

House District(s) \_\_\_\_\_

Senate District(s) \_\_\_\_\_

THE TWENTY-NINTH LEGISLATURE  
APPLICATION FOR GRANTS  
CHAPTER 42F, HAWAII REVISED STATUTES

Log No: \_\_\_\_\_

For Legislature's Use Only

Type of Grant Request:

GRANT REQUEST – OPERATING

GRANT REQUEST – CAPITAL

"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.

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

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

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

1. APPLICANT INFORMATION:

Legal Name of Requesting Organization or Individual:

DOMESTIC VIOLENCE ACTION CENTER (DVAC)

Dbas:

Street Address: CONFIDENTIAL FOR SECURITY PURPOSES.

Mailing Address: P.O. BOX 3198, HONOLULU, HI 96801-3198

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name ELEONORE VEILLET CHOWDHURY

Title GRANTS MANAGER

Phone # 808-534-0040

Fax # 808-531-7228

E-mail elec@stoptheviolence.org

3. TYPE OF BUSINESS ENTITY:

- NON PROFIT CORPORATION INCORPORATED IN HAWAII
- FOR PROFIT CORPORATION INCORPORATED IN HAWAII
- LIMITED LIABILITY COMPANY
- SOLE PROPRIETORSHIP/INDIVIDUAL
- OTHER

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

**PULAMA I KA 'OHANA (PIKO) PROGRAM**

4. FEDERAL TAX ID #: [REDACTED]

5. STATE TAX ID #: [REDACTED]

7. AMOUNT OF STATE FUNDS REQUESTED:

FISCAL YEAR 2019: \$ 344,000.00

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 \$ \_\_\_\_\_

FEDERAL \$ 385,786.00

COUNTY \$ \_\_\_\_\_

PRIVATE/OTHER \$ 40,000.00

NANCI KREIDMAN, CHIEF EXECUTIVE OFFICER

NAME & TITLE

01/18/2018

DATE SIGNED

JAN 19 2018

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10:33 AM



# **PULAMA I KA ‘OHANA (PIKO)**

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A PROGRAM OF THE  
**DOMESTIC VIOLENCE ACTION CENTER (DVAC)**

**Grant-in-Aid FY 2019 Application**

SUBMITTED TO

**The Twenty-Ninth Legislature  
Hawaii State Legislature**

ON

**January 19, 2018**

**PULAMA I KA 'OHANA (PIKO)**

**A program of the Domestic Violence Action Center (DVAC)**

**I. Background and Summary**

**1.  Brief description of the applicant's background**

The Domestic Violence Action Center (DVAC) is committed to addressing domestic violence (DV) and other forms of abuse in Hawaii through leadership, prevention, legal services, survivor advocacy, community building and system reform. DV continues to be a costly local and national public health crisis, with roots in gender inequality creating long-term emotional and practical implications for families. As the only agency of its kind in the state, DVAC addresses DV in Hawaii by delivering high quality and culturally sensitive programs designed to provide the safety and self-sufficiency of survivors and their children.

DVAC began in Honolulu in 1990 as a legal Helpline with two part-time staff. Today, DVAC has a staff of 52 and reaches DV survivors across the state. DVAC offers an unduplicated and comprehensive array of client-centered services for survivors. These include legal representation, survivor advocacy, HELPLINE assistance, and onsite civil and criminal court outreach. Expertly-trained staff provides safety planning, crisis support, risk assessment, support groups, court accompaniment, bilingual advocacy, teen support and referrals to internal and external programs, in addition to facilitating access to vocational training, financial aid, cell phones and bus passes for DV survivors. DVAC is the only agency in Hawaii equipped to accept complex, potentially lethal, contested divorce, temporary restraining order, post-decree, and paternity cases. In Fiscal Year (FY) 2017, DVAC was a powerful force and voice for over 6,000 survivors and their children in Hawaii.

DVAC developed its **Pulama I Ka 'Ohana** ("Cherish the Family," PIKO) program to serve the specific needs of DV survivors with children on Oahu. PIKO in Hawaiian is the name of the unfolding hapu'u frond, symbolizing new life, nurturing, purity, personal growth and positive change. PIKO provides holistic advocacy, legal services and support group for survivors of DV and their children, many of whom are involved in the Child Welfare System. The program offers services such as personal and parenting skill building, DV education, crisis support, risk

assessment and safety planning, client-based advocacy, accompaniment to court, legal representation, support groups, and referrals to relevant community services. PIKO staff addresses immediate safety concerns and other pressing needs, which typically include (in order of urgency): shelter/permanent housing, legal, financial, and mental health services. In 2016, PIKO received a 2-year federal grant from the Department of Health and Human Services (DHHS) Administration on Children, Youth and Families (ACYF) Family and Youth Services Bureau (FYSB). An additional grant from the Hawaii Children's Trust Fund complements PIKO services with "PIKO Plus" support groups for young parents with children 5 years old and under. **DVAC seeks support from the Hawaii State Legislature to sustain its PIKO services in FY 2019 (when the current federal grant ends) for survivors and their children to facilitate healing, safety and love—foundational to a future free of violence.**

2.  **Goals and objectives related to the request**

With special attention to children, the PIKO program supports island families to overcome challenges together. The program accompanies DV survivors and their children on their path to safety and healing, through individual and family services and support groups. The goals of the PIKO program are to:

- support the safety and health of DV survivors and their children, through trauma-informed advocacy and legal services; and
- facilitate healing, build resilience, and strengthen relationships damaged by past abuse, through trauma-informed and culturally relevant group support.

To reach these goals, the PIKO program has the following objectives for the proposed implementation period of July 1, 2018 to June 30, 2019:

- provide advocacy services and legal assistance to 100 parent survivors and 125 children and youth on Oahu; and
- conduct 4 support groups (Honolulu, Leeward Coast, Military and culture-based support groups) to rebuild relationships between children, youth and caregivers and strengthen protective factors in 30 families on Oahu.

### 3. Public purpose and need to be served

Domestic violence (DV) shows no sign of abating. Close to 20 people per minute are physically abused by an intimate partner in the United States.<sup>1</sup> Nationwide, more than 1 in 3 women have experienced rape, physical violence, and/or stalking by an intimate partner in their lifetime. In Hawaii, women suffer DV at similar rates, with Native Hawaiian, immigrants, and sexual and gender minorities reporting more frequent abuse than women statewide.<sup>2</sup> Meanwhile, children and youth witness and face tremendous violence. 1 in 15 children are exposed to DV each year; 90 percent of these children are direct eyewitnesses to the violence.<sup>3</sup> More than 95 percent of DV survivors served by DVAC each year have children—many of them not only witnessing but also experiencing abuse.

The toll of this violence on our island community is enormous. Its impact goes beyond personal trauma to families, to include financial costs characterized as burdens on public resources, including law enforcement, courts, the health care sector, social services and mental health services. Survivors of domestic violence lose a total of 8 million days of paid work per year.<sup>4</sup> Effects on health, sleep, diet, learning and productivity in adult survivors as well as the impact of DV on children's health and development are well documented and compelling factors for urgent community attention, collaboration and action.

Children exposed to DV, even as infants, experience “emotional, mental, and social damage that can affect their developmental growth.”<sup>5</sup> Violence in the home can result in sleep

<sup>1</sup> Breiding MJ, Smith SG, Basile KC, Walters ML, Chen J, Merrick MT. *Prevalence and characteristics of sexual violence, stalking and intimate partner violence victimization – National Intimate Partner and Sexual Violence Survey*, United States, 2011. *MMWR*. 2014;63(No. SS08); 1-18.

<sup>2</sup> Behavioral Risk Factor Surveillance System (2013). “Experienced physical abuse by a current or former intimate partner, for the State of Hawaii, Year 2013.” Hawaii State, Department of Health, Office of Health Status Monitoring. Hawaii Health Data Warehouse; see also Holmes J.R, Ching L.K, Tomita K.K, Chosy E.J, Pham T, Bowie A.Y, Young L.A, Ryan J, and Starr R.R. for the Hawai’i Sexual and Gender Minority Work Group (2017). “Hawai’i Sexual and Gender Minority Health Report.” Honolulu, HI: Hawai’i State Department of Health, Chronic Disease Prevention and Health Promotion Division, p. 35. Accessible at: <http://health.hawaii.gov/surveillance/files/2017/05/HawaiiSexualandGenderMinorityHealthReport.pdf>

<sup>3</sup> Hamby S, Finkelhor D, Turner H, and Ormrod, R. (2011). “Children’s Exposure to Intimate Partner Violence and Other Family Violence.” *National Survey of Juvenile Violence*. Washington, DC: Office of Juvenile Justice and Delinquency Prevention, US. Department of Justice. Available at <https://www.ncjrs.gov/pdffiles1/ojdp/232272.pdf>.

<sup>4</sup> Rothman, Emily F.; Hathaway, Jeanne; Stidsen, Andrea; de Vries, Heather F. “How employment helps female victims of intimate partner violence: A qualitative study.” *Journal of Occupational Health Psychology*, Vol 12(2), Apr 2007, 136-143. <http://dx.doi.org/10.1037/1076-8998.12.2.136>

<sup>5</sup> Child Welfare Information Gateway (2016). “Impact of domestic violence on children.” Washington, DC: Children’s Bureau, Administration for Children and Families, U.S. Department of Health and Human Services. Accessible at: <https://www.childwelfare.gov/topics/systemwide/domviolence/impact/children-youth/>

disturbances, loss of appetite, tantrums, inability to learn or feel empathy for others. Research also shows that young children exposed to DV are at increased risk of being abused and/or neglected.<sup>6</sup> Protective factors can diminish the likelihood of abusive behaviors being repeated across generations.<sup>7</sup> Evidence-based frameworks such as the Center for the Study of Social Policy (CSSP) Strengthening Families framework map out protective factors that can be used by DV survivors to parent effectively.<sup>8</sup> Yet, DVAC advocates repeatedly encounter DV survivors with young children who lack the knowledge, tools and support to employ protective factors in their families. The PIKO program fills the need for trauma-informed and culturally-relevant services that respond to the unique and urgent needs of DV survivors and their 'ohana (extended family) in building protective factors.

The multiple DV-related near-deaths and homicides that have shaken our Oahu community over the last year are a stark reminder that addressing DV in our community is a matter of life and death for survivors and their children. In May 2017, a 16 year-old boy tried to revive his mom Meriam, after her husband stabbed her to death during an argument in the family's home in Makiki. In June 2017, a Pauoa man murdered his 7-year old son Reef before taking his own life. His wife, Reef's mother, had filed multiple temporary restraining orders against him, after suffering physical abuse. Just last week, a father with a long history of partner abuse nearly killed his 18-month old daughter—she is still fighting for her life in the intensive care unit at the Queen's Medical Center. The loss of safety, freedom, hope, dignity, childhood and life claimed by DV in our island communities cannot be minimized or quantified. The impact of DV on children has not been sufficiently addressed in our community. Necessary efforts and investments will be well used for the long-term health of our island families.

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<sup>6</sup> Ibid.

<sup>7</sup> Dixon, L., Browne, K.D. & Hamilton-Giachritsis (2009). Patterns of risk and protective factors in the intergenerational cycle of maltreatment. *Journal of Family Violence*, 24, 111-122.

<sup>8</sup> The children's protective factors' framework adopted by the PIKO program includes six protective factors: 1. Nurturing and Attachment, 2. Knowledge of Parenting and Child Development, 3. Parental Resilience, 4. Social Connections, 5. Concrete Support for Families, 6. Social and Emotional Competence of Children. These are the protective factors of the CSSP Strengthening Family Framework, with the added factor of Nurturing and Attachment as detailed in the **2016-2017 Prevention Resource Guide: Building Community, Building Hope**, joint product of U.S. Department of Health and Human Services' Children's Bureau, its Child Welfare Information Gateway, and the FRIENDS National Center for Community-Based Child Abuse Prevention. See: [https://www.childwelfare.gov/pubPDFs/guide\\_2017.pdf](https://www.childwelfare.gov/pubPDFs/guide_2017.pdf).

#### 4. Target population to be served

The target population of PIKO services is: **DV survivors with children on Oahu.** DV can happen to anyone--of any age, race, income level, sexual orientation, gender, gender identity or expression, religion, national origin, or immigration status. Yet 95 percent of DVAC clients each year are women with children, with incomes below \$30,999 per year. On average, DVAC clients are Native Hawaiian (30 percent), Southeast Asian (16 percent, Filipinos accounting for 15 percent), Caucasian (16 percent), East Asian (12 percent, Japanese accounting for 10 percent), Hispanic (7 percent), Pacific Islander other than Hawaiian (6 percent), African American (3 percent), and other/unknown (10 percent). Year after year, Native Hawaiian women are overly represented (30 percent), even though Native Hawaiians only make up about 24.5 percent of Oahu's population.<sup>9</sup> At least 10 percent of DVAC clients have serious immigration issues.

Filipina, Hawaiian and Caucasian survivors currently make up the majority of PIKO clients. 60 percent of families receiving PIKO services come from islands across the Pacific and Asia, sharing common cultural practice and strong connections to oral storytelling and nature-based imagery. These cultural considerations have been integrated into the PIKO program design. PIKO demographic data also substantiates the need for a PIKO support group targeted at military families and well as culture-based support groups.<sup>10</sup>

PIKO serves large numbers of military spouses and service members—Oahu has the fourth-largest military work force in the nation. National surveys report comparable DV rates among military and civilian populations.<sup>11</sup> However, the lack of coordinated data, information sharing and response between military and civilian agencies make it difficult to accurately gauge

<sup>9</sup> Census Bureau, 2010 Census Redistricting Data (Public Law 94-171) Summary File, Table P1. Accessible at: <https://www.census.gov/prod/cen2010/briefs/c2010br-12.pdf>

<sup>10</sup> Please note that due to the over-representation of Native Hawaiian survivors in DVAC clients, DVAC has developed a program to serve Native Hawaiian families healing from the trauma of DV: the Ho'oiikaika 'Ohana Program. This program provides support groups for Native Hawaiian survivors that incorporate Native Hawaiian values and cultural practices. Native Hawaiian receiving PIKO services who are beyond their crisis are typically referred to Ho'oiikaika 'Ohana support groups, rather than PIKO groups. For more information about the Ho'oiikaika 'Ohana program, please visit the program page of the DVAC website: <https://domesticviolenceactioncenter.org/hooikaika-ohana/>

<sup>11</sup> Basile, K.C., Breiding, M.J., Smith, S.G., Walters, M.L., Merrick, M.T., Chen, J., & Stevens, M.R. (2011). The National Intimate Partner and Sexual Violence Survey (NISVS): 2010 Summary Report. Atlanta, GA: National Center for Injury Prevention and Control, Centers for Disease Control and Prevention. The 2010 National Intimate Partner and Sexual Violence Survey (NISVS) The National Intimate Partner and Sexual Violence Survey included two random samples from the military and found no significant differences in past year and lifetime prevalence (occurrence) of DV, sexual violence, and stalking in the civilian and military populations.

the extent of the problem—and to properly address it.<sup>12</sup> For survivors who are connected to the military, military life and cultural norms present additional challenges. These include “a lack of separation of work and private life, a dependence on the military, geographic relocation, deployments, and combat exposure.”<sup>13</sup> For military personnel who served in combat, anger and aggression are “common war zone stress reactions and can have a negative effect on relationships and, for some, increase the risk of violent and abusive behavior, especially if abusive behavior existed prior to combat exposure.”<sup>14</sup> PIKO provides essential safety planning and support to survivors and children exposed to DV in military families. 20 percent of families currently receiving PIKO support are military families.

Culture-based support groups are also essential in providing trauma-informed, culturally relevant support to families on Oahu. Oahu is home to large numbers of first generation and second generation immigrants, primarily from Asia. DV in Hawaii’s immigrant communities occurs in the context of individual and societal bias experienced by immigrants on a daily basis. A growing body of research indicates that immigrant women in the U.S. are disproportionately affected by DV. In Hawaii, almost 30 percent of fatal DV cases over the last decade were of Filipino ancestry.<sup>15</sup> Fear of deportation, language barriers, social isolation, and lack of financial resources are common factors that prevent immigrant survivors from reporting abuse, accessing services and achieving safety. Limited English proficiency increases social isolation and limits employment opportunities necessary for financial independence. In Hawaii, about one-in-four Hawaii residents aged 5 and older speak a language other than English at home.<sup>16</sup> Ilocano, Tagalog, and Japanese are the three most common non-English languages spoken. Over the last three decades, the Japanese population has greatly decreased, while the Ilocano speaking population in Hawaii almost tripled.<sup>17</sup> To serve Filipino families affected by DV on Oahu, the

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<sup>12</sup> Battered Women’s Project (2018). “Military and Veterans.” Minneapolis, MN: Battered Women’s Project. Accessible at: <http://www.bwjp.org/our-work/topics/military-DV.html>.

<sup>13</sup> Ibid.

<sup>14</sup> Ibid.

<sup>15</sup> Pobutsky, A., Brown, M., Nakao, L., & Reyes-Salvail, F. (2014). Results from the Hawaii domestic violence fatality review, 2000-2009. *Journal of Injury and Violence Research*, 6(2), 79–90. Accessible at: <http://doi.org/10.5249/jivr.v6i2.473>.

<sup>16</sup> Research and Economic Analysis Division Department of Business, Economic Development and Tourism, State of Hawaii (April 2016). “Non-English Speaking Population in Hawaii.” Honolulu, Hawaii. Accessible at: [http://files.hawaii.gov/dbedt/economic/data\\_reports/Non\\_English\\_Speaking\\_Population\\_in\\_Hawaii\\_April\\_2016.pdf](http://files.hawaii.gov/dbedt/economic/data_reports/Non_English_Speaking_Population_in_Hawaii_April_2016.pdf)

<sup>17</sup> Ibid.



PIKO program will be conducting a PIKO support group for Filipino families beginning in February 2018. The groups will be facilitated in Ilocano.

On average, 90 percent of survivors referred to PIKO services are involved in the Child Welfare System. The majority of PIKO clients (around 70 percent) are in need of legal assistance. Many are in the beginning stages of their healing process, which incorporates not only therapeutic components, but the legal and basic needs assistance to ensure their autonomy and sufficiency. PIKO clients are still experiencing or have escaped abuse. They must reclaim their independence, sense of self-determination, and re-establish personal and family relationships. Survivors who are custodial parents (temporary or permanent) face a myriad of challenges. It is essential to strengthen and nurture the relationships they have with their children who have been exposed to—or have experienced—violence.

5.  **Geographic coverage**

PIKO advocacy and legal services are available to all survivors with children on Oahu (Honolulu City & County).

Although PIKO groups are open to all survivors with children island-wide, PIKO groups are held in strategic locations on Oahu to serve members of specific geographic and/or cultural groups particularly affected by DV and child abuse and neglect (CAN). During the proposed implementation period, PIKO groups will be held in Manoa (Honolulu group); and Waipahu (Leeward group and Military group). The location of the culture-based PIKO group will be determined based on client needs.

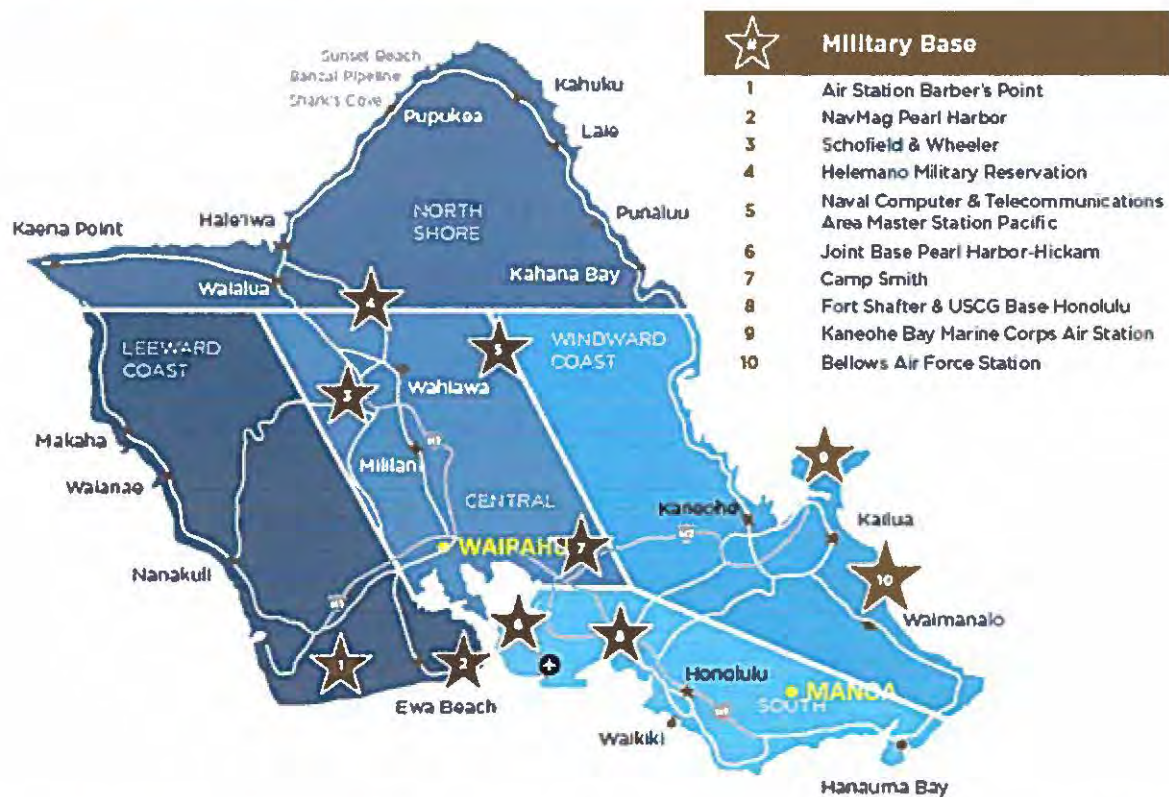
Statistical reports on child abuse and neglect (CAN) in Hawaii show that children in Honolulu as well as on the Leeward Coast (Ewa and Waianae) experience the highest CAN rates on Oahu. The group held in Manoa (Living Life Source Foundation site) will be easily accessible to families living in or close to Honolulu. The PIKO group held in Waipahu (Leeward group) will serve primarily families on the Leeward coast of Oahu. Waianae and the neighboring communities on the Leeward coast face complex medical, behavioral, social, educational, economic, cultural and environmental challenges. Waianae ranks first for socio-economic risk

and first at being high-risk for poor maternal and infant health in Honolulu County.<sup>18</sup> Ewa ranks third at being at high-risk for poor maternal and infant health.<sup>19</sup> Waianae and the surrounding area has been designated as a medically underserved area (MUA). Communities on the Leeward coast tend to be more insular and family-centered than in more urban centers, which can have both positive effects (emotional support, help with childcare) as well as adverse effects (isolation, lack of access to services, enduring cycle of violence and abuse across generations) for a parent DV survivor.

