Center KPT	1485 Linapuni Street, Ste. 103	Honolulu	HI
PACT - Family Peace Center	1485 Linapuni Street	Honolulu	HI
PACT - Hana Like Home Visitor Program (Diamond Head)	1505 Dillingham Blvd. #214	Honolulu	HI
PACT - Hana Like Home Visitor Program (Kaneohe)	45-955 Kam Hwy. #404	Kaneohe	HI
PACT - Hana Like Home Visitor Program (Koolauloa)	54-316 Kam Hwy.	Hauula	HI
PACT - Hana Like Home Visitor Program (Waimanalo)	41-038C Wailea St.	Waimanalo	HI
PACT - Hana Like Home Visitor Program (West Honolulu)	1505 Dillingham Blvd. #208	Honolulu	HI
PACT - Intensive Support Services / Multisystemic Therapy	1485 Linapuni Street, Ste. 105	Honolulu	HI
PACT - Kaneohe Community Family Center	46-028 Kawa Street, Ste. A-10	Kaneohe	HI
PACT - Koolauloa Early Head Start	P.O. Box 367	Kahuku	HI
PACT - Multisystemic Therapy (MST)	1485 Linapuni Street, Ste. 105	Honolulu	HI
PACT - Ohia Shelter	1485 Linapuni Street	Honolulu	HI
Palama Settlement - Neighborhood Dev. & Comm. Outreach Progra	810 N. Vineyard Blvd.	Honolulu	HI
Papakolea Community Development Association	2150 Tantalus Drive	Honolulu	HI
Parent/Child Development Center	P.O. Box 2873	Waianae	HI
PARENTS, Inc.	45-955 Kam Hwy. #403	Kaneohe	HI
Partners in Development Foundation	31 Coelho Way	Honolulu	HI
Poailani Inc.	553 Kawainui Street	Kailua	HI
Project Dana - Moilili Hongwanji Buddhist Temple	902 University Avenue	Honolulu	HI
Public Health Nursing - Diamond Head Mental Health Center	3627 Kilauea Avenue, #311	Honolulu	HI
QLCC - Honolulu Unit	1300-A Halona Street	Honolulu	HI
QLCC - Koolau Poko Unit	46-316 Haiku Road	Kaneohe	HI

QLCC - Maui Unit	1791 Wili Pa Loop	Wailuku	HI
Queen Emma Clinics	1301 Punchbowl Street	Honolulu	HI
Queen's Medical Center - Community Based Programs	1301 Punchbowl Street	Honolulu	HI
Responsive Caregivers of Hawaii	98-1247 Kaahumanu Street, Ste. 219B	Aiea	HI
River of Life Mission - Social Work Department	P.O. Box 37939	Honolulu	HI
Salvation Army - Family Services Office (FSO)	320 Ward Avenue, #109	Honolulu	HI
Salvation Army - Family Treatment Services (Ke Ola Pono)	845 22nd Avenue	Honolulu	HI
Samoan Service Providers Association (SSPA)	1485 Linapuni Street #122	Honolulu	HI
Special Education Center of Hawaii (SECOH)	708 Palekana Street	Honolulu	HI
St. Damien Catholic Parish	P.O. Box 1948	Kaunakakai	HI
St. Francis Medical Center - Utilization Mgmt. Dept.	2330 Liliha Street	Honolulu	HI
St. Patrick's Outreach	2117 Palolo Avenue	Honolulu	HI
Susannah Wesley Community Center	1117 Kaili Street	Honolulu	HI
The Institute for Family Enrichment (TIFFE)	615 Piikoi Street, Suite 105	Honolulu	HI
TJ Mahoney & Associates - Mahoney Hale	904 Kaamahu Place	Honolulu	HI
Tripler Army Medical Center - Army New Parent Support Program	Tripler Army Med. Ctr. (ATTN: MCHK-PVH)	Tripler AMC	HI
U.S. Vets - Waianae Civic Center	85-638 Farrington Highway	Waianae	HI
USS Port Royal			
Victim / Witness Kokua Services	1060 Richards Street	Honolulu	HI
Wahiawa General Hospital - Social Services / Discharge Planning	128 Lehua Street	Wahiawa	HI
Wahiawa WIC Agency	830 California Avenue, Bldg. 2	Wahiawa	HI
Waianae Coast Christian Women's Job Corps	87-1948 Mohiki Street	Waianae	HI
Waianae Coast Community Mental Health Center - ACT	86-226 Farrington Highway	Waianae	HI
Waianae Coast Community Mental Health Center - CBCM	86-226 Farrington Highway	Waianae	HI
Waianae Coast Comprehensive Health Center	86-260 Farrington Highway	Waianae	HI
Waianae Coast Comprehensive Health Center - Community Health	86-260 Farrington Highway	Waianae	HI
Waianae Community Outreach	87-217 St. John's Road	Waianae	HI
Waianae Intermediate School	85-656 Farrington Highway	Waianae	HI
Waikiki Health Center - Care-a-Van Program	277 Ohua Avenue	Honolulu	HI
Waimanalo Health Center	41-1341 Kalaniana'ole Highway	Waimanalo	HI
Waipahu Aloha Clubhouse	94-091 Waipio Pt. Access Road	Waipahu	HI
Wells of Blessings Ministry	45-850 Luana Pl. #L	Kaneohe	HI
Windward Spouse Abuse Shelter	P.O. Box 1955	Kailua	HI
WorkNet, Inc.	1020 Isenberg Street	Honolulu	HI
YWCA O`ahu - Ways to Work Program	1040 Richards Street	Honolulu	HI
Hawaii Army National Guard - State Family Program	3949 Diamond Head Rd.	Honolulu	HI

