

LATE

NEIL ABERCROMBIE  
GOVERNOR



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STATE OF HAWAII  
**DEPARTMENT OF HUMAN SERVICES**  
P. O. Box 339  
Honolulu, Hawaii 96809-0339

February 3,, 2011

**MEMORANDUM**

TO: The Honorable Suzanne Chun Oakland, Chair  
Senate Committee on Human Services

FROM: Patricia McManaman, Interim Director

SUBJECT: **S.B. 906 – RELATING TO THE HOMELESS**

Hearing: Thursday, February 3, 2011; 1:15 p.m.  
Conference Room 016, State Capitol

**PURPOSE:** The purpose of S.B. 906 is to make a grant to Aloha United Way 211 for a homeless care coordinator position and appropriates funds to the Department of Human Services.

**DEPARTMENT'S POSITION:** The Department of Human Services (DHS) respectfully **opposes this** bill which will require an additional appropriation of State general funds.

The Homeless Programs Office and the eight contracted outreach agencies field calls and requests for homeless assistance. Most of the requests for assistance are made at the homeless drop-in centers, where the homeless seek food, clothing, first aid, and referrals for services. Call-ins to 211 could be redirected to the outreach drop-in centers for assistance.

Thank you for the opportunity to provide comments on this bill.

## Aloha United Way

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Aloha United Way

February 3, 2011

Senate Committee on Human Services  
Senator Susan Chun Oakland, Chair  
Senator Les Ihara, Jr., Vice Chair  
Thursday, February 3, 2011 at 1:15 P.M.  
Conference Room 016

### **SB 906: Relating to Homelessness - Testimony in Support**

Dear Chair Chun-Oakland, Vice Chair Ihara and Committee Members:

Aloha United Way encourages your favorable consideration of SB 906 which makes a grant to fund a homeless coordinator position in Aloha United Way 211. AUW 211 is our free, confidential and statewide information and referral service.

One of the many challenges we face in addressing our homelessness problem is the wide variety of services that are available to help the homeless. Services are provided by multiple agencies with different eligibility criteria and, in some cases, limited geographical coverage. When someone needs help – how do they find their way through this often confusing array of services and providers? The answer is Aloha United Way 211. We have over 4000 programs provided by over 1700 agencies in our data base and our specialists are trained to help those in need to find the exact service and provider that best meets their needs.

In 2010, Aloha United Way 211 handled 43,000 requests for help leading to over 60,000 referrals. Significantly, over 6,000 were requests for services to help homeless individuals or help those about to be homeless.

Unfortunately, the operating hours reported on SB 906 are incorrect. Due to budget limitations, Aloha United Way was forced to reduce the operating hours of 211 from 24/7/365 to 15-hours per day on normal business days. Fortunately, this change has not impacted call volume – as a matter of fact the number of calls handled has actually increased.

SB 906 will enable Aloha United Way to sustain operations and handle the increased workload anticipated as a result of the planned focus on the homeless population by funding an existing but unfilled specialist position and to continue the 15-hour operating day. Aloha United Way strongly encourages favorable consideration of this important legislation.

Sincerely,



Susan Doyle  
President & Chief Professional Officer

**GIVE. ADVOCATE. VOLUNTEER. LIVE UNITED.**

*Kanani Kaaiawahia Bulawan*

**LATE**

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**TESTIMONY IN SUPPORT OF SB 906 w/AMENDMENTS: RELATING TO THE HOMELESS**

TO: Senator Suzanne Chun Oakland, Chair, Senator Les Ihara, Vice Chair, and Members, Committee on Human Services

FROM: KananiKaaiawahia Bulawan, Administrative Advisor

**Hearing: Thursday, 2/3/11; 1:15 p.m.; CR 016**

Aloha and good afternoon, Chair Chun Oakland, Vice Chair Ihara, and Members of the Committee on Human Services:

I am a private resident, homeowner and a concerned citizen that supports SB906 with a few amendments suggested.

We all can agree the Aloha United Way 211 services are important, I've used it from time to time and found it very valuable. However, I'd like to **STRONGLY SUGGEST that this bill DOES NOT LIMIT TO A HOMELESS CARE COORDINATOR but it SHOULD BE FUNDED BY A GENERAL LINE ITEM NOT NECESSARILY RESERVED ONLY FOR THE HOMELESS.**

The services and information offered is broad enough that funds to secure this position should come from all agencies within the government and the position should be "CARE COORDINATOR".

Mahalo for allowing me to submit testimony and for your consideration to the suggested amendment.