The PIKO military support groups will also be held in Waipahu. Waipahu is centrally located between the Schofield and Wheeler, and Fort Shafter military bases where the majority of PIKO military clients reside.

### Map 1. Oahu Military Bases & Locations of Proposed PIKO Groups

Source: Hawai'i Military Life, with DVAC edits, accessible at: [http://45e5744206355e792808-36affc25ea15a40a67c341cc36f06730.r76.cf1.rackcdn.com/2015/09/HL\\_Military\\_BaseMap\\_WEB.jpg](http://45e5744206355e792808-36affc25ea15a40a67c341cc36f06730.r76.cf1.rackcdn.com/2015/09/HL_Military_BaseMap_WEB.jpg)



<sup>18</sup> Hawaii Department of Health (2010). *Primary Care Needs Assessment Data Book*. Honolulu, HI: Family Health Services, Hawaii Department of Health. Accessible at: <http://health.hawaii.gov/about/files/2013/06/pena2009databook1.pdf>.

<sup>19</sup> Ibid.

## II. Service Summary and Outcomes

### 1. Scope of work, tasks and responsibilities

DVAC will sustain the PIKO program from July 1, 2018 to June 30, 2019. Program activities for this period include:

- a. **PIKO Advocacy Services for Parent Survivors and their Children;**
- b. **PIKO Legal Services; and**
- c. **PIKO Support Groups.**

#### a. **PIKO Advocacy Services for Parent Survivors and their Children**

PIKO advocacy services for parent survivors and their children are provided by **Family Assistance Counselors (FAC)**. These services include:

- Comprehensive assessments of survivors and child(ren)
- Safety planning for each survivor and child
- Crisis support
- DV education to orient new PIKO clients on DV dynamics, their legal rights and expectations of the child welfare system, when applicable
- Assistance to secure housing, income, healthcare, and childcare
- Advocacy on behalf of clients with Child Protective Services, law enforcement, Immigration and Customs Enforcement (ICE), employers, Hawaii Public Housing Authority, public benefits agencies (Social Security Administration and Department of Human Services), among others
- Court accompaniment and support for survivors seeking protection orders and/or serving as witnesses in criminal abuse cases

FACs each carry a maximum caseload of 25 clients at any given time, providing specialized services for up to one year. Survivors and their children are typically referred to the PIKO program by community allies and partner organizations, other DVAC programs, calls to the DVAC Helpline, and self-referrals.

If a survivor would like to receive program services, a face-to face assessment is conducted by PIKO Program Staff. Since the majority of DVAC clients have children, a key

development in the referral process is to assess what DVAC program a client would best be served by. The following questions are used during the assessment process for survivors with children, in addition to the standard DVAC assessment:

- Do you have any concerns for your child?
- Have you noticed a change in their moods/behaviors? In the last 30 days? Or since witnessing any DV?
- Have your children had any (physical, emotional), behavioral problems at home, school, or day care? (Describe)
- Has your children been fearful of leaving you? Do they find it difficult not being near you? Do the children sometimes want to stay home from school or not to go out and play in order to be with you?
- Do you feel your child could benefit from a support system around effects on domestic violence and if so what kind of support do you think would work best?

Once it is determined that the client would benefit from PIKO family-centered services, the PIKO Program Manager assigns the survivor and their children to a PIKO FAC. FACs assess survivors' and children's needs, conduct risk assessments and provide ongoing and age-specific safety planning and crisis support. FACs accompany their clients to court hearings, interviews and appointments. Crisis support and ongoing safety planning is crucial because the period of transition out of an abusive relationship is the most dangerous time for survivors and their children. During this chaotic period, the dangers and a survivor's responses frequently change.

As part of the PIKO services, survivors receive relevant DV education to understand the effects of the abuse that has been perpetrated against them. Empowerment is key to survival. FACs also leverage special resources for their client and their children. DVAC frequently receives small grants for emergency rental and utilities subsidies for survivors to prevent houselessness and discontinuation of utilities. These grants also support transportation needs, housing relocation, cellular phone service with pre-paid minutes, tuition assistance and auxiliary school needs. For example, funds from the Teresa Hughes Foundation enable FACs to administer Person in Needs (PIN) funds to benefit children of survivors under 18.

Finally, FACs advocate on behalf of clients with community agencies while encouraging clients to speak and act on their own behalf. They support clients in their interactions with Child Welfare Services, law enforcement, Immigration and Customs Enforcement (ICE), employers,

Hawaii Public Housing Authority, public benefits agencies (Social Security Administration and Department of Human Services) and many others. For legal representation, FACs refer PIKO clients to the PIKO Attorney (see **Section b. PIKO Legal Services**). PIKO FACs also refer clients to individual or parent-child therapy provided by a contracted therapist, as needed.

### **b. PIKO Legal Services**

The **PIKO Attorney** represents PIKO clients in court to secure their rights and their safety. On average, 70 percent of PIKO clients are in need of legal representation. The PIKO Attorney assists with Temporary Restraining Orders (TROs), Divorce, Post Decree, and Paternity matters.

PIKO clients who need legal representation attend an initial intake meeting with their FAC, the PIKO attorney and an agency paralegal. The meeting typically lasts three to four hours. A Hawaii statute protects client-counselor privilege between advocate and client; DVAC clients sign a release which permits DVAC staff (FAC, PIKO Attorney and paralegal) to share information with one another. The survivor receives a client packet containing information about the client grievance process, client rights and DVAC services. The PIKO attorney then either responds to a filing or initiates a case on behalf of the client.

Requests for post decree representation is always assessed carefully. For survivors who have received court orders with visitation arrangements, there may be danger of violence occurring during the exchange of children or when financial commitments are not being honored by abusers. With these clients, legal strategy and safety planning create improved safety, and demands for compliance with orders consider the patterns of the prior victimization.

Fee adjustments for PIKO Legal Services are available for those victims unable to secure funds to support the legal representation; these waivers are granted after review by DVAC management. Services are provided for flat fees that are charged based on income.

### **c. PIKO Support Groups**

Support groups are an essential component of the PIKO program that promotes protective factors for the long-term and sustainable well-being of Hawaii's families. They provide a safe and comfortable opportunity for survivors and their children to learn and grow. Groups promote healing and nurture the bond between parents and children. Parents at group benefit from DV

education, strengthen positive parenting and communication skills, and develop protective factors and valuable self-care techniques. Teens take part in a separate group facilitated by a licensed therapist and children ages 5 to 10 take part in their own age-appropriate activities, with a child facilitator and a creative art therapist. Childcare is provided for children 5 and under.

The PIKO Curriculum is designed to be modular, adjusting to the groups' needs and adapted to assess the current PIKO client demographic make-up. Current PIKO groups include military spouses, military members, culture-based (Filipina and Japanese), and groups focused on mothers under 30 with children under 5 (as recommended by a study released by Hawaii's Department of Human Services CAN Report).

In FY 2019, PIKO support groups will be held in host sites in Manoa (Honolulu group), Waipahu (Leeward and Military groups). Host sites accommodate both indoor and outdoor activities, including dialogue and experiential features. To maximize participation, PIKO groups are held either in the evening during the work week, or in the morning on a weekend day. Each group will meet twice a month, over the course of 6 months. Sessions will last about 2 hours. All participants will be provided a meal and drinks.

Expert **PIKO facilitators** as well as the **PIKO Program Manager** guide discussions and activities. Aided by PIKO program staff, facilitators create a safe and welcoming space and facilitate group discussions. DVAC also invites community experts and allies to participate in the sessions throughout the year. These healthcare providers, cultural navigators, spiritual leaders, artists and other local community members are important resources for the participants. They enhance the parents' and other caregivers' knowledge of parenting and child development, all the while extending the families' social network.

Between 4-8 families participate in each group session. Each family typically includes a parent and at least one child. Other caregivers or extended family members who play a central role in caring for the child(ren) are also invited to attend. This is particularly important in Hawaii, where parents often live with or near family and where almost half (44.8 percent) of grandparents are responsible for raising their grandchildren.<sup>20</sup> In each session, parents and caregivers will take part in a group discussion or "talkstory" on a specific protective factor, and reflect on their own parenting styles. Participants will then engage in hands-on, creative, cultural activities together, as well as with their children. This will provide caregivers and their children

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<sup>20</sup> 2010 US Census.

with safe opportunities to make decisions that have positive results and outcomes, advancing recovery from trauma so that “gradual reorientation to present and future is no longer dominated by the past.”<sup>21</sup> Crafting, land-based work and/or physical activities also promote healing, reduce stress, and relieve anxiety. Doing these activities together as a family and with other families enhances protective factors such as nurturing and attachment, parental resilience and social connections.

As support material for the PIKO group, PIKO facilitators and program staff will use and distribute PIKO Plus Toolkits. The PIKO Toolkit contains user-friendly brochures with:

- Information on protective factors;
- Suggestions of activities that parents and other caregivers can do at home with their children, to build protective factors;
- Prompts/questions for parents and ‘ohana to reflect on their own parenting style; and
- Age-specific information, fun facts and helpful tips for parents and related to specific protective factors, and relevant to Hawaii’s cultural diversity.

The PIKO Plus Toolkit was developed with support from the Hawaii Children’s Trust Fund, and is now an integral part of the PIKO program support to survivors. Please see **PIKO Plus Toolkit** for sample materials from the Toolkit.

**Table A. PIKO Program Activities, Outputs Indicators and Outcome Measures**

ACTIVITIES	OUTPUTS INDICATORS & TARGETS	OUTCOMES & TARGETS
<p><b>a. PIKO Family Assistance Counselor (FAC) Advocacy Services for Parent Survivors and their Children</b></p>	<ul style="list-style-type: none"> <li>• Number of parent survivors receiving long-term PIKO advocacy services <i>(Target: 100 parent survivors)</i></li> <li>• Number of children affected by DV receiving long-term PIKO advocacy services <i>(Target: 125 children)</i></li> <li>• Number of safety plans developed for parent survivors <i>(Target: 100 Safety Plans)</i></li> <li>• Number of age-appropriate safety plans developed with/for children <i>(Target: 125 safety plans)</i></li> </ul>	<ul style="list-style-type: none"> <li>• Parent survivors demonstrate safety planning knowledge and skills. <i>(Target: 90% of survivors)</i></li> <li>• Parent survivors report increased knowledge about support services available, such as medical, psychosocial, justice, security, shelter, economic. <i>(Target 80% of survivors)</i></li> <li>• Children demonstrate positive behavioral changes <i>(Target: 75% of children participating in PIKO)</i></li> </ul>

<sup>21</sup> Warshaw C., Sullivan C.M., Rivera E.A. (2013) “A Systematic Review of Trauma-Focused Interventions for Domestic Violence Survivors.” Chicago, IL: National Center on Domestic Violence, Trauma & Mental Health, p. 16.

	<ul style="list-style-type: none"> <li>• Number of DV education sessions attended (<i>Target: 100 DV education sessions attended</i>)</li> <li>• Number of parent survivors receiving crisis services (<i>Target: 90 parent survivors</i>)</li> <li>• Number of referrals to community agencies (<i>Target: 100 referrals</i>)</li> <li>• Number of parent survivors receiving individuals and dyad (parent-child counseling from mental health professionals (<i>Target: 20 parent survivors</i>))</li> </ul>	<p><i>program</i>)</p> <ul style="list-style-type: none"> <li>• Children demonstrate safety planning knowledge and skills (<i>Target: 75% of children</i>)</li> <li>• Children know and utilize positive coping skills (<i>Target: 75% of children utilize at least 1 coping skill</i>)</li> <li>• Parent survivors needing resources receive appropriate community referrals (<i>Target: 80% of survivors</i>)</li> <li>• Parent survivors and children report “good” to “excellent” PIKO advocacy services. (<i>Target: 70% of survivors</i>)</li> </ul>
<p><b>b. Legal Service of PIKO Attorney</b></p>	<ul style="list-style-type: none"> <li>• Number of parent survivors and their children receiving full legal representation by PIKO attorney (<i>Target: 20 families</i>)</li> <li>• Number of brief legal services offered by PIKO attorney (<i>Target: 30 families</i>)</li> <li>• Number of families represented in TRO cases (<i>Target: 10 TRO legal representations</i>)</li> </ul>	<ul style="list-style-type: none"> <li>• Parent survivors and their children have a better understanding of the legal processes by which to attain safety (<i>Target: 70% of participants</i>)</li> <li>• Parent survivors and their children receive supportive, trauma-informed legal services (<i>Target: 70% of participants</i>)</li> </ul>
<p><b>c. PIKO Support Groups</b></p>	<ul style="list-style-type: none"> <li>• Number of PIKO Support Groups (<i>Target: 4 support groups</i>)</li> <li>• Number of parents survivors attending PIKO Support Group (<i>Target: 30 parent survivors</i>)</li> <li>• Number of children participating in PIKO Support Group (<i>Target: 40 children</i>)</li> </ul>	<ul style="list-style-type: none"> <li>• Parent and children report improved communication skills (<i>Target 75% of parent survivors</i>)</li> <li>• The bonds between parents and children have strengthened (<i>Target: 75% of parent survivors</i>)</li> <li>• Parents have the knowledge and tools to confidently care for the children post-trauma of DV (<i>Target: 50% of participants</i>)</li> <li>• Parents and children have developed stress management skills (<i>Target: 50% of participants</i>)</li> <li>• Participants have developed friendships and a network of people who care, listen and can offer help when challenges arise (<i>Social Connections, Target: 50% of participants .</i>)</li> <li>• Families know the resources</li> </ul>



		available to them in their communities to assist them with their basic needs as well as in times of crisis ( <i>Concrete Support for Families, Target: 90% of participants.</i> )
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2.  Annual timeline

With the support of the GIA FY 2019 of the Hawaii State Legislature, the PIKO program will be able to sustain and enhance its current array of services to DV survivors with children on Oahu from July 1, 2018 to June 30, 2019.

**Table 2. DVAC Annual Timeline, PIKO Program**

Timeline	Quarter 1	Quarter 2	Quarter 3	Quarter 4
<b>DVAC Deliverables</b>  (For measurable targets of deliverables, please see <b>Section II.4. Measure(s) of effectiveness</b> below.)	<ul style="list-style-type: none"> <li>• Provide PIKO advocacy and legal services to families impacted by DV on Oahu</li> <li>• Conduct PIKO Support Groups</li> <li>• Maintain accurate collection of data</li> </ul>	<ul style="list-style-type: none"> <li>• Provide PIKO advocacy and legal services to families impacted by DV on Oahu</li> <li>• Conduct PIKO Support Groups</li> <li>• Maintain accurate collection of data</li> </ul>	<ul style="list-style-type: none"> <li>• Provide PIKO advocacy and legal services to families impacted by DV on Oahu</li> <li>• Conduct PIKO Support Groups</li> <li>• Maintain accurate collection of data</li> </ul>	<ul style="list-style-type: none"> <li>• Provide PIKO advocacy and legal services to families impacted by DV on Oahu</li> <li>• Conduct PIKO Support Groups</li> <li>• Maintain accurate collection of data</li> </ul>

Overall, during the contracted 12-month implementation period, DVAC will meet the objectives of: serving **100 parents survivors** and **125 children and youth on Oahu**, and conducting **4 support groups** (Honolulu area, Leeward coast, Military and culture-based support groups) to rebuild relationships between children, youth and caregivers and strengthen protective factors. Please see **Section II.4. Measure(s) of effectiveness** for more details on measurable targets of deliverables.

### 3. **Quality assurance and evaluation plan**

#### **DVAC Quality Assurance (QA program)**

The PIKO FACs, Attorney and Program Manager enter statistical information on program output and outcomes indicators monthly in a central data grid as part of DVAC's agency-wide Quality Assurance (QA) program. DVAC's QA addresses client complaints, grievances, appeals, and client satisfaction. It entails:

- Quality Management Reports (QMRs) that include outputs/outcomes measures and, for each measure, who is affected, when the measure is taken, where the data comes from, who is responsible, and the targeted benchmark;
- Quarterly review of client records;
- Satisfaction measures from clients;
- Tracking, trending, and analysis of client complaints, grievances and appeals; and
- Staff development.

PIKO Program Manager Desiree Vea and the FACs review client status and service delivery monthly. These reviews focus on case status, referrals, and progress toward client goals. An administrative review of client outcome, record reviews, quality assurance, client complaints, and grievances and appeals is done quarterly and reported in the QMR.

#### **PIKO Client Evaluations**

Specific to the PIKO program, in Fiscal Year (FY) 2017, PIKO program staff and OmniTrak Group Inc. developed 3 types of evaluation forms to assess the impact of PIKO services: 1) Parent Evaluation, 2) Children Years 8-17 Evaluation, and 3) Children Years 5-7 Evaluation.<sup>22</sup> PIKO staff field-tested the program evaluations in March 2017. They have been using the final versions of the evaluations since April 2017 to gather feedback from clients and measure the impact of their work.

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<sup>22</sup> OmniTrak Group Inc. is a well-established company with 30 years of servicing clients and conducting business in the U.S. and Asian markets. They are a full service market research and planning firm offering a wide range of services including customer satisfaction, product/market development, and database marketing.

### DVAC Client Surveys

PIKO clients receiving advocacy and legal services from the PIKO FACs and PIKO Attorney have the opportunity to complete a DVAC client survey when their case is closed.

#### 4. Measure(s) of effectiveness

The following outputs and outcomes indicators will be used to measure program effectiveness for its client-centered activities, namely PIKO advocacy services, PIKO legal services and PIKO support groups. All program activities, expected outputs and outcomes are also summarized in the PIKO Program Flowchart in **Section II.1 Scope of Work, Tasks and Responsibilities**. PIKO program staff will collect data to populate these indicators monthly using PIKO evaluation forms, client surveys, and PIKO groups sign-in sheets.