Attachment D

Letters of Support:

- **Office for Social Ministry**
 - **The Gas Company**
- **Catholic Charities Hawaii**
- **Saint Damien Catholic Parish**
- **Legal Aid Society of Hawaii**



Diocese of Honolulu

Roman Catholic Church in the State of Hawai'i

January 25, 2011

Ms. Jan M. Harada
President & Chief Executive Officer
Helping Hands Hawaii
2100 N. Nimitz Highway
Honolulu, HI 96819

RE: Letter of Support

Dear Ms. Harada:


Thank you for this opportunity to write in support of Helping Hands Hawai'i's Neighbors in Need program. Broadening your scope thus providing emergency financial assistance for low-income families residing in Maui County is much needed relief to those directly impacted by the recent economic recession.

Helping Hands Hawaii provides a very important service by helping to meet a vital need in our community by linking low-income individuals and families with financial assistance and other critical social services. Our intake coordinators at four parish sites in Central Oahu and East Honolulu are currently partnering with your agency along with our team on Molokai and soon, Maui. Our partnership became especially strengthened when the Neighbors in Need program became available following the closing of Aloha Airlines and Molokai Ranch. Neighbors in Need funds offered a life line of hope at a time when so many in the community felt their circumstances were hopeless. Making this fund available to Maui and Lanai will certainly those communities by filling gaps that other social service agencies cannot provide, to include past due utility and rent payments. Molokai residents continue to struggle with the highest unemployment rate in the state and job opportunities are scarce so any and all help for that island is especially critical.

The people to whom we serve as well as our staff are both grateful for the services that Helping Hands Hawaii provides and the positive ways in which you provide dignity and hope to individuals and families left vulnerable throughout our communities.

I am happy to support your efforts to expand services for the neighbor island communities. If you have any questions, please do not hesitate to contact me at 203-6702.

Mahalo,


Iwie Tamashiro, Program Director
Office for Social Ministry
Diocese of Honolulu

Administrative Office 140-B Holomua St., Hilo, HI 96720 • Phone 808-935-3050 • Fax 808-935-3794 • Toll Free 1-877-935-3050 • cignacio@rcchawaii.org

Parish Social Ministry 6301 Pali Highway, Kaneohe, HI 96744-5298 • Phone 808-203-6702, 808-203-6734 • Toll Free 1-877-263-8855 ext 702 or 734

Fax/TTY 808-262-3728 • itamashiro@rcchawaii.org or renomoto@rcchawaii.org • parishsocialministry@rcchawaii.org



A United Way Agency

Kukui - An ancient Hawaiian source for healing and symbol of enlightenment.

THE GAS COMPANY

P.O. Box 3000
Honolulu, Hawaii 96802-3000
www.hawaiigas.com

January 24, 2011

Ms. Jan M. Harada
Chief Executive Officer
Helping Hands Hawaii
2100 N. Nimitz Highway
Honolulu HI 96819

Re: Letter of Support

Dear Ms. Harada:

Thank you for this opportunity to write in support of Helping Hands Hawai'i's efforts to expand emergency financial assistance for the County of Maui.

Your agency's programs help to meet a vital need in our community by linking low-income individuals and families with financial assistance and other critical social services, including the payment of past due utility bills. In particular, the Neighbors In Need program has in the past helped to assist The Gas Company's customers in the Maui County who had fallen behind on their bills due to an unexpected emergency event, such as illness, or loss of employment.

Our customers, as well as our over 300 employees, are both grateful for the services that Helping Hands Hawai'i provides our community.

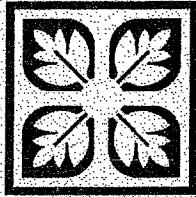
Once again, I am happy to support Helping Hands' efforts to expand services for the entire State of Hawai'i. If you have any questions, please feel free to contact Cilicia Laboy at 808.594.5555.

Mahalo Nui Loa,



Thomas Young
Sr. Vice President & Chief Operating Officer

:cjl
CC: File



CATHOLIC CHARITIES HAWAII

211 Kaulawahine Street
Kahului, Hawaii 96732

January 27, 2011

Ms. Jan M. Harada
President & Chief Executive Officer
Helping Hands Hawaii
2100 N. Nimitz Highway
Honolulu, HI 96819

RE: Letter of Support

Dear Ms. Harada:


Thank you for this opportunity to write in support of Helping Hands Hawaii's Neighbors in Need program, which will provide emergency financial assistance for low-income families in need residing in Maui County who have been directly impacted by the recent economic recession.

I believe that Helping Hands Hawaii is helping to meet a vital need in our community by linking low-income individuals and families with financial assistance and other critical social services. The Neighbors in Need program will provide needed services for the Maui County residents by providing services such as past due utility and rent payments.

Our agency's clients, our staff, and the general Maui community are grateful for the services and financial assistance that Helping Hands Hawaii provides.

I am happy to support Helping Hands Hawaii's efforts to expand your services for the neighbor island communities. If you have any questions, please do not hesitate to contact me at (808) 872-6250.

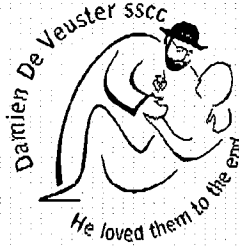
Mahalo


Thelma Akita-Kealoha
Maui Community Director
Catholic Charities Hawaii

SAINT DAMIEN CATHOLIC PARISH

St. Vincent Ferrer Church
Maunaloa

St. Sophia Church
Kaunakakai



St. Joseph Church
Kamalo

Our Lady of Seven Sorrows Church
Kaluafaha

January 25, 2011

Ms. Jan M. Harada
President & Chief Executive Officer
Helpings Hands Hawaii
2100 N. Nimitz Highway
Honolulu, HI 96819

RE: Letter of Support

Dear Ms. Harada:

Thank you for this opportunity to write in support of Helping Hands Hawaii's Neighbors in Need program, which will provide emergency financial assistance for low-income families in need of residing in Maui County who have been directly impacted by the recent economic recession.

Helping Hands Hawaii provides a vital service by helping to meet a vital need in our community by linking low-income individuals and families with financial assistance and other critical social services. In particular, the Neighbors in Need program will provide needed services for the Maui County residents by filling gaps that other social service agencies cannot provide, such as past due utility and rent payments.

Our agency's clients, as well as our staff, are both grateful for the services that Helping Hands Hawaii provides.

Once again, I am happy to support Helping Hands Hawaii's efforts to expand your services for the neighbor island communities. If you have any questions, please do not hesitate to contact me at 646-0269.

Mahalo,


Leoda Shizuma
Parish Social Ministry Coordinator
St. Damien's Catholic Parish

LEGAL AID
SOCIETY OF HAWAII

Telephone: (808) 565-6089, Fax: (808) 565-6089
PO Box 630315, (730 Lanai Ave #129), Lanai City, Hawaii
96793

George J. Zivalbel, Esq.
President, Board of Directors

M. Nalani Fujimori Kainu, Esq.
Executive Director

January 24, 2011

Ms. Jan M. Harada
President & Chief Executive Officer
Helping Hands Hawaii
2100 N. Nimitz Highway
Honolulu, HI 96819

RE: Letter of Support

Dear Ms. Harada:

Thank you for this opportunity to write in support of Helping Hands Hawaii's Neighbors in Need program, which will provide emergency financial assistance for low-income families in need residing in Maui County who have been directly impacted by the recent economic recession.