#### *PIKO advocacy services: Output Indicators*

- Number of parent survivors receiving long-term PIKO advocacy services (*Target: 100 parent survivors*)
- Number of children affected by DV receiving long-term PIKO advocacy services (*Target: 125 children*)
- Number of safety plans developed for parent survivors (*Target: 100 Safety Plans*)
- Number of age-appropriate safety plans developed with/for children (*Target: 125 safety plans*)
- Number of DV education sessions attended (*Target: 100 sessions attended*)
- Number of parent survivors receiving crisis services (*Target: 90 parent survivors*)
- Number of referrals to community agencies (*Target: 100 referrals*)
- Number of parent survivors receiving individuals and dyad (parent-child counseling from mental health professionals (*Target: 20 parent survivors*))

#### *PIKO advocacy services: Outcome Indicators*

- Percentage of parent survivors who demonstrate safety planning knowledge and skills. (*Target: 90% of survivors*)

- Percentage of parent survivors who report increased knowledge about support services available, such as medical, psychosocial, justice, security, shelter, economic. *(Target: 80% of survivors)*
- Percentage of children who demonstrate positive behavioral changes *(Target: 75% of children participating in PIKO program)*
- Percentage of children who demonstrate safety planning knowledge and skills *(Target: 75% of children)*
- Percentage of children who know and utilize positive coping skills *(Target: 75% of children utilize at least 1 coping skill)*
- Percentage of parent survivors needing resources who received appropriate community referrals *(Target: 80% of survivors)*
- Percentage of parent survivors and children report “good” to “excellent” PIKO advocacy services *(Target: 70% of survivors)*

***PIKO legal services: Output Indicators***

- Number of parent survivors and their children receiving full legal representation by PIKO attorney *(Target: 20 families)*
- Number of brief legal services offered by PIKO attorney *(Target: 30 families)*

***PIKO legal services: Outcome Indicators***

- Percentage of parent survivors and their children who have a better understanding of the legal processes by which to attain safety *(Target: 70% of participants)*
- Percentage of parent and their children who received supportive, trauma-informed legal services *(Target: 70% of participants)*

***PIKO Support Groups: Output Indicators***

- Number of PIKO Support Groups *(Target: 4 support groups)*
- Number of parents survivors attending PIKO Support Group *(Target: 30 parent survivors)*
- Number of children participating in PIKO Support Group *(Target: 40 children)*

***PIKO Support Groups: Output Indicators***

- Percentage of parents and children who report improved communication skills (*Target 75% of parent survivors and children*)
- Percentage of parents and children who report that their bond have strengthened (*Target: 75% of parent survivors*)
- Percentage of parents who have the knowledge and tools to confidently care for the children post-trauma of DV (*Target: 50% of participants*)
- Percentage of parents and children who have developed stress management skills (*Target: 50% of participants*)
- Percentage of parents who have developed friendships and a network of people who care, listen and can offer help when challenges arise (*Social Connections, Target: 50% of participants .*)
- Percentage of parents who know the resources available to them in their communities to assist them with their basic needs as well as in times of crisis (*Concrete Support for Families, Target: 90% of participants.*)

PIKO program staff will collect data to populate these indicators using PIKO evaluation forms, client surveys, and PIKO groups sign-in sheets.

**III. Financial**

**Budget**

1.  **Budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.**

Please see the attached PIKO program budget.

2.  **Anticipated quarterly funding requests for the fiscal year 2018.**

**Table 2. Anticipated quarterly funding requests**

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$86,000.00	\$86,000.00	\$86,000.00	\$86,000.00	\$344,000.00

3.  Listing of all other sources of funding that applicant is seeking for fiscal year 2018.

DVAC is not currently seeking other sources of funding to support its PIKO program during FY 2019.

4.  Listing of all state and federal tax credits

DVAC has not applied for or received state and/or federal tax credits.

5.  Listing of all federal, state, and county government contracts and grants

**Table 3. Listing of all federal, state, and county government contracts and grants DVAC has been and will be receiving for PIKO program funding.**

1. U.S. Department of Health and Human Services (DHHS), Administration on Children, Youth and Families (ACYF), Family and Youth Services Bureau (FYSB)

**Contract Number:** 90EV0436-02-00

**Award Amount:** \$760,786.00

**Program Period:** 10/1/16 - 9/30/18

**Program Title:** Pulama I Ka 'Ohana (PIKO), Specialized Services for Abused Parents and their Children

6.  Balance of its unrestricted current assets as of December 31, 2017.

DVAC Net Asset as of December 31, 2017: \$4,541,791.

#### IV. Experience and Capability

##### 1. Necessary Skills and Experience

For the past 27 years, DVAC has enhanced the agency's capacity to meet the range of needs presented by survivors and their families. Delivering direct services and engaging the community are both essential to meet the unique challenges facing families suffering the harm of abuse. With increasing awareness, DVAC has designed new programs dedicated to assisting survivors overcome barriers presented by economics, system weaknesses, lack of training, professional bias, limited resources and the unrelenting pursuit by perpetrators. Our experience in growing the agency, adding culturally-relevant program services, adjusting staffing patterns and strengthening our infrastructure to best serve the community highlights our sustainable track record of achieving proposed outcomes. The growth of the organization in staff size and program services since its humble beginnings in 1990 illustrates not only the demand for services but also the foundational soundness and sustainability of the agency.

DVAC has made vital contributions to the safety and well-being of Hawaii's families by helping them become safe and rebuild lives without violence. DVAC is one of the only stand-alone agencies focusing on this one constituency that creates client and community programs uniquely suited to address the complex, potentially life-threatening abuse presented by intimate partner, child abuse and dating violence. Other programs for survivors are embedded in large social service agencies, or are part of a larger agency mission, such as serving immigrants or low-income communities, only some of whom are survivors.

In the last year (Fiscal Year 2017), these services have:

- **Enhanced the safety of DV survivors:** DVAC Staff conducted **4,963** risk assessments and developed **5,770** safety plans for survivors to follow.
- **Increased access to relevant community services for survivors:** DVAC made **8,319** referrals.
- **Increased access to legal representation for survivors:** Legal staff opened **441** legal cases and closed **217**.

- **Increased support to survivors on the scene of a DV incident:** Advocates began to respond to DV calls with the Honolulu Police Department (HPD) on the scene of an incident in October 2016, assisting **229** survivors on site to date.
- **Enhanced recovery and healing from DV trauma for Native Hawaiian families:** Over 100 Native Hawaiian survivors, their children and family members participated in DVAC's Native Hawaiian program Ho'oikaika 'Ohana program.
- **Increased access to information on DV/dating abuse and services available:** Helpline staff had contact with **7,417** callers.
- **Increased access to services for student survivors:** Since Sept. 2016, the Campus Survivor Advocacy Program (CSAP) has provided long-term services for **28** college student survivors. The TAP Advocate has served **26** youths.

Survivors with specific needs received appropriate services that have made a very tangible difference in their lives, such as improved financial and housing situations, increased access to medical care, and improved immigration status. In FY 2017:

- **236** clients who were not financially stable at intake increased their income through access to benefits and/or resources;
- **128** clients who did not have safe housing at intake now have secured safe housing for their family;
- **110** clients who did not have access to medical care at intake now receive appropriate care; and
- **60** clients with immigration issues at intake saw these issues resolved—their immigration status can longer be used as a tool of power and control by a current/former partner.

Client surveys confirm that our services are vital to their journey from victim to survivor. One survivor shared: “[My advocate] educated me about the TRO process, provided excellent emotional support and ensured my safety. She was vital in helping me bring my children back to Hawaii.” Another wrote: “DVAC’s Ho’oikaika ‘Ohana program has become an instrumental component in my healing and recovery, not only as a Native Hawaiian woman, but as a surviving, victorious woman.” From 2012 to 2017, 100% of client surveys ranked our services Good to Excellent.



DVAC's direct services to survivors are complemented by strong prevention efforts through sustained education, community engagement and advocacy. DVAC is a dynamic community presence, leading DV education, trainings, and public awareness campaigns in schools, on TV and on social media. In FY 2017, DVAC's Teen Alert Program (TAP) visited 54 schools, reaching over 4,498 students, educators and services providers. TAP's Instagram account now has over 1,000 Followers. TAP's new website has had over 2,000 page views since it was launched in March 2017. Staff made numerous media appearances and aired a PSA which provided all viewers with our Helpline number to call, as a first step towards addressing DV in our community. Statewide, DVAC trained teachers, government officials, healthcare providers, clergy, and law enforcement (to name a few), building our community's capacity to recognize DV and provide meaningful support, including 89 medical professionals at the Queen Emma Clinic.

DVAC also continues to contribute to the community discourse for the benefit of island families—for which we have become known. DVAC serves on the Violence Against Women Planning Committee, Fatality Review Team, Access to Justice Commission, Legal Services Provider Consortium, Hawaii State Coalition Against Domestic Violence, and Language Access Advisory Committee. DVAC staff is a visible and dynamic presence at community fairs, sign holdings, workshops, etc. throughout the year. In October 2017, DVAC convened the Briefing, True Nexus: Domestic Violence is a Contributing Cause of Houselessness that brought together community allies in the DV and houselessness sectors as well as elected and appointed leaders, to examine the nexus between domestic violence and houselessness.

As a result of our passion, experience and expertise, media always calls. Over the past year, DVAC Chief Executive Officer Nanci Kreidman frequently appeared on local TV news, and participated in a radio talk show to speak about the DV-related incidents (including two homicides) that occurred on Oahu. Local newspapers also reached out to Nanci for comments. On all media outlets, she was able to emphasize that our community can and should do a better job helping children who are either witnesses or survivors of DV. On January 8, 2018, DVAC organized a Media Summit on Domestic Violence: #aftermetoo that brought together broadcast, print, and digital press to deepen their understanding of domestic violence in the current era. The summit highlighted the personal stories of DV survivors, how media covers these stories and what's next after the #MeToo movement.

DVAC also plays a key role in sharing the work done locally, and in bringing back information to further strengthen intervention and preventative efforts in Hawaii. This year, DVAC took part in the International Summit on Violence, Abuse and Trauma, the Futures Without Violence conference, and the National Organization for Women conference.

The courage, commitment and vision of DVAC staff are also having a concrete impact on the local costs of DV. The annual cost of lost productivity due to domestic violence is estimated as \$727.8 million, with over 7.9 million paid workdays lost each year.<sup>23</sup> A 2016 independent economic impact and social return on investment analysis of our work found that for every \$1 invested in DVAC, the State of Hawaii community receives \$5.64 of immediate and long-term financial benefits.<sup>24</sup>

## 2. Facilities

The PIKO program staff provides advocacy and legal services at DVAC's headquarters. DVAC's headquarters is located in downtown Honolulu within walking distance of Circuit Court, District Court, the State Capitol, government agencies, and bus routes. The location is confidential to preserve staff and client safety. The agency offices have 7,372 usable square feet consisting of 17 enclosed offices, 34 workstations, three intake rooms, a server room, two kitchenettes, and a reception area. Each office and workstation is equipped with a computer and telephone. The office is secured, entry is by key fob access for staff, and visitors are screened via an intercom system. For added security, glass panels on the side of the entry door are tinted with a security film, and a video system makes visitors visible to the receptionist. DVAC also maintains an EXPO court outreach program office at the Ronald T. Y. Moon Judiciary complex in Kapolei housing 4 EXPO court outreach program advocates.

PIKO support groups are held in easily accessible yet secure locations with ample space to accommodate for the survivors and their children. Currently, groups are held at Living Life Source (Manoa) and Hawaii Technology Academy (Waipahu). All sites are selected based on the

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<sup>23</sup> Max W, Rice DP, Finkelstein E, Bardwell RA, Leadbetter S. *The economic toll of intimate partner violence against women in the United States. Violence and Victims* 2004;19(3):259-72.

<sup>24</sup> Community Services Analysis LLC (2016). "DVAC Economic Impact and Social Return on Investment Analysis for the Fiscal Year 2016." Tuscon, AZ. P. 4.

safety features of the site (doors and/or gates that lock, discreet locations) as well as the space available.

**Living Life Source Foundation (LLSF):** LLSF's mission is "to perpetuate peace and thanksgiving in all of nature's living spirits by restoring Aloha spiritually for all humanity and to alleviate world suffering and increase happiness." This site is essential to promoting healing as the survivors expressed their appreciation for the energy, calm and soothing environment. LLSF is an ideal site for 'aina-based (land-based) activities with children such as planting and harvesting crops and learning about medicinal plants.

**Hawaii Technology Academy (HTA):** HTA is Hawaii's largest tuition-free, public charter school, with Learning Center sites across the state's islands, with the largest on Oahu. HTA is located in Waipahu, which is a central location between Honolulu and the Leeward Coast. HTA offers numerous classrooms in secure buildings, with doors locking when group begins. The classrooms are discreet, blending in with a 2-story shopping complex.

## V. Personnel: Project Organization and Staffing

### 1. Proposed Staffing, Staff Qualifications, Supervision and Training

#### Proposed Staffing and Staff Qualifications

Management staff currently employed at the DVAC has a combined total of 100 years professional experience directly serving the community of survivors and their families, while engaging elected and appointed leaders, and providing technical assistance to government and private agencies charged with the responsibility of addressing domestic violence. The agency maintains a staff of well-trained domestic violence lawyers, PIKO Family Assistance Counselors (FACs), Alaka'i advocates, paralegals and program managers who are uniquely suited to address the complex, potentially life-threatening abuse faced by survivors and children on a daily basis.

With funding from the Hawaii State Legislature, DVAC seeks to support:

- a. **2 full-time PIKO Family Assistance Counselors;**
- b. **1 full-time PIKO Program Manager;**
- c. **1 full-time PIKO Attorney; and**

**d. DVAC Management and Support Staff.****a. PIKO Family Assistance Counselors (FACs)**

The PIKO FACs have experience working with individuals or families in crisis or suffering trauma, providing advocacy and crisis counseling services, as well as facilitating support groups. FACs must also possess knowledge of the criminal and civil justice systems, be skillful regarding outreach to potential clients, be familiar with the multi-cultural styles of communications, and have knowledge of feminist philosophy of violence against women. FACs are trained to work with multi-risk factor families with complex cases that include child protective services (CPS). They have at minimum a Bachelor's degree in social work or related field and three years' experience working with people who have experienced trauma, and are endeavoring to overcome barriers, change life patterns, and improve living circumstances. The PIKO FACs report directly to the PIKO Program Manager. DVAC currently has 2 PIKO FACs who provide long-term advocacy services to PIKO clients.

**Cindy Kang, PIKO Family Assistance Counselor:** Cindy Kang is a Marriage and Family Therapist (MFT) who has worked with breast cancer patients through the Shanti Project in San Francisco, and most recently at the Salvation Army Adult Rehabilitation Center in Honolulu. Ms. Kang has used her innate advocacy skills from a very young age, advocating for immigrant justice and equality. Since August 2017, she has been an invaluable part of the PIKO team.

**Rayella Mojica, PIKO Family Assistance Counselor:** Rayella Mojica blends victim services and mental health case management experience in working with PIKO families. Before joining the PIKO program in September 2017, Ms. Mojica was the Senior Supervising Case Manager at the Transitional Living Services of Northern New York. Ms. Mojica has a Master of Science in Psychology from Pheonix University and a Bachelor of Science in Criminal Justice Administration. As a member of a military family, she brings in depth knowledge of military culture and institutions to her advocacy work with PIKO military clients.

**b. PIKO Program Manager**

The PIKO Program Manager provides supervision for the delivery of effective PIKO program services to survivors and their children. The Program Manager promotes program development and undertakes supervisory and management tasks related to program

administration. The PIKO Program Manager has excellent problem solving skills as well as extensive experience with public speaking, training of community professionals, and support group facilitation. The Manager also participates in agency program planning and program evaluation efforts and has a good understanding of the justice systems and community resource systems. At minimum, the PIKO Program Manager must have a Master's degree in Social Work or an equivalent. The PIKO Program Manager reports directly to the Vice President of Survivor Advocacy Programs.

**Desiree Ve** is PIKO's Program Manager since March 2017. Being a DV survivor of intimate partner violence, Ms. Ve has spent the last 7 years helping individuals get past their barriers to self-growth to regain their sense of power and independence. Her passion for children and experience as a foster parent led her to work with the PIKO Program, refocusing her work on the individual to the family as a whole with a focus on providing trauma-informed and culturally appropriate services. Ms. Ve recently conducted two trainings on how to identify and assist victims of DV for service providers working with parents and children. In November 2017, Ms. Ve provided training during a Perinatal Support Services Providers (PSS) Meeting for Healthy Mothers, Healthy Babies for providers working in clinical settings. Ms. Ve shared information and resources on the impact of DV on children (pre-natal to 2 years old), and built personnel capacity to recognize the signs of DV and conduct thorough assessments. Also in November 2017, Ms. Ve conducted a training with a group of INPEACE Home Visitors, with a focus on identifying DV in the homes and how it affects children ages 0 through 5. Born and raised in Kauai, Des graduated from Wells College with a B.A. in International Studies and finished her Korean Language and Literature focus at Cornell University.

### **c. PIKO Attorney**

The PIKO Attorney provides direct legal services for Temporary Restraining Orders (TROs), Divorce, Post Decree, and Paternity matters. At minimum, the PIKO Attorney has Admission, or Limited Admission (as provided by Supreme Court, 2011) to the Hawaii State Bar. The PIKO Attorney must possess a law degree from an accredited law school and be insurable with no current Disciplinary Counsel complaints. The PIKO Attorney also is knowledgeable about DV, family law, system procedures and community resources (safety net

agencies). The DVAC Managing Attorney supervises the PIKO Attorney. DVAC's currently has one full-time PIKO Attorney on staff, who is part of the PIKO Legal team.

**Cassandra Bagay, PIKO Attorney:** Cassandra Bagay joined DVAC as the PIKO Attorney in January 2017, after practicing law for 2 and half years at Doi, Luke, AAL, LLLC Law firm providing representation to clients in their divorce, paternity, guardianship and child custody cases. Since joining the agency, Ms. Bagay has been invaluable to our PIKO clients. Ms. Bagay has a law degree from William S. Richardson School of Law and a Bachelor's of Arts in Political Science from Williams College.

#### **d. DVAC management and support**

The work of the PIKO program is supervised and supported by the following DVAC managers and support staff:

**Cristina Arias, Vice President of Survivor Advocacy Services:** Cristina Arias has been with DVAC for more than 15 years. She specialized in services for Filipina immigrants, before assuming supervisory and now management positions within the agency. Cristina continues to provide insight about the needs of immigrant survivors and participates in community meetings on the issue, as well as coordination of agency partnerships serving survivors directly. Ms. Arias is the overall supervisor for all DVAC advocacy programs, including PIKO. She holds a B.A. from Assumption College, Manila, in the Philippines.

**Pauline Ohlendorf-Chun, Vice President of Operations:** Pauline Ohlendorf-Chun has been an invaluable member of the DVAC management team for 24 years. As the Vice President of Operations, she is responsible for the administration, coordination and direction in the areas of finance, human resources, inventory control, vendor contracts, facilities and risk management at the agency. Before joining DVAC, Ms. Ohlendorf-Chun managed the International Wholesale Services for American Express, Travel Related Services Co. She holds an Associate of Science in Hotel Management.

**Jacque Kotarek, Human Resources Manager:** Jacque Kotarek has a Bachelor's degree in Sociology from Humboldt State University. Ms. Kotarek is a results-driven retail professional with 22 years of diverse experience in all aspects of business, including leadership & talent development, recruiting, training, human resources, succession planning, management, budget forecasting, inventory and merchandising. She has exemplary collaborative, communication,

facilitation and interpersonal skills and has been an invaluable addition to the DVAC team since she joined in September 2016. As Human Resource Manager, she is responsible for staff recruitment and assists in the procurement of employee benefits. She manages the enrollment and processing of employee benefits, as well as audits and processes employee time reports and maintains personnel records.

**Juan Mao Meng, Director of Finance:** Juan Mao Meng completed a Bachelor of Business Administration in Accounting at the University of Hawaii at Manoa. She is a Certified Public Accountant in the State of Hawaii, and worked with Hawaii Health Connector, creating a manual accounting system for implementing Affordable Care Act in the State of Hawaii before joining DVAC as the Director of Accounting. In her current position, Ms. Meng ensures the agency's compliance with Generally Accepted Accounting Principles (GAAP), develops program and agency-wide budgets, and maintains accurate financial records and timely financial reporting.

**Eleonore Veillet Chowdhury, Grants Manager:** Eleonore Veillet Chowdhury completed a Doctorate degree in Comparative Literature at the Johns Hopkins University and a Professional Certificate in Global Affairs at the New York University. She has over 5 years of experience developing, implementing, and evaluating programs to promote women and girls' rights and prevent sexual and gender-based violence in conflict zones in Africa, Latin America, the Middle East and South Asia. Having just moved back to Hawaii in 2016, she joined DVAC as the Grants Manager. In addition to identifying grant opportunities and drafting grant proposals, Ms. Veillet Chowdhury collects statistical data, and manages the program contract file for reporting deadlines and contract compliance.

**Patricia Low, Accounting Clerk/Administrative Assistant:** Ms. Low has over 15 years of administrative and customer service experience. Before joining DVAC, she served as a Group Sales Coordinator at Outrigger Hotels and Resorts. Her extensive administrative skills, attention to details, and ability to work well with others has made her a tremendous asset to the agency. As Accounting Clerk/Administrative Assistant, Ms. Low is responsible for reviewing check requests for proper supporting documentation, coding invoices using appropriate fund source code for shared allocation among funding sources, issuing checks and processing for payment. She maintains accounts payable files and advocacy case files, and provides administrative support to program staff.

For more details on the PIKO program staff, please see attached **Job Descriptions and Resumes**.

### **Supervision and Training**

Upon hiring, all PIKO staff follows a position-specific training plan with their direct supervisor. PIKO FACs receive weekly supervision from PIKO Program Manager Desiree Vea. Ms. Vea provides weekly guidance on case and client issues with the FACs, as well as performs case reviews once every quarter. She ensures that services provided to survivors are client centered, trauma-informed, responsive, and offered in a timely manner. Ms. Vea reports to DVAC's VP of Survivor Advocacy Services, Ms. Arias.

Staff is expected to participate in 4 trainings annually, to remain current on emerging issues and practice in the field. DVAC also coordinates training required for staff, including: DV101, LGBTQ+ Inclusivity, and Trauma-Informed Care.

In total, PIKO FAC attended 18 trainings over the past year, completing 114 hours of education concerning Domestic Violence, Immigration, and Public Benefits; Inclusivity and LGBTQ+ Populations; Being Trauma-Informed and Trauma-Informed Care; Hope and Resiliency: Working with DV Parents and Children; Play Therapy; and other DV Specific Trainings for survivors and children.

### 2. **Organization Chart**

Please see attached DVAC Organization Chart.

### 3. **Compensation**

The annual salaries paid DVAC to the three highest paid officers, directors, or employees of the organization by position are:

1. Chief Executive Officer: **\$105,885**
2. Vice President of Operations: **\$84,532**
3. Deputy Executive Director: **\$79,560**



**VI. Other****1.  Litigation**

There is no pending litigation.

**2.  Licensure or Accreditation**

DVAC is not accredited.

**3.  Private Educational Institutions**

The grant will not be used to support or benefit a sectarian or non-sectarian private educational institution.

**4.  Future Sustainability Plan**

The Pulama I Ka 'Ohana (PIKO) program is a crucial contribution to the community's continuum of services for families harmed by abuse. To sustain all programs, DVAC will continue to seek public contracts and private grants. As the agency has grown over the last 27 years, the budget has increased to support its array of essential and innovative programs for the community. The competition for funds is fierce, as is widely understood, so DVAC collects data and testimonials from survivors to demonstrate effectiveness, viability and validity of the program. Currently, the agency's annual budget is balanced through revenues collected from successful grant awards, government contracts, special events, client fees and donor gifts. Staff works diligently to maintain quality core, unduplicated services during times of strong economic stability and other more unsteady periods.

As funding for agency programs continues to challenge fiscal stability, DVAC has been innovating to sustain a vital, viable, visible organization. Management has boosted support, increased the diversity of the revenue stream, and remained loyal to the agency's dual approach to addressing DV by educating the community and raising needed funds. The assortment of

DVAC events has expanded to include the Annual Chipping Away at Domestic Violence Golf Tournament, Poinsettias for Peace during the holiday season and a Mother's Day Beauty of it All Flower sale to give voice to the important role and many challenges faced by survivor mothers. DVAC recently launched two new initiatives that further increase private support: Pau Hana for a Purpose, to engage young professionals in understanding their role in addressing domestic violence; and Feast for Peace, to enlist local restaurants in raising funds for DV programs. DVAC actively uses social media platforms throughout the year. The agency sends monthly e-blasts and organizes donor gift drives. A DVAC public service announcement (PSA) featuring well-known community supporters airs on local TV stations to further garner support. DVAC is also developing its Safe Futures Fund to endow DVAC. Legacy giving is a goal for us to sustain DVAC's essential work long into the future. DVAC has also started convening joint meetings of its Board Committees on Fund Development and Public Awareness, because of the intersection between visibility and community support. DVAC will maintain this strategic approach in FY 2019.

We are confident in our capacity to secure the necessary funds to sustain the PIKO program and meet our community's demand for PIKO services beyond FY 2019. In 2016, PIKO was awarded a 2-year grant from the Department of Health and Human Services (DHHS), Family Violence Prevention Services. Since then, federal funding has been complemented by smaller grants from foundations and community partners. For example, DVAC was awarded a grant to complement existing PIKO services to develop a PIKO Plus Toolkit from the Hawaii Children's Trust Fund (HCTF). DVAC staff continue their dynamic outreach and community education about programs designed to meet the complex needs of families. A PIKO program video, currently in production, will be used to approach other potential donors in FY 2019 and beyond, in an effort to continue diversifying our revenue stream.

5.  **Certificate of Good Standing**

Please see the attached **Certificate of Good Standing**, dated January 18, 2018.

6.  **Declaration Statement**

Please see the attached **Declaration Statement**.

7.  **Public Purpose**

The grant will be used for a public purpose pursuant to Section 42F-102, Hawaii Revised Statutes.

The Twenty-Ninth Legislature, Hawaii State Legislature  
Application for Grants – Grant-in-Aid FY 2019  
Applicant: Domestic Violence Action Center



# Budget

## BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2018 to June 30, 2019

Applicant: Domestic Violence Action Center (DVAC)

1/18/2018

### Pulama I Ka 'Ohana (PIKO) Program

BUDGET CATEGORIES	Total Budget Request (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)
<b>A. PERSONNEL COST</b>				
1. Salaries	205,850			
2. Payroll Taxes & Assessments	21,923			
3. Fringe Benefits	41,170			
<b>TOTAL PERSONNEL COST</b>	<b>268,943</b>			
<b>B. OTHER CURRENT EXPENSES</b>				
1. Airfare, Inter-Island	0			
2. Airfare, Out-of-State	0			
3. Audit Services	2,600			
4. Contractual Services - Administrative	33,920			
5. Contractual Services - Subcontracts	0			
6. Insurance	1,900			
7. Lease/Rental of Equipment	1,897			
8. Lease/Rental of Motor Vehicle	0			
9. Lease/Rental of Storage	1,080			
10. Mileage	3,870			
11. Postage, Freight & Delivery	1,080			
12. Publication & Printing	1,000			
13. Repair & Maintenance (IT)	4,200			
14. Staff Training	350			
15. Substance/Per Diem	0			
16. Supplies	720			
17. Program Supplies	1,680			
18. Telecommunication	3,360			
19. Building CAM & Utilities	17,040			
20. Dues	360			
21.	0			
22.	0			
<b>TOTAL OTHER CURRENT EXPENSES</b>	<b>75,057</b>			
<b>C. EQUIPMENT PURCHASES</b>	<b>0</b>			
<b>D. MOTOR VEHICLE PURCHASES</b>	<b>0</b>			
<b>E. CAPITAL</b>	<b>0</b>			
<b>TOTAL (A+B+C+D)</b>	<b>344,000</b>			
<b>SOURCES OF FUNDING</b>	(a) Total State Fund requested	344,000	Budget Prepared By: Mao Moeng <span style="float: right;">534-0040</span> Phone	
	(b) Total Federal Funds Requested		1/18/2018 Date	
	(c) Total County Funds Requested	0	Nanci Kreidman, CEO Name and Title (Please type or print)	
	(d) Total Private/Other Funds Requested		For State Agency Use Only	
<b>TOTAL REVENUE</b>	<b>344,000</b>	Signature of Reviewer <span style="float: right;">Date</span>		

## BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2018 to June 30, 2019

Applicant: Domestic Violence Action Center

Pulama I Ka 'Ohana (PIKO) Program

POSITION NO.	POSITION TITLE	FULL TIME EQUIVALENT TO ORGANIZATION	ANNUAL SALARY INCLUDING BUDGETED SALARY INCREASE A	% OF TIME BUDGETED TO THE CONTRACT B	TOTAL SALARY BUDGETED TO THE CONTRACT A x B
1	PIKO Program Manager	1.00	50,000	100.00%	50,000
2	Staff Attorney	1.00	51,000	100.00%	51,000
3	Family Assistance Counselor	1.00	41,000	100.00%	41,000
4	Family Assistance Counselor	1.00	41,000	100.00%	41,000
5	VP of Survivor Advocacy Services	1.00	72,100	10.00%	7,210
6	*Vice President of Operations	1.00	84,532	5.00%	4,227
7	*Finance Manager	1.00	72,100	5.00%	3,605
8	*Human Resource Manager	1.00	51,500	5.00%	2,575
9	*Grants Manager	1.00	63,860	5.00%	3,193
10	*Accounting Clerk/Administrative Assistant	1.00	40,800	5.00%	2,040
<b>TOTAL:</b>					205,850

**JUSTIFICATION/COMMENTS:** Positions preceded by an \* are administrative positions. Administration costs are allocated among all the programs administered by DVAC. The salaries charged are based on time each employee will spend on serving this program.

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

Applicant/Provider: Domestic Violence Action Center

RFP No.: 29th Hawaii State Legislature GIA Period: 7/1/2018 to 6/30/2019 Date Prepared: 1/18/2018

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

**Pulama I Ka 'Ohana (PIKO) Program**

TYPE	BASIS OF ASSESSMENTS OR FRINGE BENEFITS	% OF SALARY	TOTAL
<b>PAYROLL TAXES &amp; ASSESSMENTS:</b>			
Social Security	205,850	7.65%	15,748
Unemployment Insurance (Federal)		N/A	
Unemployment Insurance (State)	205,850	1.50%	3,088
Worker's Compensation	205,850	0.80%	1,647
Temporary Disability Insurance	205,850	0.70%	1,441
SUBTOTAL:			21,923
<b>FRINGE BENEFITS:</b>			
Health Insurance	205,850	16.00%	32,936
Retirement (401K)	205,850	4.00%	8,234
			-
SUBTOTAL:			41,170
<b>TOTAL:</b>			<b>63,093</b>

**JUSTIFICATION/COMMENTS:** Fringe Benefits are based on State of Hawaii and Federal rates. FICA 7.65%, SUI 1.50%, TDI .80% Workmen's Comp. .70%. Health insurance \$530/per month per employee and 4% retirement contribution is based agency policy for eligible employees.

**BUDGET JUSTIFICATION  
CONTRACTUAL SERVICES - ADMINISTRATIVE**

Applicant/Provider: Domestic Violence Action Center

RFP No.: 29th Hawaii State Legislature GIA

Period: 7/1/2018 to 6/30/2019

Date Prepared: 1/18/2018

Contract No. \_\_\_\_\_

**Pulama I Ka 'Ohana (PIKO) Program**

(As Applicable)

NAME OF BUSINESS OR INDIVIDUAL	TOTAL BUDGETED	SERVICES PROVIDED	JUSTIFICATION/COMMENTS
MaxWorks Payroll Services	780	Payroll services	Prepare agency's payroll and file taxes. Cost is \$600per month, 10% is allocated to this program based on full time equivalent. ( $650 \times 12 \times 10\% = \$780$ )
One-Point	600	Timesheet program service	Average Sevice cost is \$500 per month, 10% is allocated to this program based on full time equivalent. ( $500 \times 12 \times 10\% = \$600$ )
Other Professional Services	200	Retirement (401K fees & flex spending fees)	Estimated cost of professional retirement services needed for the year. Cost is based on historical expenses at 10% of \$2,000. ( $2000 \times 10\% = \$200$ )
Facilitators	21,600	Facilitating group activities for children, and adult DV survivors.	4 groups x 12 sessions x 3 facilitators x \$150
Therapists	4,500	Therapists provide therapy to client parent and child and will be compensated \$125.00 per session.	4 sessions x 9 survivors x \$125
Childcare	2,400	Child Care will be provided during PIKO support groups. Childcare providers compensated at \$25.00	48 sessions x 2 providers x \$25
Creative Arts	3,840	Creative Arts provides art therapy for clients' children.	\$40/hr x 2 hous x 48 sessions
<b>TOTAL:</b>	<b>33,920</b>		



**BUDGET JUSTIFICATION  
PROGRAM ACTIVITIES**

Applicant/Provider: Domestic Violence Action Center  
29th Hawaii State Legislature

RFP No.: GIA  
Contract No. : \_\_\_\_\_  
(As Applicable)

Period: 7/1/2018 to 6/30/2019 Date Prepared: 1/18/2018  
**Pulama I Ka 'Ohana (PIKO) Program**

DESCRIPTION	AMOUNT	JUSTIFICATION/COMMENTS
3. Auditing - Wikoff Combs & Co.,LLC - Audit and Tax reporting services	2,600	Agency audit and tax services - proportionate share of audit cost allocated to the contract based on size and total expenditures of program. Annual Audit contracted out to Wikoff Combs & CO., LLC. Cost allocated to this contract is 10% of \$26,000. ( $\$26,000 \times 10\% = \$2,600$ )
6. Insurance - John H. Connors Insurance	1,900	Professional and General Liability Insurance for program allocated to all supporting contracts based on total expenditures of the contract. Cost estimated based on historical cost to agency \$19,000 and 10% of cost is allocated to this program. ( $\$19,000 \times 10\% = \$1,900$ )
7. Lease Rental of Equipment	1,800	Copier rental - cost allocated based on actual usage, historical cost to the program is used for the budget. Approx. 10% of total \$1,500 monthly rental fee allocated to Teen program based on the total expenditures of the contract. ( $\$1,500 \times 12 \times 10\% = \$1,800$ )
7. Lease Rental of Equipment	97	Mailing system rental - cost allocated based on actual usage, historical cost to the program is used for the budget. Approx. 10% of total \$240 quarterly rental fee allocated to program based on the total expenditures of the contract. ( $\$240 \times 4 \times 10\% = \$96$ )
9. Lease/Rental of Space - Storage	1,080	Rental cost for storage to secure client records, prior to destruction based on agency retention policy, is \$900 per month. Approx. 10% of total rental fee is allocated to this program based on the total expenditures of the contract. ( $\$900 \times 12 \times 10\% = \$1,080$ )
10. Mileage	3,870	This expense is based on expected staff travel for community based services. Projected travel is estimated at 800 miles a month for 12 months at \$.54 per mile and estimated parking of \$50/month. ( $500 \text{ miles/mo} \times 12 \text{ months} \times 0.545 \text{ rate per mile} + \$600 \text{ parking} = \$3,870$ ).
11. Postage	1,080	Estimated postage cost for this program is based on historical costs and is charged directly to the contract based on FTE. Postage for mailing reports, contract communications, and program brochures is included in this category. $\$900 \times 12 \times 10\% = \$1,080$
12. Printing & publications	1,000	Administrative printing and publication costs are allocated to all supporting contracts based on total expenditures of the contract. This includes the cost for printing agency letterhead, Report to the public and other publications to raise community awareness of domestic Violence. Estimated at \$1,000
13. Repairs and Maintenance (IT)	4,200	Agency Network Maintenance - Service contract with Transactions Inc. cost for agency network server maintenance, trouble shooting and on site technical support of 4 servers, helpline and client databases. The historical cost for this contract has been \$3,500 a month. Approx. 10% of this cost is allocated to this contract. ( $\$3,500 \times 12 \times 10\% = \$4,200$ )
14. Staff Training	350	Registration cost for project staff to attend training and educational events designed to increase job skill and leadership capacity.
15. Office Supplies	720	Estimated cost of supplies for program is based on projected costs of \$600 per month. ( $\$600 \times 12 \times 10\% = \$480$ )
16. Program Supplies	1,680	Presentation and group meeting materials, art materials and supplies, games, etc. $\$35.00 / \text{session} \times 48 \text{ sessions} = \$1,680$
17. Telecommunications & Internet	3,360	Cost of telephone service at DVAC office \$2,800 per month. Approx. 10% of total cost is allocated to this program based on the total expenditures of the contract. ( $\$2,800 \times 12 \times 10\% = \$3,360$ )
18. Office Maintenance & Utilities	17,040	program is allocated to all supporting contracts based on total expenditures of the contract. Approx. 10% of rent is allocated to this program. ( $\$14,200 \times 12 \times 10\% = \$17,040$ )
19. Membership Dues	360	Hawaii Employers Council membership dues. $\$900/Q \times 4 \times 10\% = \$360$
<b>Total:</b>	<b>41,137</b>	

**Note:** Please note that the 10% allocation is based on 3.4 FTE employee serving this program and the average number (45) of employees in the agency, unless otherwise justified.

## BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Period: July 1, 2018 to June 30, 2019

Applicant: Domestic Violence Action Center (DVAC)

Pulama I Ka 'Ohana (PIKO) Program

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

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

## BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS

Period: July 1, 2018 to June 30, 2019

Applicant: Domestic Violence Action Center (D)

Pulama I Ka 'Ohana (PIKO) Program

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: 2016-2017	FY: 2017-2018	FY:2018-2019	FY:2018-2019	FY:2019-2020	FY:2020-2021
PLANS						
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
<b>TOTAL:</b>						
<b>JUSTIFICATION/COMMENTS:</b>						
N/A						

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Applicant: Domestic Violence Action Center



# Government Contracts

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

Applicant: Domestic Violence Action Center (DVAC)

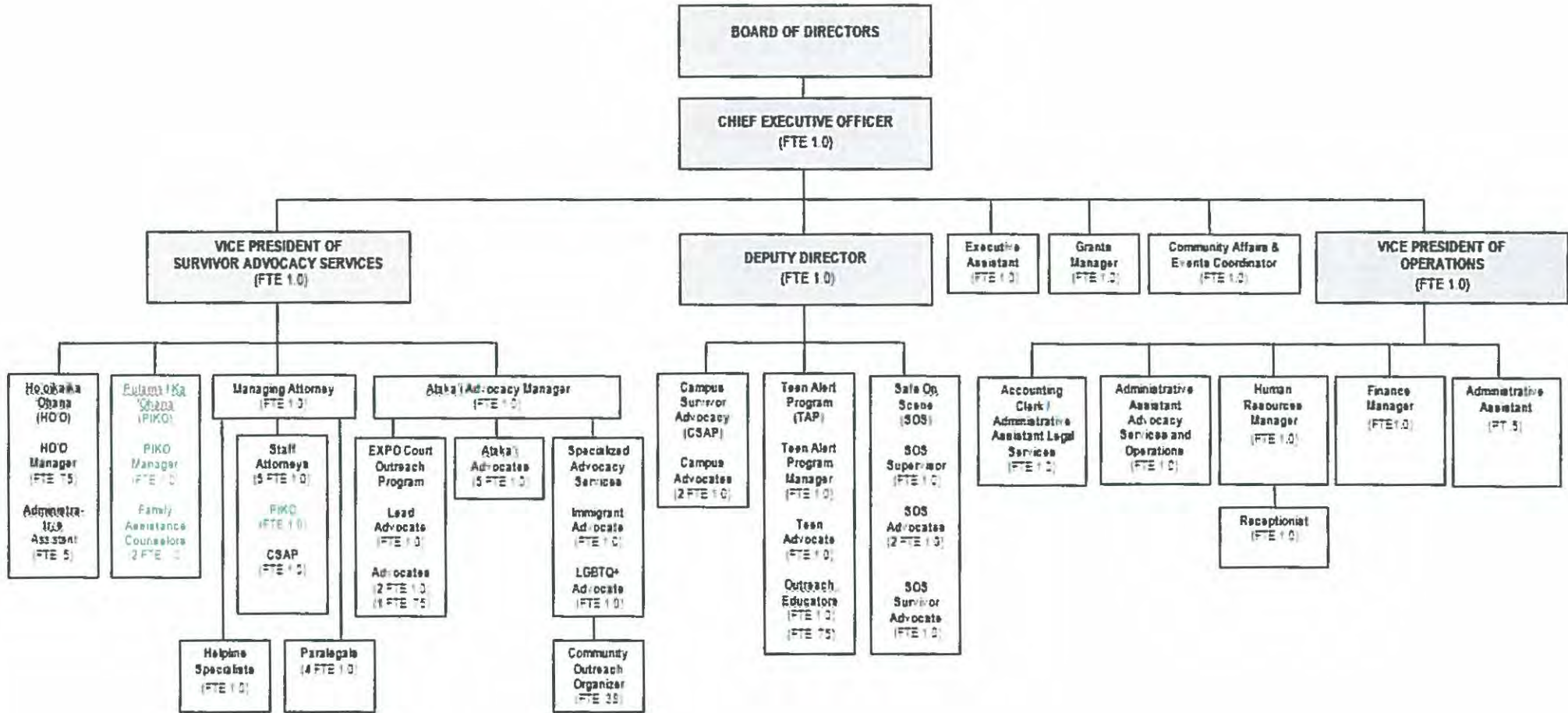
Contracts Total: \$ 760,786.00

	<b>CONTRACT DESCRIPTION</b>	<b>EFFECTIVE DATES</b>	<b>AGENCY</b>	<b>GOVERNMENT ENTITY (U.S. / State / Haw / Hon / Kau / Mau)</b>	<b>CONTRACT VALUE</b>
1	Pulama I Ka 'Ohana (PIKO) Program (Specialized Services for Abused Parents and their Children)	10/1/16 - 9/30/18	Department of Health and Human Services (DHHS) Administration on Children, Youth and Families (ACYF) Family and Youth Services Bureau (FYSB)	U.S.	\$ 760,786.00
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# Organization Chart

# DOMESTIC VIOLENCE ACTION CENTER ORGANIZATION CHART



The Twenty-Ninth Legislature, Hawaii State Legislature  
Application for Grants – Grant-in-Aid FY 2019  
Applicant: Domestic Violence Action Center



# Certificate of Good Standing





## Department of Commerce and Consumer Affairs

### CERTIFICATE OF GOOD STANDING

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

#### DOMESTIC VIOLENCE ACTION CENTER

was incorporated under the laws of Hawaii on 12/04/1990 ; that it is an existing nonprofit corporation; and that, as far as the records of this Department reveal, has complied with all of the provisions of the Hawaii Nonprofit Corporations Act, regulating domestic nonprofit corporations.