Helping Hands Hawaii provides a vital service by helping to meet a vital need in our community by linking low-income individuals and families with financial assistance and other critical social services. In particular, the Neighbors in Need program will provide needed services for the Maui County residents by filling gaps that other social service agencies cannot provide, such as past due utility and rent payments.

Our agency's clients, as well as our staff, are both grateful for the services that Helping Hands Hawaii provides.

Once again, I am happy to support Helping Hands Hawaii's efforts to expand your services for the neighbor island communities. If you have any questions, please do not hesitate to contact me at 565-6089.

Mahalo,



LAVERNE P. KANNO
Paralegal- Lanai Office

Attachment E
Job Descriptions

Helping Hands Hawaii Job Description

Position: Program Assistant (Neighbor Islands)
Reports To: Program Coordinator
Division: Human Services
Department: Neighbors in Need
Type: Full Time
FLSA Status: Hourly, Non-Exempt
EEO Code: 5 – Administrative Support Workers
Location: 2100 N. Nimitz Hwy. Honolulu, HI 96819

OBJECTIVES:

To perform a variety of administrative tasks and projects, related to the Community Clearing House, to include the review of applications for assistance received from the islands of Hawai'i, Maui, Kaua'i, Moloka'i, and Lana'i. Assist in coordinating events between departments and programs of Helping Hands Hawaii, as well as with social service partner agencies. To comply with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Assist, research and follow-up on clients and community partners with questions, concerns, and comments.
2. Works collaboratively with the Program Coordinator in responding to requests for information and referral.
3. Process and maintain applications for financial assistance, including the completion of applications.
4. Review income and expense information submitted with applications for financial assistance, and provide financial literacy services to clients if required.
5. Assists the Program Director and Program Coordinator in planning and coordinating activities for the Community Clearing House.
6. Coordinates, schedules and trains office volunteers.
7. Complete administrative tasks, which include but may not be limited to; forms processing, data entry, photocopying, word processing and filing.
8. Assists with other Community Clearing House clients / donors as needed and/or directed.
9. Assists with answering incoming phone lines and routes to appropriate departments and/or contact person.

SUPERVISORY RESPONSIBILITIES:

N/A

REPORTING REQUIREMENTS:

As directed by the Program Coordinator and/or Program Director.

OTHER DUTIES:

1. Develop and maintain cooperative relationships and positive communication with other Helping Hands Hawaii staff, volunteers, corporate, school and community partners.
2. Performs additional related responsibilities as assigned by Program Coordinator.

Note: The Company reserves the right to assign additional duties and to add, delete or modify any essential or marginal job functions.

WORKING CONDITIONS:

Indoors, office setting, occasionally outdoors; may travel to see employees, other program sites, meeting sites, etc. as required by the job.

WORKING HOURS:

Primarily Monday – Friday, 8:00 a.m. to 4:30 p.m. Additional hours may be required to meet business needs.

EQUIPMENT USE:

Personal computer, Audix PBX telephone system, standard office equipments and tools.

MENTAL & PHYSICAL DEMANDS:

1. Duties require the use of considerable initiative and judgment.
2. Work under minimal supervision and direction.
3. Requires working under deadlines and pressure.
4. Requires dealing with difficult people or situations.
5. Establishes and maintains cooperative and productive work relationships.
6. Requires sitting for an extended period of time.
7. Requires traveling to various business locations as required by the job.

COMMUNICATION DEMANDS:

Requires communicating effectively both orally and in writing in the English language; giving instructions or directions to others; and seeking information from a variety of sources.

MINIMUM QUALIFICATIONS:

1. High School Diploma or equivalent and two (2) years of progressive job-related experience where knowledge and abilities have been demonstrated, preferably in the Human Services environment.
2. Extensive working knowledge of computer programs including but not limited to Microsoft Word and Excel, Power Point and other database operational software.
3. Ability to work directly and collaboratively with diverse persons and programs found in a multi-faceted agency and community.
4. Ability to organize, direct, review and evaluate activities and volunteers.
5. Effective Communication skills (listening, speaking and writing) with proven ability to take and relay detailed and accurate information.
6. Detail oriented and ability to multi-task.
7. Valid Driver's license and willingness to use properly insured vehicle.

PREFERRED QUALIFICATIONS:

1. BA in social sciences and/or related field preferred.

COMPANY RIGHTS:

The above information has been designated to indicate the general nature and level of work performed for this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of the employee assigned to this job. This job description does not constitute an employment contract. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

I, (print name) _____, hereby acknowledge and accept all responsibilities as the Program Assistant.

Signature: _____

Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: Program Coordinator
Reports To: Program Director
Division: Human Services
Department: Neighbors in Need
Type: Full-time
FLSA Status: Salary; Exempt
EEO Code: 1 – Officials and Managers
Location: 2100 N. Nimitz Highway, Honolulu, HI 96819

OBJECTIVES:

Provides general coordination and day-to-day supervision of staff responsible for emergency financial assistance and other social services targeted at low-income communities, primarily on the Neighbor Islands. Works together with the Program Director to ensure compliance with all State and Federal grant requirements relating to the provision of services. Ensure compliance with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Assists the Program Director in developing, implementing and evaluating policies and procedures for the provision of emergency financial assistance and other social services available through the Community Clearinghouse. Recommend new approaches and/or amend existing policies and procedures to effect continual improvement of efficiency of program services.
2. Develop and establish collaborative relationship with community service providers, including providers on the neighbor islands, to ensure delivery of services for the community.
3. Promote and maintain effective and cooperative relationships with appropriate public and non-profit community agencies, schools, private corporations, funding sources, and other professionals.
4. Reviews applications for emergency financial assistance and related social services, and determines eligibility to receive such payments through the Community Clearinghouse.
5. Provide day-to-day supervision for Community Clearinghouse staff who are responsible for the provision of emergency financial assistance and other related social services.

SUPERVISORY RESPONSIBILITIES:

1. Recruit and train volunteers and ensure that the program is optimally staffed.
2. Ensure that reports and documents are submitted in an accurate and timely manner.

REPORTING REQUIREMENTS:

1. Prepare periodic written and/or verbal reports to the Program Director as necessary/required.
2. Prepare and submit statistical reports associated with the program as needed/required.

OTHER DUTIES:

1. Performs other duties as assigned by the Program Director.

Note: The Company reserves the right to assign additional duties and to add, delete, or modify any essential or marginal job functions.

WORKING CONDITIONS:

Indoors, office setting, occasionally outdoors; may travel to see employees, other program sites, meeting sites, etc. as required by the job.

WORKING HOURS:

Primarily Monday – Friday, 8:00 a.m. to 4:30 p.m. Additional hours may be required to meet business needs.

EQUIPMENT USE:

Personal computer, standard office equipments and tools.

MENTAL & PHYSICAL DEMANDS:

1. Duties require the use of considerable initiative and judgment.
2. Work under minimal supervision and direction.
3. Requires working under deadlines and pressure.
4. Requires dealing with difficult people or situations.
5. Establishes and maintains cooperative and productive work relationships.
6. Requires sitting for an extended period of time.
7. Requires traveling to various business locations as required by the job.

COMMUNICATION DEMANDS:

Requires communicating effectively both orally and in writing in the English language; giving instructions or directions to others; and seeking information from a variety of sources.

MINIMUM QUALIFICATIONS:

1. Bachelor's degree in social science field from an accredited college or university and one (1) year of progressive work experience in the Human Services environment.
2. An exception maybe made for the above-mentioned educational requirements, on an individual case-by-case basis, if a candidate meets the following combination of required minimum education & experience:
 - a. HS diploma or equivalent, and four (4) years of progressive job-related experience where knowledge and abilities have been demonstrated, preferably in the Human Services environment.
3. Effective communication skills (i.e. verbal/written and listening skills).
4. Working knowledge of Windows and other MS programs.
5. Ability to work directly, cooperatively and collaboratively with multi-faceted and multi-ethnic programs, staff, and volunteer force.
6. Valid Driver's license and willingness to use properly insured car.