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

Dated: January 18, 2018

*Catherine P. Owaik-Cohen*

Director of Commerce and Consumer Affairs

The Twenty-Ninth Legislature, Hawaii State Legislature  
Application for Grants – Grant-in-Aid FY 2019  
Applicant: Domestic Violence Action Center



# Declaration Statement

**DECLARATION STATEMENT OF  
APPLICANTS FOR GRANTS PURSUANT TO  
CHAPTER 42F, HAWAII REVISIED STATUTES**

The undersigned authorized representative of the applicant certifies the following:

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

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

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

**Domestic Violence Action Center (DVAC)**

\_\_\_\_\_  
 \_\_\_\_\_  
(Signature) (Date) 1-17-18

Nanci Kreidman \_\_\_\_\_ Chief Executive Officer  
(Typed Name) (Title)



# Job Descriptions

# Domestic Violence Action Center

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## Job Description: Pulama I Ka Ohana Family Assistance Counselor (Full Time, Non-Exempt)

### **Goal**

To assist agency's clients with long term advocacy, crisis support, support for balanced parenting and the strengthening of protective parenting, developing safety and self-sufficiency. Support survivors who are working to meet personal goals for safety and improved parenting as they' re- build trust with their children and stabilize family affairs.

### **Minimum Qualifications**

Bachelor's degree in social work or related field and (3) years' experience working with people who have experienced trauma, and endeavoring to overcome barriers, change life patterns, and improve living circumstances. The ability to work with people in crisis, and a command of problem solving and communication skills (both written and oral). Working independently, the capacity to work under pressure and multi-task is crucial. Possess understanding of cultural factors as an influence of behavior and ability to mentor compassionate strength.

### **Desired Qualifications**

Experience in facilitating groups, has a good understanding of the justice systems and community resource system. Knowledge of feminist philosophy of violence against women. Previous work in the not for profit sector and in service to the community.

### **Responsibilities**

1. The Family Assistance Counselor (FAC) will conduct assessments of survivors referred to DVAC Pulama I Ka Ohana (PIKO) program and assist clients in development of effective Service Plans.
2. Provide long term advocacy with survivors who are working to get safe, stay safe, access community resources, improve their parenting and make difficult decisions in their efforts to achieve self-sufficiency.
3. Facilitate (either individually or with another FAC) groups with non-offending parent survivors of intimate partner violence.
4. Facilitate groups with parent and children (between 7 and 18) focusing on building relationship and communication skills.
5. Facilitate age appropriate groups with children focusing on healing and personal growth.

6. FAC will provide crisis support and counseling, safety planning and accompaniments to court and community appointments with survivors referred by DVAC programs or community allies.
7. FAC will advocate on behalf of clients with any and all institutions and agencies. Counselor will assess when intervention is necessary and will always encourage the client to speak and act on her own behalf.
8. Counselor will preserve client confidentiality and adhere to all PIKO policies in regard to timely delivery of program services and client confidentiality.
9. FAC will keep updated and current on issues by attending four relevant substantive trainings per year for the position and agency.
10. FAC will document and keep accurate case summary notes and case files on each client
11. FAC will practice good communication skills with DVAC in other agency programs and will document shared client information in person or via e-mail.
12. FAC will keep track of statistics of monthly services and submit program services in a timely manner.
13. FAC will assume duties as assigned to meet program and agency objectives.
14. FAC reports directly to the PIKO Program Manager.

# **Domestic Violence Action Center**

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## **Job Description: Pulama I Ka Ohana Program Manager (Full-Time, Exempt)**

### **Goal**

To provide supervision for the delivery of effective Pulama I Ka Ohana (PIKO) program services to survivors and their children. The Manager will maintain the capacity and oversee responsive services, promote program development, supervisory and management tasks related to administration of PIKO.

### **Minimum Qualifications**

Knowledgeable about intimate partner abuse, and the not-for-profit sector; thorough understanding of advocacy, staff collaboration, and coordinated delivery of services by public and private agencies; experience supervising others, working with clients in transition and navigating the community resource system. MSW or equivalent is required. Must have excellent verbal and written communication skills, ability to work independently, and work with culturally diverse populations.

### **Desired Qualifications**

Ability to manage intra-agency relations and staff operations with good problem solving skills; public speaking and training of community professionals; experience in facilitating groups, ability to participate in agency program planning and program evaluation efforts and a good understanding of the justice systems and community resource systems.

### **Responsibilities**

1. Assist with the practical implementation of new program for the agency.
2. Facilitate the assimilation of new program into organizational framework.
3. Development of strategies for demonstrating program accountability.
4. Assist in the implementation of new program policies for staff and to assure smooth delivery of services and support functions needed for programs and contracts.
5. Work with colleagues to institute and maintain the system for effective interface in the delivery of all client program services.
6. Ensure availability of written program operations manuals for staff guidance and compliance with best practices.
7. Manage recruitment, hiring, counseling and termination of program staff.

## **Pulama I Ka Ohana Program Manager**

Job Description

Page 2

8. Oversee documentation and compilation of programs services for reporting, evaluation and agency planning purposes.
9. Administer personnel policies and procedures for staff.
10. Assess need for and facilitate training and skill building of program staff.
11. Carry reduced caseload of families for (PIKO) program services.
12. Facilitate groups for survivors and children clients of PIKO.
13. Oversee intake and assignment of cases for PIKO services.
14. Maintain accurate and current personnel files for program staff.
15. Work in collaboration with agency management to develop and implement models of service delivery and effective protocols.
16. Participate in relevant (1) community meetings, (2) program meetings, (3) directors meetings, (4) staff meetings and (5) other staff development programs (4 relevant trainings per year).
17. Participate in agency efforts related to planning, evaluation and strategic development.
18. Serve as agency representative on relevant committees and community initiatives under development for target populations.
19. Performs other duties as assigned by Vice President of Survivor Advocacy Programs.
20. PIKO Program Manager reports directly to the Vice President of Survivor Advocacy Programs.



# **Domestic Violence Action Center**

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## **Job Description: Staff Attorney (Full-Time, Exempt)**

### **Goal**

To provide legal representation to agency clients and to be responsive to Helpline callers with understanding and compassion for the emotional needs of survivors.

### **Minimum Qualifications**

Attorney licensed to practice in Hawaii with a law degree from an accredited law school. Insurable. No pending disciplinary counsel complaints or prior ODC actions in any jurisdiction. Familiarity with substantive and procedural family law. Experience in litigation or willingness to litigate cases. Familiarity with domestic violence issues, Family Court in Hawaii or another jurisdiction, system procedures, and service providers in the community. Commitment to client-centered legal advocacy. Excellent written and verbal communication skills. Highly organized, ability to multi-task.

### **Desired Qualifications**

Willingness and ability to work with and represent individuals dealing with the effects of physical, emotional, psychological and sexual abuse. Knowledge of Feminist philosophy of violence against women. Knowledge of the dynamics of family violence. Willingness to work collaboratively with advocates as well as other staff representing victims of domestic violence. Ability to adapt to changing work environment and responsibilities.

### **Responsibilities**

1. Carry a caseload of 25-35 active cases, not including restraining orders, ensuring movement and progression of all cases.
2. Interview and assess clients, draft pleadings, conduct legal research, appear in court on behalf of agency clients, attend hearings and meetings and fulfill other responsibilities required of a licensed attorney in Hawaii representing clients on a timely basis, ensuring all court deadlines are met and calendared.
3. Answer calls for information, community referrals, advocacy or crisis counseling on the Legal Helpline; evaluate the seriousness of the calls and handle calls in a calm and professional manner.
4. Make appropriate community referrals for clients/callers needing additional support from community resources.
5. Oversee and direct paralegal staff assigned to clients/cases and collaborate with advocates and other agency staff to ensure the delivery of appropriate and timely legal representation and other services in keeping with the agency's overall goals and philosophy.

6. Work with legal and advocacy staff to provide efficient and effective legal case management and communication.
7. Provide input regarding agency protocols for client case acceptance, client fees for service, referrals to private attorneys, standards of practice, and handling Helpline calls.
8. Work with the Managing Attorney and Vice President of Survivor and Advocacy Services to represent the agency in the community.
9. Assist with all necessary organizational reporting of legal services and agency activities by documenting appearances, telephone contacts, materials, preparation, client contacts, and community consultations accurately.
10. Keep accurate time sheets and time charge codes and ensure all court and client-related deadlines are in the master calendar.
11. Keep updated and current on issues by attending four relevant trainings, seminars and conferences per year.
12. Provide trainings as requested.
13. Attend and participate in all performance evaluations and case reviews.
14. Forego outside employment without prior written consent of the Vice President of Survivor and Advocacy Services and the Chief Executive Officer.
15. Assume other duties as assigned by the Managing Attorney.
16. Reports directly to the Managing Attorney.

# **Domestic Violence Action Center**

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## **Job Description: Vice President of Survivor Advocacy Services (Full-Time, Exempt)**

### **Goal**

To provide leadership and supervision of agency programs delivering services directly to clients. The Vice President will develop the capacity and oversee effective services in the community, in courts, over the telephone, and in cooperation with other agency initiatives.

### **Minimum Qualifications**

Bachelor's degree in social work or related field and at least 3 years supervisory experience. Knowledgeable about intimate partner abuse, and the not-for-profit sector; thorough understanding of advocacy, staff collaboration, and coordinated delivery of services by public and private agencies; experience working with clients in trauma and experience supervising multiple professional staff; possess excellent written and oral communication skills and experience conducting community and professional training

### **Desired Qualifications**

Ability to manage intra-agency relations and staff operations; skills and experience with public speaking and conducting community and professional training. ability to participate in agency program planning and evaluation efforts.

### **Responsibilities**

1. Oversee direct service and department administrative staff to assure smooth delivery of services and support functions needed for programs and contracts.
2. Maintain system for effective interface in the delivery of client and program services.
3. Ensure availability of written program operations manuals for staff guidance and compliance with best practices.
4. Manages recruitment, hiring, counseling and termination of department staff.
5. Oversee documentation and compilation of programs and staff services for reporting, evaluation and agency planning purposes.
6. Administer personnel policies and procedures for staff.
7. Assess need for and facilitate training and skill building.
8. Oversee intake and assignment of cases for direct advocacy and legal services.

9. Provide direction to staff to assure timely movement of cases for clients receiving case management, legal, advocacy, follow up, outreach services.
10. Maintain accurate and current personnel files for department staff.
11. Provide active supervision for supervisory program staff within the department.
12. Facilitates constructive relationships among staff under direct supervision and between agency departments.
13. Work in collaboration with agency management to develop and implement models of service delivery and effective protocols.
14. Participate in relevant (1) community meetings, (2) program meetings, (3) directors meetings, (4) staff meetings and (5) other staff development programs.
15. Keep updated and current on the issues by attending four trainings or conferences per year relevant to the position and/or the agency's work.
16. Participate in agency efforts related to planning, evaluation and strategic development.
17. Serve as agency representative on relevant committees and community initiatives under development for target populations.
18. Performs other duties as assigned by Chief Executive Officer.

# **Domestic Violence Action Center**

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## **Job Description: Vice President of Operations (Full-Time, Exempt)**

### **Goal**

To manage agency operations by coordinating administrative and program functions.

### **Minimum Qualifications**

Bachelors degree or 5 or more years of organizational and managerial experience with communication, supervisory, and fiscal skills.

### **Desired Qualifications**

Professional experience with delegation of duties and priority setting for growing organization; knowledge of feminist analysis of violence against women

### **Responsibilities**

1. Ensure agency follows ethical business practices.
2. Supervise administrative team to ensure reports required by contracts be submitted in a timely fashion with data, program services and financial activity included.
3. Assess training needs of staff providing administrative services and assure participation in two trainings annually.
4. Assure that staff throughout the agency is in compliance with organizational policies, personnel handbook policies and state law.
5. Track inventory for replacement and availability to meet staff needs in delivering of program services.
6. Assure that equipment is maintained to maximize staff efficiency.
7. Maintain oversight to ensure fiscal accountability through supervision of budget development and timely preparation of financial reports.
8. Facilitate agency payroll.
9. Oversee completion of annual audit in coordination with Director of Accounting.

**Vice President of Operations**  
Job Description  
Page 2

10. Serve as point of contact with bank and other financial institutions for accountability and integrity of agency budget.
11. Assist in agency transitions, growth, and assessment of organizational change.
12. Provide direction and oversight for personnel matters including benefits administration, staff performance issues, and compliance with state and federal laws.
13. Manage personnel policy development and compliance with Personnel Handbook provisions.
14. Assist in negotiation with government contractors and compliance with contracts.
15. Participate in relevant meetings within agency and community.
16. Keep updated and current on the issues by attending four relevant substantive trainings per year for the position and agency.
17. Serve as Interim CEO as described in the Emergency Back Up Leadership Plan, approved by the Board of Directors.
18. Assume other duties as assigned by Chief Executive Officer.

# **Domestic Violence Action Center**

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## **Job Description: Human Resources Manager (Full Time, Exempt)**

### **Goal**

To manage the administration of the human resources policies, procedures and programs for the agency. Assists and advises company managers about HR issues. Provides functional guidance for administrative support needs.

### **Minimum Qualifications**

Bachelor's degree in Human Resource Management or 3-5 years in HR management experience. Experience managing multiple duties, facilitating inter and intra-organizational relationships. Strong verbal and written communication skills; ability to set priorities and complete work on a timely basis, balancing crises and deadlines. Assure discreet handling of all sensitive documents and confidential material.

### **Desired Qualifications**

Understanding the nature of sensitivity of personnel matters, willingness to learn/enhance skills, familiarity with applicable state and federal regulations, knowledge of feminist analysis of violence against women.

### **Responsibilities**

1. Manage employee information systems.
  - Design and maintain employee personnel files; ensures compliance to regulatory concerns and reporting requirements. Maintain employee-related data bases.
  - Conduct new hire employee orientation for all agency staff.
  - Track performance evaluation due dates and staff anniversary dates and follow-up with department Vice Presidents
  - Provide and coordinate security and computer access codes for newly hired and terminated staff
  - Maintain employee training records
2. Supervise Reception staff and Front Desk Area
  - Supervise Full-Time Receptionist and conduct performance evaluation annually
  - Monitor front desk operations and maintain switchboard coverage schedules
  - Ensure all Receptionist job responsibilities are being achieved
  - Involved with recruitment, hiring, counseling, and termination of Receptionist

## **Human Resources Manager**

Job Description

Page 2

3. Assist with the development of HR policies and procedures.

- Initiate amendments and updates to Personnel Handbook
- Maintain job description bank for all agency/department staff positions. Update job descriptions with the input from department Vice Presidents
- Conduct job description testing for exempt or non-exempt status

4. Manage Compensation and Benefits

- Designs and annually updates compensation programs. Recommend changes in benefits offered, especially new benefits aimed at employee satisfaction and retention
- Administers disability and worker's compensation claims
- Administers the 401 (k) plan and completes yearly compliance reporting

5. Staff Development and Employee Relations

- Conducts investigations when staff complaints or concerns are brought up
- Develops and schedules benefits orientations or trainings. Assists with the implementation of company safety and health programs
- Participates in developing operations department goals, objectives and systems with Vice President of Operations, and recommends necessary changes
- Conduct exit interviews with departing staff. Follow-up with department Vice Presidents
- Assists with agency-wide committees including safety, wellness, cultural and communications committees

6. Attend and participate in agency administrative team meetings, operations department, and agency staff meetings.

7. Attend four relevant subject matter trainings and substantive issue trainings in the agency, community and other available resources per year.

8. Assume other duties as assigned by Chief Executive Officer.

9. Reports to the Vice President of Operations.

Exempt Position

Salary Range: \$45,500 - \$67,000

Revised July 2014



# **Domestic Violence Action Center**

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## **Job Description: Finance Manager (Full-Time, Exempt)**

### **Goal**

Responsible for planning, directing and controlling financial and administrative accounting functions for the agency following generally accepted accounting principles and procedures and in accordance with State and Federal tax laws.

### **Minimum Qualifications**

Bachelor's degree in Accounting, Business or Finance. Knowledge of MIP and QuickBooks accounting programs. Knowledge of generally accepted accounting principles and practices, accounts payable and accounts receivables, payroll, fund accounting, preparation of financial statements and financial reports, and office administration.

### **Desired Qualifications**

Excellent leadership, interpersonal, team building, and decision making skills. Analytical and problem solving skills. Effective verbal and listening communication skills. Attention to detail and high level of accuracy. Strong organizational skills. Computer skills including the ability to operate and manage computerized financial information, spreadsheet and word processing programs.

### **Responsibilities**

1. Participate in the effective strategic, financial planning and information.
  - Provide financial advice and guidance to the Vice President of Operations and Chief Executive Officer to maintain integrity of accounts and resources.
  - With the Vice President of Operations research, prepare and submit the annual budget .
  - Prepare detailed reports on financial and administrative matters.
  - Present detailed financial reports on monthly basis to the Finance Committee of the Board.
  - Ensure compliance of all required business and government forms and procedures.
  
2. Provide accounting functions in order to ensure finances are managed according to policies and procedures and generally accepted accounting principles.
  - Manage accounting and financial systems to maintain full and accurate accounting records.
  - Conduct financial analysis and prepare detailed financial reports and statements.
  - Provide financial and accounting advice, direction and leadership.

- Ensure compliance with financial income and expense reporting to funders on a monthly, quarterly and yearly basis
  - Oversee yearly audit with contracted audit firm
  - Respond to auditors' comments concerning finances and operations and oversee required action steps to address concerns
  - Create Chart of Accounts and maintain controls
3. Provide accounting functions in order to ensure finances are managed according to policies and procedures and generally accepted accounting principles (continued)
- Implement and monitor accounts payable practices
  - Establish and maintain cash controls
  - Establish and maintain contacts with agency financial institutions key staff
  - Prepare department budgets and monitor spending, review with department head on monthly or quarterly basis
  - Manage Capital Campaign income and expenses
  - Reconcile balance sheet accounts
  - Secure tax clearances when needed
4. Provide leadership and direction to all Administrative Assistants.
- Establish and maintain internal controls to ensure compliance with financial requirements of grants
  - Evaluate the performance of, and provide training for, finance staff
  - Provide leadership by responding to staff inquiries and providing overall direction to finance staff
5. Prepare and update agency accounting manual as needed.
- Ensure policies and procedures are updated when changes are implemented
6. Attend Operations and All Staff meetings and participate in trainings to enhance skills. Keep updated and current on the issues by attending four relevant substantive trainings per year for the position and agency.
7. Perform other duties as assigned by Vice President of Operations.
8. Reports to the Vice President of Operations.

# **Domestic Violence Action Center**

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## **Job Description: Grants Manager (Full-Time, Exempt)**

### **Goal**

Produce government and foundation grants. Coordination of grant submission and assume responsibility for grant requirements to assure compliance with funder requirements.

### **Minimum Qualifications**

Three or more years of technical/professional writing experience required. Must be able to set priorities and balance multiple tasks, strong organizational skills to contribute to completion of initiatives to meet program needs. Conducting research, prepare statistical reports and organizational responsibilities to grants management for government, foundations, and contractors. Handle informational requests from community and in-house staff. Perform clerical functions including but not limited to preparing correspondence, and agency time sheet management.

### **Desired Qualifications**

Organized and detail oriented. Professional demeanor, effective communication skills, familiarity with office equipment and Microsoft Office programs. Knowledge of feminist philosophy of violence against women.

### **Responsibilities**

1. Research and recommend sources of funding that represent good prospective match for organization support; obtain information and requirements about the funders to confirm potential for award.
2. Engage in dialogue with management and relevant program staff to generate composition of narrative reflecting organizational/program/client needs;
3. Gather pertinent information and statistics to support and validate request to funder
4. Prepare grant packets, including all attachments, tables, support letters, signatures, budgets
5. Organize and maintain system for tracking requests, receipt of grant funds and reporting timelines
6. Assure compliance with funder requirements
7. Prepare grant reports for submission on a timely basis
8. Work with Vice Presidents in development and completion of grant packages.

**Grants Manager**  
Job Description  
Page 2

9. Participate in necessary meetings pertaining to grants, compliance, and content for program development.
10. Attend pertinent and relevant training available to enhance production and submission of grants. Keep updated and current on the issues by attending four relevant substantive trainings per year for the position and agency.
11. Assume other duties as requested by Chief Executive Officer.
12. Reports to Chief Executive Officer.

# **Domestic Violence Action Center**

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## **Job Description: Accounting Clerk and Administrative Assistant (Full-Time, Non-Exempt)**

### **Goal**

Perform various clerical accounting tasks. These tasks may include processing invoices for payment, submit monthly and quarterly invoices to funders, and completing related documentation and reporting functions. Perform basic clerical and project support to VP of Operations and Advocacy Manager.

### **Minimum Qualifications**

Experience performing basic accounting and routine administrative functions as well as duties involved in processing and maintaining vital records. Associate Degree with at least two years of secretarial, booking and/or accounting experience. Proficiency with Microsoft Office programs (Word, Excel, Outlook).

### **Desired Qualifications**

Ability to use and interpret accounting terminology. Knowledge of MIP accounting system, ability to handle multiple tasks and meet deadlines. Knowledge of feminist analysis of violence against women.

### **Responsibilities**

#### **1. Manage the accounts payable functions.**

- Review all incoming invoices and check requests and prepare for payment
- Code invoices to charge appropriate expense and funding source and submit to VP of Operations or Director of Finance for approval
- Once invoices/check requests are approved issue checks and process for required signatures
- Distribute checks or process for mailing to vendors and file supporting documentation
- Assure discreet handling of all sensitive documents and confidential material. (i.e. budget and salary information)
- Research and answer all Accounts Payable inquiries from vendors and management
- Prepare accounts payable correspondence, including invoice disputes
- Maintain accounts payable files for each expense category

#### **2. Manage the accounts receivable functions**

- Submit monthly and/or quarterly invoices to all grant funding sources, copy and file invoice in appropriate grant file
- Monitor monthly and quarterly invoices to ensure payments have been received
- Process incoming funds for deposit in agency bank account
- Submit deposit receipt and support documentation to Director of Finance

3. Work with the Director of Finance to develop cost allocation for each expense type and funding source.
4. Prepare aged accounts payable files for storage.
5. Provide clerical support to VP of Operations and Advocacy Manager.
  - Maintain Operations department administrative files (i.e. Insurance, Building Lease, Equipment, etc.)
  - Open and close advocate case management files and maintain advocacy statistical database
  - Compose correspondence/reports
  - Arrange essential mail in priority action order for VP of Operations
6. Train with Contracts and Grants Management Assistant to provide network troubleshooting support for staff.
7. Provide front desk telephone coverage on a rotation basis.
8. Provide back-up support for other Operations Department staff/functions when needed (i.e. coverage during vacation, sick days, etc.).
9. Assist with pre and post-fundraising events when needed.
10. Attend and participate in Operations, Advocacy Team, Administrative Team, and Staff meetings, and any other relevant committee meetings as assigned by VP of Operations.
11. Participate in training about domestic abuse, and other substantive issues relevant to effective and efficient execution of duties.
12. Reports to VP of Operations.
13. Assume other duties as assigned by VP of Operations or Advocacy Manager.



# Resumes

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## **CINDY KANG**

1400 PENSACOLA ST., #1004, HONOLULU, HI 96822  
(510) 780-6586 CELL | (808) 546-1400 HOME | ckang671@YAHOO.COM

### **Objective**

Marriage and Family Therapist (MFT) post-graduate eager to collaborate with other mental health professionals to provide comprehensive treatments and advocacy to adults, children, and families traumatized by family violence and its ensuing consequences.

### **Education**

**MASTER of ARTS in MARRIAGE and FAMILY THERAPY** MARCH 2017, GPA: 3.98  
**BACHELOR of ARTS in BUSINESS ADMINISTRATION** MARCH 1998, GPA: 3.58

### **Related Experience**

**SALVATION ARMY ADULT REHABILITATION CENTER (ARC), HONOLULU, HI**  
**INTERN COUNSELOR / AUGUST 2015 - AUGUST 2016**

- Provided individual counseling to socio-culturally diverse population of adult male clients in residential facility with various substance use disorders utilizing modalities such as Experiential, Motivational Interviewing, CBT, Family Systems, and Strengths Based therapies; Managed a rotating caseload averaging 10 clients per week
- Conducted diagnostic assessments utilizing DSM-V, developed routine treatment plans in accordance with the client's goals, completed clinical case notes, and provided community referrals when appropriate
- Co-facilitated an after-care group for program graduates assisting them into transitioning to permanent housing and employment
- Actively participated in weekly individual and monthly group supervision with a Clinical Supervisor; Presented comprehensive case conceptualizations to academic instructors in visual and written formats

**SHANTI PROJECT, SAN FRANCISCO, CA**

**CARE NAVIGATOR INTERN, BREAST CANCER PROGRAM / AUGUST 2012 - MARCH 2013**

- Performed initial intakes and psychosocial assessments for clients; Created individual care plans and goals, including referrals to meet clients' needs and preferences for services
- Assisted clients with accessing social services and provided advocacy with, or on behalf of, clients at hospitals and within the service provision system; Provided emotional support and practical assistance to clients
- Processed documentation and client records according to departmental standards required by contract; Maintained professional liaison with community-based organizations, health care service agencies, and hospitals

**SAMARITANS USA, NEW YORK, NY**

**SUICIDE PREVENTION HOTLINE COUNSELOR / FEBRUARY 2004 - MAY 2005**

- Provided confidential crisis counseling to individuals who were experiencing depression, mental illness and stress, who were feeling suicidal, and/or who lost loved ones to suicide through the "befriending" model of active listening and non-judgmental responding on a weekly basis for approximately 24 hours a month
- Effectively exchanged psychosocial information on at-risk callers with volunteers and staff to maintain consistent communication practices



## **Additional Experience**

**CENTRAL LIQUOR CONVENIENCE STORE, WAIPAHU, HI**  
**MANAGER / DECEMBER 2014 - DECEMBER 2015**

- Directly managed local, family-owned business; Presided over accounting, ordering merchandise, sales and marketing, analyzing budgets as well as being an upstanding business member of the community by adhering to liquor and tobacco laws and engaging in fair trade

**CERRO PAMPA, LLC, SAN FRANCISCO, CA**  
**FINANCE MANAGER / NOVEMBER 2011 - JULY 2014**

- Point of contact for partners, clients, lessees, and local vendors to address inquiries and resolve financial, operational, and ranch management matters; Systemized financial records and analyzed operational budgets

**VISA, INC., FOSTER CITY, CA**  
**ACCOUNT COORDINATOR / AUGUST 2006 - DECEMBER 2009**

- Key member in cross functional team; Led multiple sales projects through analyzing and managing sales and industry reports; Actively developed and published Request for Proposal (RFP) responses through effectively coordinating all communication and materials with Marketing, Product, Legal, and Finance departments

**BEAR STEARNS & CO., INC., NEW YORK, NY**  
**EQUITY RESEARCH ASSISTANT ANALYST / SEPTEMBER 2003 - JULY 2006**

- Led multiple projects to support senior analyst's stock recommendations, including conducting surveys, summarizing company financial reports, and creating valuation and performance models; Managed client and executive meetings and conference calls and developed daily marketing and client/executive management presentations

**SMITH BARNEY, SAN FRANCISCO, CA**  
**EQUITY RESEARCH ASSISTANT ANALYST / APRIL 2001 - SEPTEMBER 2002**

- Served as team's publisher by producing company/industry specific reports and marketing materials; Analyzed pertinent data from market research groups, communications with management of covered companies, channel checks, and independent/government sources; Maintained models and valuation spreadsheets

**DEUTSCHE BANC ALEX BROWN, SAN FRANCISCO, CA**  
**SALES ASSISTANT, PRIVATE CLIENT SERVICES / JULY 1999 - APRIL 2001**

- Acted as broker liaison and executed transactions for over 5,000 stock option and employee purchase plan accounts for multiple technology companies

## **PROFESSIONAL DEVELOPMENT**

- EYE MOVEMENT DESENSITIZATION & REPROCESSING (EMDR) TRAINING - Pursuing Certification

## **COMPUTER SKILLS**

- MICROSOFT SUITE: WORD, EXCEL, OUTLOOK, ACCESS, and POWERPOINT, FILEMAKER PRO, PROQUEST and EBSCO RESEARCH

# RAYELLA A. MOJICA

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2912 Kaniula Lane., Wahiawa, HI 96786 | 808-829-2920 | Ella.a.mojica@hotmail.com

## SUMMARY

Blends victim services and mental health case management experience to offer solid skills in working with vulnerable populations. Focusing on domestic and sexual violence, and child abuse education and advocacy.

## EXPERIENCE

**11/2016 to 6/2017 Senior Supervising Case Manager  
Transitional Living Services of Northern New York- Lowville, NY**

- Oversaw administrative tasks delegated by the Senior Operations Manager.
- Provided regular supervision to program staff, and aligned their performance toward overall program goals and objectives
- Lead weekly organizational meetings.
- Coordinated and developed strategic alliances with community providers.
- Supervised electronic chart-keeping activities in accordance with confidentiality regulations.
- Provided in-service training and promoted staff development.
- Managed petty cash fund.
- Ensured the program achieved expected performance milestones in accordance with contacts and expectations of funding sources.
- Maintained a caseload of five clients with mental health diagnosis or chronic medical conditions.
- Interviewed, hired, and trained new staff.

**9/2016 to 11/2016 Case Manager II  
Transitional Living Services of Northern New York- Lowville, NY**

- Maintained a caseload of 45 clients with mental health diagnosis or chronic medical conditions.
- Provided direct and indirect service to clients.
- Enhanced clients' functioning within the community by linking to services; monitoring services; and collaborating with service providers.
- Designed individualized service plans outlining client objectives and case manager interventions.
- Developed treatment plans to promote independence and quality of life.
- Conducted client screenings, intakes, assessments, and wrote daily progress notes.
- Provided advocacy services.
- Performed duties in a multi-cultural competent and sensitive way.

**9/2014 to 7/2016 Rape Crisis Educator/Victim Advocate/Volunteer and Intern Coordinator  
Victims Assistance Center of Jefferson County- Watertown, NY**

- Coordinated outreach awareness events and distributed outreach material focusing on increasing awareness of domestic and sexual violence, and child abuse.
- Coordinated and facilitated educational and outreach presentations and activities at prisons, probation offices, military SHARP program, local colleges and high schools, businesses, hospitals, and community organizations and agencies.

**University of Phoenix**  
Associate of Arts in Criminal Justice, August 2006

**New York Department of Health**  
Rape Crisis Counselor Certification, April 2012

**Mental Health First Aid**  
Mental Health First Aid Certification, November 2014

**Darkness to Light: Stewards of Child Sexual Abuse Prevention**  
Authorized Facilitator, October 2015

**North County Care Coordination**  
Care Coordination Certificate, January 2017

**Mandated Reporter**  
Mandated Reporter Certificate, August 2016

**Justice Center for the Protection of People with Special Needs**  
Certificate of Completion, June 2017

**SHARP Bystander Intervention Training**  
Certificate of Completion, October 2016

#### **ACTIVITIES**

<b>10/2015 to 6/2017</b>	<b>Policy Council Member</b> <b>Community Action Planning Council- Watertown, NY</b>
<b>4/2016 to 6/2017</b>	<b>Volunteer Support Advocate/Trainer</b> <b>Lewis County Opportunities- Lowville, NY</b>
<b>2016 to 2017</b>	<b>Volunteer Domestic Violence Educator</b> <b>NYS Department of Corrections &amp; Community Supervision- Watertown, NY</b>
<b>9/2016 to 6/2017</b>	<b>Consortium Member</b> <b>Lewis County Consortium- Lowville, NY</b>
<b>9/2016 to 6/2017</b>	<b>Member</b> <b>Lewis County Mental Health Sub-committee- Lowville, NY</b>
<b>9/2016 to 6/2017</b>	<b>Council Member</b> <b>Lewis County Priorities Council- Lowville, NY</b>

- Served as a subject matter expert for the military Sexual Harassment Assault Response and Prevention Program, and attended monthly meetings for the Sexual Assault Review Board.
- Developed, coordinated, and facilitated 40 hours of educational material for the purpose of rape crisis counseling certification in the state of New York through the Department of Health.
- Provided trauma-informed direct services to victims and families of domestic violence, sexual violence, and child abuse- including crisis intervention, safety planning, emergency shelter support, information and referrals.
- Completed intakes and court documentation for orders of protection or custody.
- Modeled non-violent conflict resolution and used non-violent forms of guidance.
- Interacted with traumatized populations and handled crisis appropriately.
- Maintained strict standards of confidentiality.
- Developed, promoted, and maintained volunteer and intern opportunities within the organization.
- Ensured volunteers and interns were staffed to support various areas of operations.
- Conducted volunteer orientation and training.
- Scheduled volunteer and intern activities.
- Maintained accurate records and evaluations.
- Recruited, interviewed, and placed volunteers and interns for work.
- Hosted and attend recruiting events.
- Developed and maintained relationships with volunteer organizations.
- Acted as single point of contact for communications.
- Developed and maintained crisis hotline on-call schedule for staff and volunteers.

**4/2012 to 9/2014 Volunteer Support Advocate**

**Victims Assistance Center of Jefferson County- Watertown, NY**

- Provided trauma-informed direct services to victims and families of domestic violence, sexual violence, and child abuse- including crisis intervention, safety planning, emergency shelter support, information and referrals.
- Responded to calls on crisis hotline, and provide support, information and referrals.

**2/2008 to 8/2009 Customer Service Representative**

**Verizon Wireless- Sierra Vista, AZ**

- Provided customer service related to wireless service and products.

**4/2007 to 2/2008 Customer Service Representative**

**Aegis Communications- Sierra Vista, AZ**

- Managed inbound and outbound calls.
- Identified customer needs, and provide solutions or alternatives to issues.
- Upsell products.
- Kept records of all conversations and transactions in call center database.

**EDUCATION AND TRAINING**

**University of Phoenix**

Master of Science in Psychology, August 2012

**University of Phoenix**

Bachelor of Science in Criminal Justice Administration, August 2008

**DESIREE L. VEA**  
desiree.vea@gmail.com  
1947 Alaeloa St, Honolulu, HI 96821  
(808) 351-0201

## **SUMMARY**

Starting in the non-profit sector, I have 2 years of project coordination and 3 years of program management experience. I have a strong track record of successfully launching, managing and releasing projects across the state. With excellent knowledge on budget management, I managed staff working remotely at 13 sites on Kauai, Oahu, Maui, and Hawaii Island.

After 5 years with Hawaiian Community Assets I coordinated a 1-month transition as I took personal leave to take care of my sick spouse. Now I am looking to continue my career doing what I love with a company showing proven success in its field of focus.

## **SKILLS**

- Ability to work in deadline-driven, complex and demanding situations
- Ability to foresee complex project issues and think creatively regarding the probable solutions
- Ability to measure project deliverables on standards of quality and completeness
- Ability to make strong, wise decisions based on facts
- A people person and good team player
- Excellent budget management and cost-controlling skills

## **EXPERIENCE**

**Hawaiian Community Assets, Program Director**  
August 2012 – April 2015

Reports directly to the Executive Director and is responsible for the following:

- Manage affordable housing development initiatives and asset management training and technical assistance program
- Manage internal and external HCA staff development training, including staff HUD certifications, AmeriCorps VISTA project, and volunteer opportunities
- Assist Executive Director with resource development, including writing, submitting, and managing grants and contracts
- Assist Executive Director with establishing and implementing organizational policies and procedures to maintain compliance as a HUD housing counseling agency and Native Community Development Financial Institution
- Assist Executive Director with quarterly and annual HUD reporting

- Oversee delivery and case management of HCA's asset building products and programs
- Conduct marketing/outreach of financial education programs offered by HCA, including orientation meetings, workshops, liaison activities with state and local outreach agencies, and any other activities that provide outreach to potential clients
- Conduct Quality Reviews of education and counseling files to maintain compliance with National Industry Standards for HUD housing counseling agencies

**Hawaiian Community Assets, Community Services Specialist- Renter Program  
Lead**

August 2010 – December 2012

Honolulu, HI

Reports directly to the Executive Director and is responsible for the following:

- Conduct marketing outreach of financial education
- Conduct individualized renter, pre- and post-purchase housing counseling, including foreclosure prevention counseling
- Maintain office and client records, both paper and electronic, in accordance with National Industry Standards for HUD housing counseling agencies
- Assist in carrying out pre- and post-workshop financial education activities

## REFERENCES

Jeff Gilbreath

*Hawaiian Community Assets, Executive Director*

Email: [Jeff@hawaiiancommunity.net](mailto:Jeff@hawaiiancommunity.net)

Phone: (808) 587-7661

Michelle Kauhane

*Council for Native Hawaiian Advancement, President & CEO*

Email: [michelle@hawaiiancouncil.org](mailto:michelle@hawaiiancouncil.org)

Phone: (808) 596-8155

# Cassandra B. Bagay

Contact number: (808) 291-1459 · E-mail: [cbagay89@gmail.com](mailto:cbagay89@gmail.com)

## EDUCATION

**William S. Richardson School of Law**  
*Class of 2014*

Honolulu, HI

- Students for Public Outreach and Civic Education (SPOCE): 2013-2014 Co-President
- Law for Youth Empowerment (LYtE): 2013-2014 Secretary (Founding Member)
- Filipino Law Students Association (FLSA): 2013-2014 Vice-President

**Williams College, Class of 2010**  
*Bachelor of Arts in Political Science, Subfield in American Politics*

Williamstown, MA

**Iolani School**  
*Class of 2006*

Honolulu, HI

## WORK EXPERIENCE

Feb 2014 -  
Current

**DOI/LUKE, AAL, LLLC**  
*Student Clerk (Feb 2014 – June 2015) / Associate Attorney (June 2015 – Current)*

Honolulu, HI

- Representation of clients for uncontested divorces, contested divorces (pre-decree and post-decree), guardianship, paternity, child custody, and TRO cases
- Drafting memos and providing legal research to partners
- Drafting appropriate documents for trials and motions (including but not limited to financial statements, motions for pre- and post-decree relief, and ex parte motions)
- Attending/Participating in mediation for family law cases
- Drafting of Divorce Decrees
- Court appearances for clients
- Meetings with clients regarding their cases

Sep 2013-  
Current

**Family Court: Ho'olokahi Parent Facilitator Program**  
*Research Assistant*

Kapolei, HI

- Conduct parent orientations (for parents involved in CWS cases) prior to parents' first hearing
- Collect important case information during hearings
- Do any required research for the program, especially concerning child welfare, juvenile justice, and domestic violence

Sep 2012-  
Sep 2013

**State of Hawaii Judiciary: Office on Equality and Access to the Courts (Court Interpreting)**  
*Student Helper/Student Clerk*

Honolulu, HI

- Performed clerical work (filing, scanning, printing, etc.)
- Responsible for some correspondence (interdepartmental and otherwise)
- Did any required research for the office concerning language access

Jun 2012-  
Aug 2012

**Thai Nguyen University of Agriculture and Forestry**  
*English Teacher (English as a Second Language)*

Thai Nguyen, Vietnam

- Created syllabus for and taught English Communication and Pronunciation to students who were planning to study abroad in Israel

May 2012-  
Aug 2012

**Thai Nguyen Museum of the Cultures of Vietnam's Ethnic Groups**  
*English Teacher (English as a Second Language)*

Thai Nguyen, Vietnam

- Taught Introduction to English Communication and Pronunciation for the staff at the Museum

- May 2012-  
Aug 2012      **American English Academy**      **Thai Nguyen, Vietnam**  
*English Teacher (English as a Second Language)*
- Taught Pre-Starter, Starter 1A, and Starter 1B classes (Beginner's English classes) for children
  - Taught Movers class: Beginning/Intermediate English for Secondary School children
  - Taught CPI class: Intermediate English for Secondary School children
  - Taught Canon class: Advanced English for Graduating College students
  - Taught Summer Camp (located at Doc Lap Secondary School): English Activities for Secondary School children
- Nov 2012-  
July 2011      **State of Hawaii Judiciary: Office on Equality and Access**      **Honolulu, HI**  
*Volunteer/Clerk II (Clerk II paid position)*
- Performed clerical work
  - Responsible for some correspondence (interdepartmental and otherwise)
  - Answered phone calls regarding Hawaii's Court Interpreting program
  - Compiled materials and prepped for events offered to the community
  - Accounted for checks and other money payments for workshops and other offered events
- 2006 -2010      **Sawyer Library-Systems Department, Williams College**      **Williamstown, MA**  
*Student Worker*
- Performed clerical work
  - Performed frequent checks of technological equipment
  - Updated school websites
- Summer 2009      **Badger Arakaki Worsham, LLC (nka Badger Arakaki LLLC)**      **Honolulu, HI**  
*Volunteer Summer Intern*
- Aided lawyers by performing research for specific cases
  - Accompanied lawyers to court hearings and client counseling (family law related)
  - Performed clerical work
- Summer 2008      **Sawyer Library-Access Services, Williams College**      **Williamstown, MA**  
*Summer Library Worker*
- Responsible for circulation desk operations
  - Performed upkeep on library resources (books, etc.)
- Summer 2007      **State of Hawaii Attorney General's Office: Criminal Justice Division**      **Honolulu, HI**  
*Volunteer Summer Intern*
- Performed clerical work
  - Observed specific court hearings with lawyers from the criminal justice division
- Summer 2007      **GAP Clothing Co., Pearlridge Shopping Center**      **Aiea, HI**  
*Sales Associate*
- Cashier
  - Greeted and aided customers
  - Responsible for fitting room upkeep and merchandise organization

#### **ACCREDITATION/LICENSES**

2015      Hawaii State Bar License

#### **AWARDS/SCHOLARSHIPS**

2013-2014      Hartley & McGehee Family Law Excellence Scholarship Award

2006      Hawaii Speech League State Tournament - 3<sup>rd</sup> Place Championship Lincoln-Douglas Debate





**Cristina F. Arias**  
2013 Mckinley St.  
Honolulu, HI 96822  
(808) 728-9331-cell phone  
[nawiliwili@hotmail.com](mailto:nawiliwili@hotmail.com)  
[cristinaa@stoptheviolence.org](mailto:cristinaa@stoptheviolence.org)

### *Employment History*

#### **July 2013 - Present**

Agency: Domestic Violence Action Center

Location: Confidential

Position: V.P. of Survivor Advocacy Services (SAS)

Duties: provide leadership and supervision of agency programs delivering services directly to clients. Develops the capacity and oversee effective services in the community, in courts, over the telephone, and in cooperation with other agency initiatives.