PREFERRED QUALIFICATIONS:

1. Relevant program development experience.
2. Prior supervisory experience.

COMPANY RIGHTS:

The above information has been designated to indicate the general nature and level of work performed for this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of the employee assigned to this job. This job description does not constitute an employment contract. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

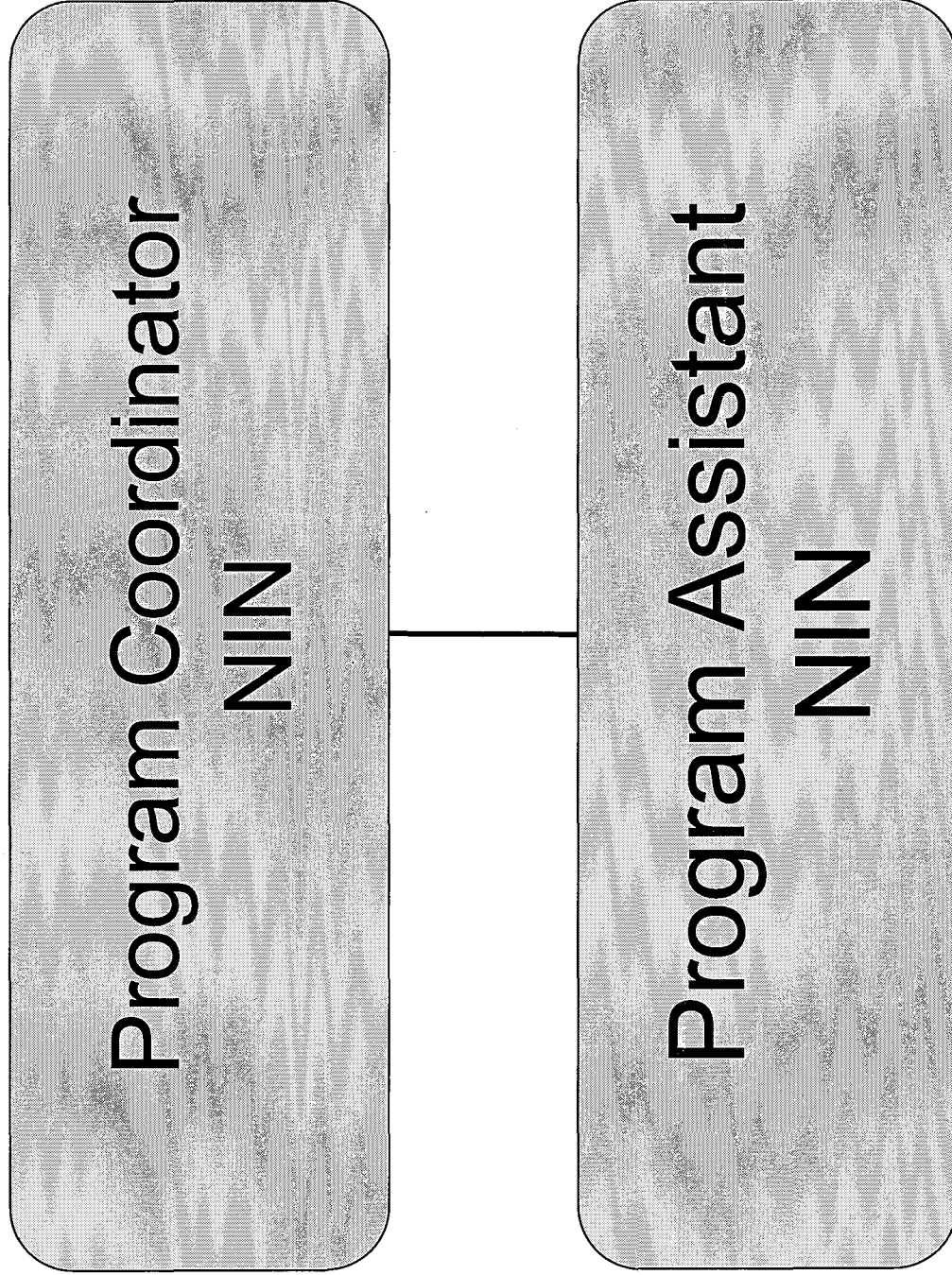
I, (print name) _____, hereby acknowledge and accept all responsibilities as Program Coordinator.

Signature: _____

Date: _____

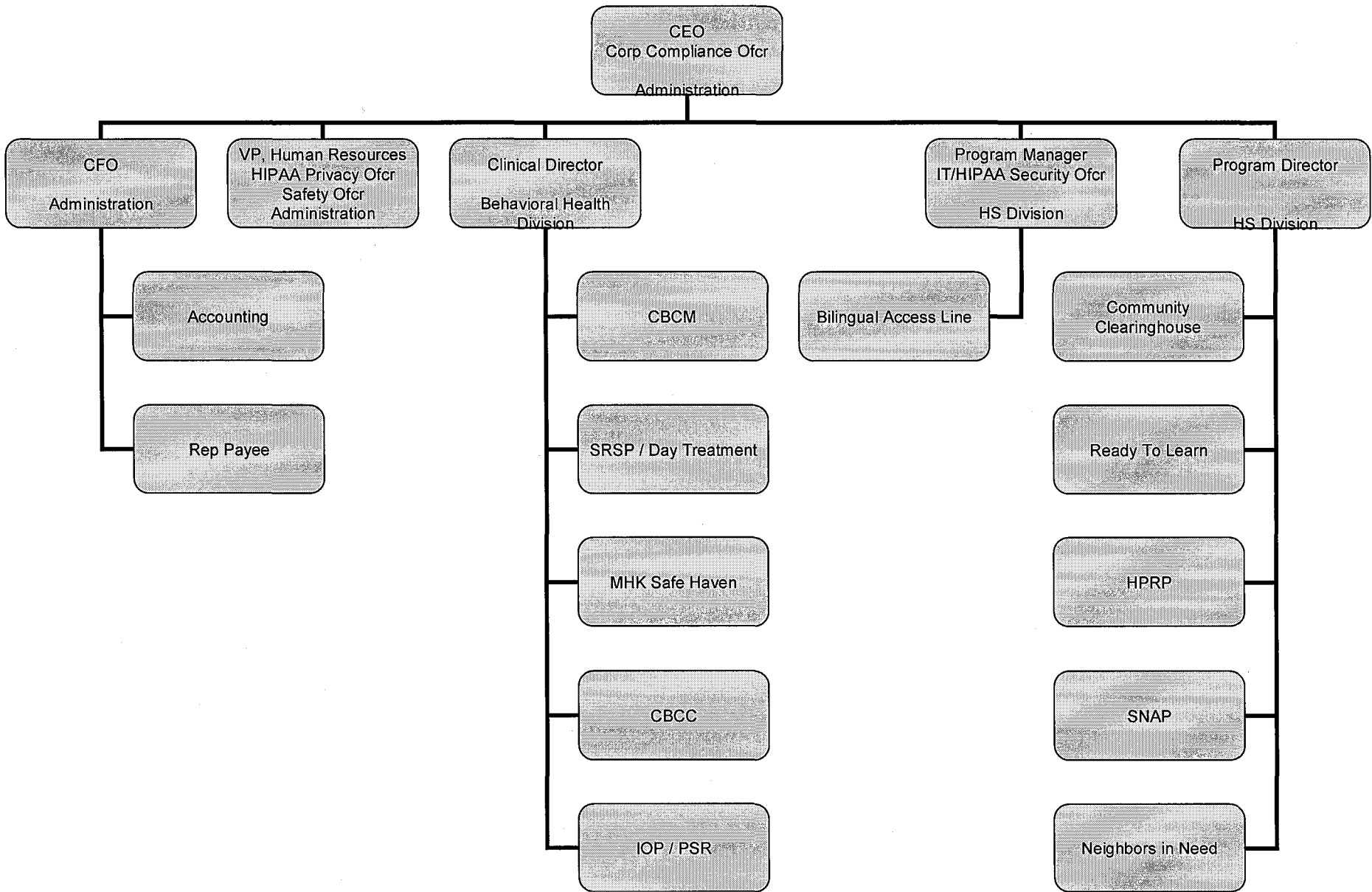
An Equal Opportunity Employer

Attachment F
Organizational Charts
(Program & Agency-Wide)



Helping Hands Hawaii

Agency Wide Organization Chart as of 1/27/2011



Attachment G
CARF Accreditation Certificate

carf INTERNATIONAL

A Three-Year Accreditation is awarded to

Helping Hands Hawaii

for the following identified program:

*Case Management/Services Coordination: Mental Health
(Adults)*

*This accreditation is valid through
August 2012*

*The accreditation seals in place below signify that the organization has met annual
conformance requirements for quality standards that enhance the lives of persons served.*



This accreditation certificate is granted by authority of:

Carly Ellis P.T.

Carly Ellis, PT
Chair
CARF International Board of Directors

Brian J. Boon Ph.D.

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

carf

carfccac

carf CANADA