- Oversee direct service and department administrative staff to assure smooth delivery of services and support functions needed for programs and contracts
- Maintain system for effective interface in the delivery of client and program services
- Ensure availability of written program operations manuals for staff guidance and compliance with best practices
- Manages recruitment, hiring, counseling and termination of department staff
- Oversee documentation and compilation of programs and staff services for reporting, evaluation and agency planning purposes
- Administer personnel policies and procedures for staff
- Assess need for and facilitate training and skill building
- Oversee intake and assignment of cases for direct advocacy and legal services
- Provide direction to staff to assure timely movement of cases for clients receiving case management, legal, advocacy, follow up, outreach services
- Maintain accurate and current personnel files for department staff
- Provide active supervision for supervisory program staff within the department
- Facilitates constructive relationships among staff under direct supervision and between agency departments.
- Work in collaboration with agency management to develop and implement models of service delivery and effective protocols
- Participate in relevant (1) community meetings, (2) program meetings, (3) directors meetings, (4) staff meetings and (5) other staff development programs
- Participate in agency efforts related to planning, evaluation and strategic development
- Serve as agency representative on relevant committees and community initiatives under development for target populations

Agency: Domestic Violence Action Center  
Location: Confidential  
Position: **Advocacy Manager (March 2009- June 2013)**

Duties: oversees the agency's court outreach and advocacy programs and ensures effective delivery of client services; provides direct supervision and mentorship to advocates/case managers and outreach supervisor; assists the Vice President of Survivor advocacy Services in the development of relevant training for program and evaluates program services provided to clients; maintains agency's commitment to meeting contract obligations and meeting measures of effectiveness; covers client cases and/or makes sure advocacy cases are covered in the absence of staff; conducts performance review, according to DVAC Personnel Handbook, of program staff and assist in recruitment, hiring and termination; provides trainings to community partners, social service agencies and in-house staff; Coordinates and approves the distribution of emergency cash grants and bus vouchers for clients and assists the VP and /or CEO in writing the final reports.

Agency: Domestic Violence Action Center (fka Domestic Violence Clearinghouse and Legal Hotline)  
Location: Confidential  
Position: **Advocate/Case Manager (May 2003- February 2009)**

Duties: provided direct services to survivors in creating safety plans and assistance in navigating a complex system of institutional and community services and resources (e.g. public benefits, housing, employment, restraining order, custody, immigration, divorce); provided domestic violence education, legal information, court accompaniment, and crisis intervention; staffed a legal hotline 4-6 hours per week; coordinated and facilitated a culturally and linguistically social/support group of battered Pilipina women.

***Affiliations:***

Learning Disability Association of Hawaii (LDAH)  
Member of the Autism Society of America  
Task Force Member (Invisible Children-Mental Health America of Hawaii)

***Publications:***

Publications: Issues in Mental Health Nursing, entitled "*Listening to Filipina Women: Perceptions, Needs, and Responses Regarding Intimate Partner Violence*".

***Some of the Trainings and Conferences Attended:***

Effective Interventions for Batterers (April 2016)  
Art of Supportive Confrontation (April 2016)

Immigration Training (February 2016)

Lethality Assessment Training (February 2016)

Suicide Prevention Training (December 2015)

Reproductive Coercion: Unintended Pregnancy/Abortion and Domestic Violence:  
A Link? (September 2015)

Anti Sex Trafficking Training and Prevention (July 2015)

Building Competency in Serving LGBT Youth Training Conference (May 2015)

Advocacy Learning Center 18-month course from 2014-2015-designed for  
program teams interested in strengthening how they do advocacy

A Public Health Response to Trauma: Creating Conditions, Connection and  
Community For Women and Their Children SFO, CA May 01- May 02, 2013

Debt Prioritization and Collection Defense for DV Survivors HNL, HI March 27,  
2013

Drug and Alcohol: Working Better with Victims HNL, HI January 11, 2013

Civil Justice for Victims of Crime HNL, HI December 12, 2012

***Education:*** College Attended: Assumption College, Manila Philippines

Degree: B.A. in Communications (1986)

***Languages Spoken:*** Fluent in English and Tagalog (Filipino)

# PAULINE OHLENDORF-CHUN

## BUSINESS SUMMARY

A self-motivated, reliable individual, proficient in all area of management. Special skills in coordinating, division operations, and negotiating contracts with customers and suppliers. Strengths include skills in planning, organization, communication, and the ability to achieve consistent results.

## BUSINESS EXPERIENCE

**Domestic Violence Clearinghouse and Legal Hotline** **1994-Present**

### Director of Operations

Director of Operations for a large non-profit organization.

- Personnel and benefits management
- Accounts receivable and accounts payable management
- Responsible for all office operations

**American Express Travel Related Services Co., Inc.** **1985-1994**

### Manager, International Wholesale Services

**1993-1994**

Managed International Inbound Wholesale division for independent and group travel

- Negotiated favorable space and rates for hotel and condominium properties.
- Managed division support staff
- Maintained 24-hour response time for all reservations requests
- Attained 100% retention of all wholesale accounts
- Liaison between Director and key wholesale accounts
- Succeeded in collecting 90% of outstanding accounts receivable

### Supervisor, Group and Inventory Control

**1991-1993**

Day to day operations of Inventory Control and tour and travel group divisions.

- Responsible for maintaining optimal utilization of wholesale hotel inventory
- Implemented reservations and accounting procedures for international wholesale accounts
- Communicated with all departments concerning new services

### Group and Inventory Control Coordinator

**1985-1991**

Coordination of tour and travel group movements.

- Control inventory for contracted inter-island and transpacific air seat blocks
- Input transpacific air reservations
- Control inventory of contracted room blocks for Oahu and Maui Hotels

## **PAULINE OHLENDORF-CHUN**

**Island Holidays Tours**

**1973-1983**

**Group Sales Coordinator**

**1973-1985**

Worked with retail travel agents and travel planners to sell customized group travel packages to Hawaii.

- Negotiated hotel, transfer and sightseeing rates to offer competitive cost proposals to agents
- Issued contracts once proposals are accepted
- Issued airline tickets

### **EDUCATION**

Associate of Science Hotel Management, 1973, Kapiolani Community College

Dale Carnegie Course

Company classes in:

Business Writing

Quality the Leadership Role

Skillscope

### **AWARDS**

American Express, Hawaii Region  
Employee of the Month, February 1992

# Jacquelyn Tamura Kotarek

*jttamura@gmail.com • 323.333.0887*

## Professional Profile

A results-driven retail professional with 22 years of diverse experience in all aspects of business including leadership & talent development, recruiting, training, human resources, succession planning, management, budget forecasting, inventory and merchandising. Strong collaborative, communication, facilitation and interpersonal skills.

## Executive Sales Manager, Bloomingdale's 2015-Present

*Honolulu, Hawaii*

The executive sales manager for fine jewelry, handbags and fashion accessories. I manage recruitment, hiring and development of 20 sales professionals to open the first store in Hawaii. Sales projections for my department is 22 million for 2016.

- Achieves sales plan by driving individual seller performances, understanding the merchandise trend, execution of selling standards, processes, and the adoption of selling tools and technology.
- Train, motivate and develop team to ensure effective performance through consistent on-the-job training. Listens and effectively finds ways to develop individuals according to their needs.
- Collaborates with buyers and senior leaders to maximize opportunities for product assortment.
- Participate in skill assessment process and develop individual performance objectives challenging direct reports to reach optimum performance level.
- Recruits, interviews and on-boards all new associates
- Manage product flow, presentation of product and maintain store displays.
- Communicates with 30+ vendors to ensure product is placed properly, staff is educated on the product and employee incentives are appropriate.
- Facilitates personal appearances and designer trunk shows for staff and customers.

## Payroll & Benefits Specialist, Whole Foods Market 2014-2015

*Lexington, Kentucky*

A human resource specialist recruited and trained a store of 127 employees. Trained and developed the staff and all new hires on all aspects of Whole Foods Market.

- Facilitated and maintained job postings and recruitment using *Success Factors* and *My Journey*. Conducted phone interviews of all qualified candidates, extended job offers and conducted all on-boarding processes for all new employees. Communicated with all team leaders on all recruitment needs for their departments.
- Conducted and lead trainings to educate the staff on all WFM benefits; Health, Dental, Life, Vision and 401K enrollment. Resident expert for all employee policy and procedures.
- Managed payroll, using *WorkDay* and *Kronos* to facilitated all merit increases, bonuses and deductions to ensure all employees were paid timely and correctly.
- Responsible for overseeing and following all HIPPA, LOA's, Unemployment and OSHA guidelines.
- Responsible for administration of FMLA and other state leaves of absence for the Lexington location.

## Area Manager, Crate and Barrel 2006 -2014

*Orange County / San Diego / Arizona*

A strategic business leader managing an average of 9 retail and outlet locations during my tenure generating over \$115M in annual sales. Coached and developed a team of over 25 managers and 200 associates to execute merchandising strategies, drive sales and contribute to company profitability.

- Managed the talent pipeline for the region by recruiting, identifying, developing and retaining high potential performers for hourly and salaried positions. Managed ATS (Open Hire) and screened over 10,000 applications annually to support 9 hiring managers within my area of responsibility in Southern California and Arizona.
- Developed annual budget forecasts for each unit and managed Profit & Loss statements to identify opportunities to maximize profit; maintained regional shrink below company average.
- Facilitated the integration of two divisions of the company into the "one store concept" to streamline the customer experience; oversaw the merging of teams, systems and inventories and led the efforts to cross-train associates with product knowledge.
- Executed company-wide reorganization at all stores within the region; restructured and reclassified positions and implemented lean processes resulting in significant payroll savings and a more compelling customer experience.
- Championed roll-out and led company in successful implementation of Crate&Barrel credit card/rewards program to 22 stores in the West Region; educated the region on the benefits of the program while delivering the training on the operational details of the program.

- Identified opportunities to consolidate operations within the market; led the closing of 4 stores including the redeployment of staffs to available positions and the preparing and delivering severance packages to associates for whom relocation was not possible.

**Store Manager, Crate and Barrel**

**1999-2006**

*Santa Ana, CA / Woodland Hills, CA / San Diego, CA / Bellevue, WA / Beverly Hills, CA*

Managed stores generating up to \$20M in annual sales with over 125 associates.

- Responsible for executing merchandising schematics, ordering, conveying product knowledge.
- Identified trained and developed associates at all levels of the organization; promoted 7 associates into store manager roles.

**Youth Counselor, YMCA**

**1989-1999**

*Arcata, CA*

**Youth Counselor, Girl Scouts of America**

**1989-1999**

*Catalina Island, CA*

**Guidance Counselor, Boys and Girls Club**

**1988-1989**

*Fullerton, CA*

**Humboldt State University - Humboldt, California**

*Sociology*

**Professional References**

Judi Everhart

West Coast Vice President for Crate&Barrel 1984-2014

510-333-3055, judieverhart@gmail.com

*"Jacque is highly skilled at managing the morale and performance outcomes of high intensity retail store teams. As her prior mentor, I was impressed with her ability to turn around the staff morale and operational performance of one of our top retail stores. Her work approach is energetic, direct, fun and demanding and her team loved working with and for her."*

Geri Given

West Coast Regional Manager for Crate&Barrel

510-333-5387, ggiven@crateandbarrel.com

*"Jacque's energy is infectious! She lights up the room and sparks enthusiasm in those around her. She is smart, works hard and is committed to creating a work environment that is both productive and fun!"*

Brian Viscusi

Talent Management Consultant at Brian Viscusi Consulting

714-390-2448, brian\_viscusi@yahoo.com

*"Jacque leads by example, she is inclusive, honest, organized and full of energy. She creates a safe and warm environment that allows others to develop their strengths. I enjoyed working with her, she's enthusiastic and evokes passion from everyone around her. She always makes you feel good about yourself and your contribution!"*



**DEGREES and  
CERTIFICATION:**

**Certified Public Accountant in the State of Hawaii**  
**University of Hawaii at Manoa, Shidler College of Business, Honolulu, Hawaii**  
*Bachelor of Business Administration in Accounting, May 2007*  
Overall GPA: 3.79 on a 4.0 scale

**Hawaii Community College, Hilo, Hawaii**  
*Associate in Science in Information Technology, awarded with "highest honors", May 2002*  
Overall GPA: 3.9 on a 4.0 scale

**WORK  
EXPERIENCE:**

**Hawaii Health Connector**..... Sept 2013 to Present  
Exchange Accounting Manager

- Created and managing a manual accounting system for implementing Affordable Care Act in the State of Hawaii
- Managing 300 SHOP accounts created through Affordable Care Act (ACA) in Hawaii
- Created a functional manual reporting system for SHOP activities in the State of Hawaii
- Managing all accounting functions related to ACA in Hawaii

**Queen's Medical Center** Jun. 2013 to Aug.2013  
Manager – Corporate Reporting (temporary assignment)

**Hawaii Pacific University, Honolulu, Hawaii** Oct. 2012 to May 2013  
Senior Accountant of Financial Reporting

- Supervising one accountants and reviewing her work
- Monthly closing and adjusting journal entries
- Compiling monthly financial statements
- General ledger reconciliation

**Hawaii 3R's, Honolulu, Hawaii** Jul. 2010 to Apr. 2013  
*Controller*

- In charge of all areas of finance including budgeting, fixed assets, payroll, A/P, cash flow, audit and tax preparation, including payroll taxes, quarterly and annual taxes (Form 990).
- Improved the accounting system, from a system with material weakness to one with no audit findings.
- Established and implemented a sound grant accounting system for Federal grant

**Akamine, Oyadomari & Kosaki CPAs, Inc., Honolulu, Hawaii** Jan. 2007 to Jul. 2010  
*In-charge Auditor*

- Audited various government agencies, non-profit and for-profit organizations
- Identified the weaknesses in clients' accounting systems and help clients establish sound accounting practices with effective internal control.
- Authored auditor's reports and financial statements
- Conducted Yellow Book and A-133 audits for government agencies and non-profit organizations receiving Federal and local government grants
- Supervised staff auditors
- Established and maintained good relationships with clients and peers

**Atlantis Adventures, LLC, Honolulu, Hawaii** Mar. 2003 to Aug. 2005  
*Administrative Assistant to the Vice President of Sales & Marketing*

- Improved the accounting system in the department
- Drafted and managed annual departmental budgets
- Conducted media analyses

**Professional  
Affiliations:**

Former VP and Treasurer of **American Society of Women Accountants, Honolulu Chapter**  
Current member of **Hawaii Society of Certified Public Accountants**  
Participated, as a tax preparer, in **IRS Volunteer Income Tax Assistance program** for tax years 2008 - 2015

**Ms. Juan M. Moeng, C.P.A.**

573 Kaneapu Place, Kailua, HI 96734

Phone: (808) 554-0465 • E-mail: [mao@hawaii.rr.com](mailto:mao@hawaii.rr.com)

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**COMPUTER  
SKILLS:**

QuickBooks, MS Money, Peachtree, Microsoft Office suite, SAGE

**ELEONORE VEILLET CHOWDHURY, Ph.D.**

eleonore.gnwp@gmail.com Cell: (301) 503-9952 888 Kapiolani Blvd, Apt. 1605, Honolulu, HI 96813

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**SUMMARY:** Ms. Veillet Chowdhury is a global consultant, trainer, and specialist on Women, Peace and Security. She offers over 5 years of experience partnering with diverse stakeholders to design, manage and evaluate engaging programs that promote gender equality, international peacebuilding, social justice and the prevention of sexual and gender-based violence.

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**EDUCATION**

**Johns Hopkins University**

Baltimore, MD

*Ph.D. in Comparative Literature (Spanish and French)*

*September 2011*

Dissertation on conflict resolution in 20<sup>th</sup>- and 21<sup>st</sup> century fiction. Awarded the Stulman Award, Dean's Awarded Teaching Fellowship, Gilman Tuition Fellowship and Center for Educational Resources Technology Fellowship. Research and study abroad in Spain, Palestine (West Bank) and Israel.

**New York University**

New York, NY

*Professional Certificate in Global Affairs*

*August 2011*

Courses on International Law and the Settlement of Disputes, International Negotiations (Middle East), Non-Governmental Organizations in World Affairs, International Relations in the Post World War II Era.

**Georgetown University**

Washington, DC

*B.A. in Comparative Literature*

*May 2005*

Minor in Arabic. Honors Thesis with Distinctions. Graduated Suma Cum Laude. Awarded 2005 Comparative Literature Award. Research and study abroad in Mexico and Egypt.

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**EXPERIENCE**

**Sabrina Memorial Foundation**

Dallas, TX [remote]

*Director of Women and Children's Affairs*

*August 2015-Present*

- Leads fundraising efforts for programs that promote women and girls' education and empowerment in rural Bangladesh
- Contributes to strategy discussions and program development

**Global Network of Women Peacebuilders**

New York, NY [remote]

*Program Advisor / Consultant*

*May 2015 - Present*

- Contributes to program and curriculum development for the prevention of sexual and gender-based violence (SGBV) and the participation of women and girls in peacebuilding processes in conflict and post-conflict
- Conducts research and authors case studies on the use of international law to further women's rights in Colombia, India and Iraq, with a focus on the Convention on the Elimination of all Forms of Discrimination Against Women (CEDAW) and UN Security Council Resolutions (UNSCRs) on women, peace and security (WPS)
- Supports fundraising through theory of change development, budget and grant writing
- Leads tutorials on grant submission, budget development and theory of change

*Program Officer*

*February 2012 - May 2015*

- Facilitated over 15 capacity-building workshops on gender equality, the prevention of sexual and gender-based violence and participatory peace building for local authorities, traditional leaders, indigenous groups and women civil society in Colombia and the Democratic Republic of Congo
- Delivered program support for the Girl Ambassadors for Peace and Community Social Dialogues Programs in the Democratic Republic of Congo

- Organized panel discussions on women, peace and security at UN Headquarters in partnership with UN agencies and UN Permanent Missions
- Facilitated the participation of women human rights defenders and peace activists in global advocacy discussions during the Anniversary of UNSCR 1325 and the Commission on the Status of Women (CSW) at UN Headquarters from 2011-2015
- Represented the organization in international policy discussions on Women, Peace and Security
- Participated in the design and analysis of the 2015 civil society organization survey and focus group discussions on women, peace & security, as part of the UN Women-led 2015 Global Study on UNSCR 1325 implementation
- Authored policy briefs on the implementation of WPS policies and co-authored comparative analysis on the implementation of UNSCR 1325 globally
- Liaised with donors, developed and managed budgets and financial reports
- Contributed to the mobilization of over USD 2 million in international and foundation grants for programs to further women and girls' rights
- Recruited, trained and managed a team of five interns and five external consultants
- Broadened the organizations' social media and communications strategy, including on Facebook and Twitter
- Oversaw the GNWP application process for membership, liaised with and provided support and resources to active members

#### **Johns Hopkins University**

*Literature and Language Instructor*

**Baltimore, MD**

August 2005-December 2011

- Developed and taught the interdisciplinary seminar "Al-Andalus, Peace, and Conflict in Contemporary Literature"
- Designed and taught Spanish language and culture courses, from the elementary to the advanced levels

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#### **PUBLICATIONS & PRESENTATIONS (Sample)**

*Global Report: Civil Society Organization (CSO) Survey for the Global Study on Women, Peace and Security.* GNWP, Cordaid, the International Civil Society Action Network (ICAN) and the NGO Working Group on Women, Peace and Security, October 2015.

*Implementing Locally, Inspiring Globally: Localizing UNSCR 1325 in Colombia, Nepal, the Philippines, Sierra Leone and Uganda.* New York: GNWP-ICAN, October 2013.

*Women Count; Security Council Resolution 1325: Civil Society Monitoring Report 2012,* New York, NY: GNWP-ICAN, Government of Canada, Cordaid, Norwegian Ministry of Foreign Affairs and UNFPA, 2012.

"A Palestinian in Outer Space: Coexistence, partition and the *maqamat* in Emile Habibi's *The Secret Life Saeed the Pessoptimist*," Jewish Studies Association Conference, December 2012.

"1492, al-Andalus and modern-day conflicts in Amin Maalouf's *Léon l'Africain*," *Tiresias: Culture, Politics and Critical Theory*, Volume 4 (October 2010), pp. 115-126.

"*The Value of Worthless Lives: Writing Italian American Immigrant Autobiographies*," *Modern Language Notes*, Volume 124, Number 1 (January 2009), pp. 326-328.

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#### **SKILLS**

**Language:** Fluent in French, Spanish and English; proficient in Arabic; elementary knowledge of Hebrew

**Technology:** Microsoft Office (Word, Excel, PowerPoint), Dreamweaver, Facebook, Twitter, Blackboard, Constant Contact

Patricia N. S. Low

**OBJECTIVE:** To utilize my administrative and customer service skills and experiences while working for a progressive company.

**SKILLS & ABILITIES:**

- Pleasant, friendly
- Fast learner
- Work well independently, or with others
- Team player
- Working knowledge of Computer in Microsoft Excel 2000, and Windows 1995
- AT&T Customer Service Training
- Outrigger Hotels & Resorts Hospitality and Guest Services Training
- Delphi Marketing & Sales Computer program
- Typing 45 WPM
- 10 Key Calculator

**WORK EXPERIENCE:** OUTRIGGER HOTELS & RESORTS 8/1990 – 8/2005

Started with Company as a Retail Reservations Agent, September 1990. And held other positions in various departments, until last position as a Group Sales Coordinator.

**General Responsibilities**

- Handled new sales requests, when Sales Managers were not available.
- Handled Wholesale Agents and/or direct Consumer's name lists and requests. Logged reports and filed all correspondence received.
- Problem solved direct with Consumers, Retail and Contract Reservations Agents regarding their reservations.
- Collected and process payments for Groups.
- Answered calls, faxes, emails, reservations and other day-to-day administrative duties including but not limited to maintaining system data and group files, handled new sales requests, by phone, fax, or email.
- Worked closely with other departments, front desks, accounting, ensure quality communication and excellent customer service delivery.

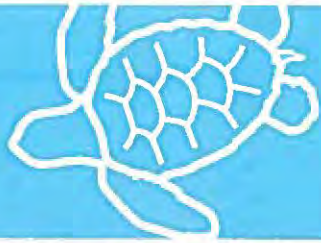
**EDUCATION:** Diploma, Kaimuki High School

**REFERENCES:** Available upon request



# PIKO+ Toolkit (Sample Materials)

## PROTECTIVE FACTORS



ARE THE STRENGTHS AND RESOURCES THAT FAMILIES AND COMMUNITIES HAVE

KEEP CHILDREN AND FAMILIES SAFE AND HEALTHY

SUPPORT FAMILIES THROUGH DIFFICULT TIMES AND IN RAISING HAPPY CHILDREN

NURTURE CHILDREN'S AND FAMILY'S HEALTH AND SUCCESS

PROVIDE FAMILIES WITH SUPPORT THROUGH COMMUNITY RESOURCES

### CHECK OUT THESE FIVE STATEMENTS ABOUT PARENTING...

**DO YOU THINK ANY OF THEM ARE TRUE?**  
(CIRCLE ALL YOU THINK OF AS TRUE)

1. YOU SHOULD TREAT ALL YOUR CHILDREN THE SAME.
2. GOOD PARENTS PUT THEIR CHILDREN FIRST.
3. NEVER FIGHT IN FRONT OF THE CHILDREN.
4. BABIES WHO WALK EARLY AND TALK EARLY ARE THE BRIGHTEST OF THEIR PEER GROUP.
5. SOME PEOPLE ARE JUST BETTER PARENTS NATURALLY.

← (open flap to see if your answers match ours!)

CALL FOR PERSONAL ASSISTANCE  
OR GENERAL INFORMATION  
YOUR QUESTIONS ARE WELCOME.

*"I love and do my best to  
keep my child(ren) safe."*

ADMINISTRATION: (808) 534-0040

FAX: (808) 531-7228

EMAIL: [DVAC@STOPTHEVIOLENCE.ORG](mailto:dvac@stoptheviolence.org)

P.O. Box 3198

HONOLULU, HI 96801

[WWW.DOMESTICVIOLENCEACTIONCENTER.ORG](http://WWW.DOMESTICVIOLENCEACTIONCENTER.ORG)

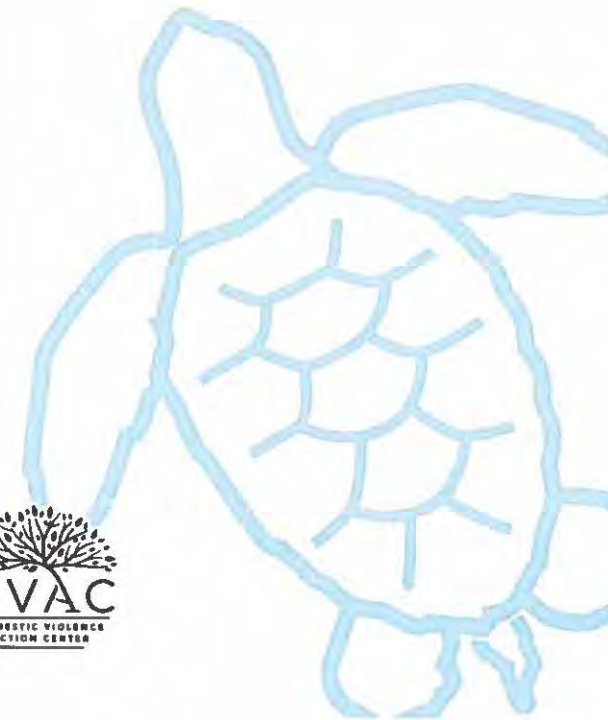
[WWW.TAP808.ORG](http://WWW.TAP808.ORG)

*PIKO+ is a program of the  
Domestic Violence Action Center  
(DVAC). This toolkit was  
produced with generous support  
from the Hawaii Children's  
Trust Fund.*

Supported by



## PROTECTIVE FACTORS



*The ability to bounce back through difficult situations.*  
*Helps parents deal with their children positively through hard times.*

*Enjoying being with your child.*  
*Communicating effectively with your child.*

*Understanding what your child needs as they grow.*  
*Helps your child learn as they grow and develop.*

*Someone you can count on no matter what.*  
*Someone who will be there for you in time of need.*  
*Someone who will listen to you and be there for you when you need them.*

*Knowing ways to help your child be healthy, happy and do well in school.*  
*Understanding how children grow up to be healthy and happy adults.*

*Knowing where to go for help.*  
*Knowing who in your community to call in times of need.*





## PARENTAL RESILIENCE



## PARENTAL RESILIENCE

THE ABILITY TO BOUNCE  
BACK THROUGH DIFFICULT  
SITUATIONS

HELPS PARENTS DEAL WITH  
THEIR CHILDREN POSITIVELY  
THROUGH HARD TIMES

We all need ways to deal with life on a daily basis. Some ways people do this are by calling friends, taking a deep breath and taking walks.

WHAT ARE SOME THINGS YOU DO THAT HELP YOU COPE WITH EVERYDAY LIVING?

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← more inside →

CALL FOR PERSONAL ASSISTANCE  
OR GENERAL INFORMATION  
YOUR QUESTIONS ARE WELCOME.

*"I have the courage  
to face every day."*

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We all experience daily events and frustrations that we have to deal with. Sometimes we may have control over them (like what we might say to someone), but often we do not (like taxes).

The first step of problem-solving situation is naming what your frustrations are. Some examples of frustrations parents have shared with us:

Not enough money, child care, siblings fighting.

WHAT KIND OF FRUSTRATIONS OR NEEDS DO YOU DEAL WITH IN YOUR LIFE?

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KNOWING WHAT YOUR WORRIES ARE, GIVES YOU A GREAT OPPORTUNITY TO...

*First, list them and then they surprisingly become a little less overwhelming*

*Second, see that you do have resources, and problem-solving skills, because EVERYONE knows how to do this, even when they think they don't!*

### YOUR TURN

THINK OF A STRESSFUL TIME IN YOUR PAST – HOW DID YOU RESOLVE YOUR OWN PROBLEMS? WHO DID YOU ASK FOR HELP?

- A FAMILY MEMBER
- A FRIEND
- COMMUNITY SERVICE MEMBER
- RELIED ON YOUR OWN THINKING
- OTHER: \_\_\_\_\_

ALL PARENTS DISCOVER THEY HAVE INNER RESOURCES TO HELP BUILD THEIR RESILIENCE.

WHAT ARE SOME OF THE THINGS THAT MAKE YOU RESILIENT?  
(check off those that apply to you)

- HAVE A POSITIVE ATTITUDE TO LIFE
- ORGANIZED
- CONFIDENT APPROACH
- STRONG SENSE OF PURPOSE
- SENSE OF HOPE AND OPTIMISM
- CONNECTION TO COMMUNITY
- SENSE OF HUMOR
- GOOD HEALTH
- SUPPORTIVE PARTNERS AND OTHERS
- WILLINGNESS TO ASK FOR SUPPORT FROM OTHERS
- POSITIVE COPING SKILLS
- \_\_\_\_\_
- \_\_\_\_\_

*(Even if you only check off one or two, or none at all this list is a great way to start to look at ways you can become aware of your own resilience. And everyone can check off "Recognition of both strengths and limitations")*

# KNOWLEDGE OF PARENTING AND CHILD DEVELOPMENT



## UNDERSTANDING WHAT YOUR CHILD NEEDS AS HE OR SHE GROWS

## HELPS YOUR CHILD LEARN AS SHE OR HE GROWS AND DEVELOPS

No child comes with a “how-to manual” nor can any parent know everything about children. It is unrealistic to expect to be “perfect” parents, yet often times we pressure ourselves to have all the answers.

Communicating with our children is the first step (even when they are babies).

## DESCRIBE TWO WAYS YOU INTERACT WITH YOUR CHILD:

1. \_\_\_\_\_  
\_\_\_\_\_
2. \_\_\_\_\_  
\_\_\_\_\_

← more inside... →

CALL FOR PERSONAL ASSISTANCE OR GENERAL INFORMATION. YOUR QUESTIONS ARE WELCOME.

*“I am always working toward being a better and better parent.”*

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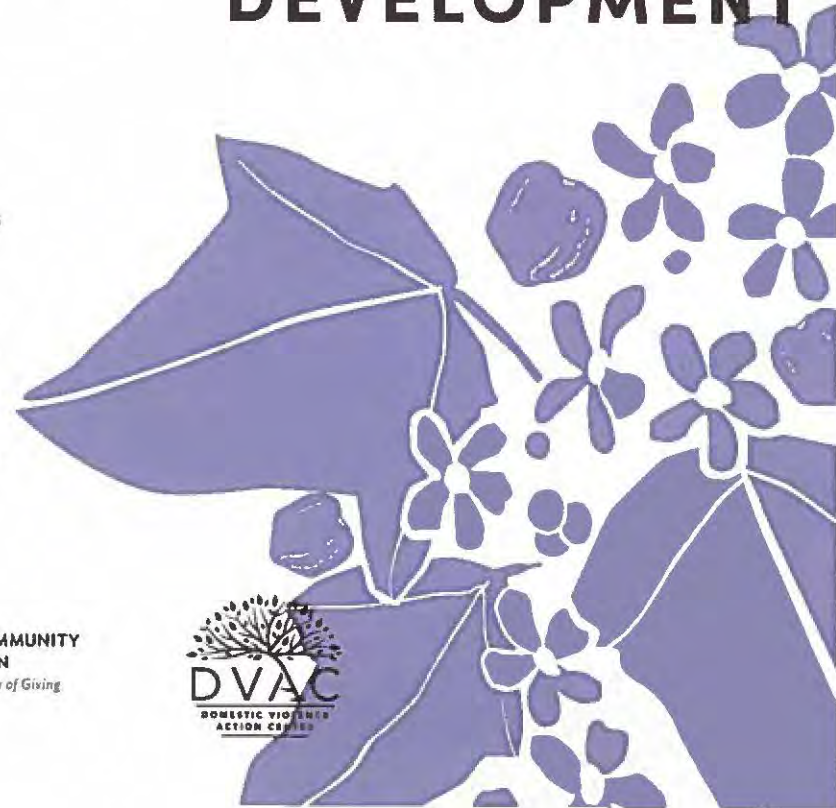
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# KNOWLEDGE OF PARENTING AND CHILD DEVELOPMENT



Parenting children comes from part nature (what you know about your child) and part nurture (what you can learn). All parents do know more about their own child than they think they do.

**LET'S SEE WHAT YOU KNOW ABOUT YOUR OWN CHILD:**

DESCRIBE YOUR CHILD'S MOST ACTIVE MOMENTS (e.g.: if baby – kicking, grabbing, rolling; if toddler – running, throwing)

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IF YOUR CHILD IS OLD ENOUGH TO TALK/VERBALIZE, WHAT IS THE LONGEST BABBLE OR SENTENCE YOU'VE HEARD HIM/HER SAY:

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Children's early years are really important for their health and development. The ways we parent during this time is crucial. A list (reported in CDC.gov) found these key ways that parents can support their child's healthy development:

- *Responding to children in a predictable way*
- *Showing warmth and sensitivity*
- *Having routines and household rules*
- *Sharing books and talking with children*
- *Supporting health and safety*
- *Using appropriate discipline without harshness*

Structure is really important for all children. Calling them an affectionate nickname, regular dinner time, and reading a book and a good night kiss can all be considered.

LIST THREE (3) OR MORE ROUTINES OR LITTLE RITUALS YOU DO WITH YOUR CHILD:

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Having a loving and safe home as well as spending time with family and loved ones is very important to the healthy development of young children. You can help your child's social, emotional and intellectual growth through conversation, play and simple activities.

**WHAT ARE SOME OF THE THINGS THAT YOU DO WITH YOUR CHILD IN YOUR DAILY LIFE?**

(Check off those that apply to your child)

- Talking together/Listening to your child
- Reading books
- Singing songs
- Playing games
- Playing instruments
- Cuddling
- Interacting during bath time
- Going to the beach together
- Dancing together
- Playing "peek-a-boo"
- Going shopping together and naming foods
- Cooking together
- Art time
- Doing puzzles together
- Playing dress up
- Playing ball
- OTHER: \_\_\_\_\_



## SOCIAL CONNECTION



CALL FOR PERSONAL ASSISTANCE  
OR GENERAL INFORMATION  
YOUR QUESTIONS ARE WELCOME.

### SOMEONE YOU CAN COUNT ON NO MATTER WHAT

### SOMEONE WHO WILL BE THERE FOR YOU IN TIME OF NEED

### SOMEONE WHO WILL LISTEN TO YOU AND BE THERE FOR YOU WHEN YOU NEED THEM

We all need people we can count on in both bad and good times. These folks can be family, friends or even a close neighbor. Off the top of your head, name some of the people you know you can count on:

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*“I stay connected to people who support and care for me.”*

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## SOCIAL CONNECTION



← more inside...

Depending on our lifestyles and our tendencies, we connect with loved ones in various ways. Some of us like the face-to-face contact, but cannot be with them because of circumstances (e.g. military, or other situations), other folks just prefer to have a few really close friends that they stay in touch with

**WHAT ARE SOME OF THE WAYS YOU CONNECT WITH THE PEOPLE IN YOUR SUPPORT SYSTEM?**

(Check off all that apply to you)

- PHONE CALLS
- FACEBOOK
- TEXT MESSAGE
- FACEBOOK IM
- TWITTER/INSTAGRAM
- E-MAIL
- SNAIL MAIL
- ONE-TO-ONE VISITS
- SMALL GROUP VISITS
- LARGE GET-TOGETHERS ONLY
- OTHER \_\_\_\_\_

**KNOWING WHO YOU CAN COUNT ON**

How often we connect with others is a good indicator of how well we are taking care of our own support network. Are there people you talk to regularly? It may not be a family member, but a close friend, an auntie or even a neighbor.

As long as this person listens to you, accepts you, helps you problem solve and encourages you to make the best choices for you, and your children, they are a positive support

**LIST THREE WAYS THESE PEOPLE HAVE HELPED YOU:**

1. \_\_\_\_\_  
\_\_\_\_\_  
2. \_\_\_\_\_  
\_\_\_\_\_  
3. \_\_\_\_\_  
\_\_\_\_\_

**SPREADING YOUR WINGS**

Supportive people can be found in surprising places, often starting in a group of like minded folks doing things they enjoy together.

Think of a group, neighborhood center, community service center or recreational center that might provide a common area of interest:

**WHAT ARE SOME OF THE THINGS THAT MIGHT INTEREST YOU?**

(Check off those that might apply to you)

- PARENTING GROUPS
- RECREATION/ARTS AND CRAFTS
- RELATIONSHIPS
- WOMEN'S ISSUES
- CHILDREN'S PLAY GROUPS
- WOMEN'S HEALTH
- OTHER \_\_\_\_\_

Contact DVAC for assistance in helping you find resources for any of these that you checked off.

## CONCRETE SUPPORT IN TIMES OF NEED



### KNOWING WHERE TO GO FOR HELP

### KNOWING WHO IN YOUR COMMUNITY TO CALL IN TIMES OF NEED

We all need help from time to time. Knowing the places and services that are available that can help in difficult times.

Families sometimes need help with basic needs.

#### WHICH OF THESE THINGS MIGHT YOU NEED HELP WITH?

(Check off those that apply to you)

- FOOD
- CLOTHING
- SHELTER

← more inside →

CALL FOR PERSONAL ASSISTANCE  
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*“It’s okay to ask for  
help.”*

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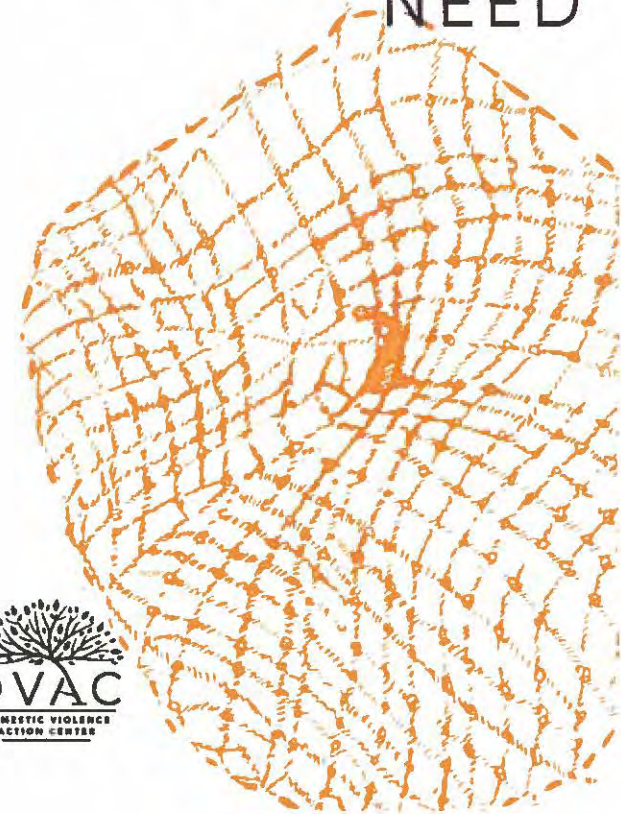
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## CONCRETE SUPPORT IN TIMES OF NEED



We may also be going through some difficult situations such as a family crisis, dealing with stress related to trauma or violence in the home or substance abuse. Getting access to the right services can help.

Often times there have been barriers to you getting help you feel you need to get back on your feet.

Please describe a situation where you needed help (in a short sentence) and a barrier you encountered.

**SITUATION:**

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**BARRIER:**

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## BREAKING THE BARRIER

Sometimes it is so difficult to ask for help that it is easier to just give up.

Often it feels shameful to ask for help.

Check off some of the things you may have told yourself in the past that have stopped you from doing things that could have helped you move forward.

- "I DON'T KNOW HOW."
- "I JUST CAN'T."
- "I DON'T DESERVE IT."
- "SOMEONE ELSE NEEDS IT MORE THAN ME."
- "IT'S TOO LATE."
- "WHAT WOULD PEOPLE SAY?"
- "NO ONE CAN HELP ME!"
- "IT'LL NEVER WORK."
- \_\_\_\_\_

THERE ARE RESOURCES AVAILABLE, BUT IT TAKES FINDING THE SOMEONE WHO WILL HEAR YOUR STORY AND MATCH YOU TO THE RIGHT HELP FOR YOU

## WHAT IS 2-1-1?

2-1-1 is a confidential, toll-free help hotline for anyone in Hawaii in need of help. With 2-1-1, you can easily find information and referrals on everything from crisis intervention and counseling to job training, educational programs and child care.

## WHAT CAN 2-1-1 HELP ME FIND?

Specialists search a database of over 4,000 government and nonprofit services and programs to find the answers you need, from basic needs (food, shelter, clothing), childcare, elderly care, disability services and more!

### HOURS OF OPERATION

**Monday – Friday from 7 a.m. – 5 p.m.**

The service is confidential, toll free, statewide and multilingual assistance is available.

Visit [www.auw211.org](http://www.auw211.org) to search their online database.



## SOCIAL EMOTIONAL COMPETENCE



KNOWING WAYS TO HELP YOUR  
CHILD BE HEALTHY, HAPPY AND  
DO WELL IN SCHOOL

UNDERSTANDING HOW  
CHILDREN GROW UP TO BE  
HEALTHY AND HAPPY ADULTS

Infants and children can experience joy,  
excitement, fear and sadness. Our job as  
parents is to help our children understand and  
manage these feelings.

LIST SOME OF THE FEELINGS THAT YOUR  
CHILD HAS EXPRESSED TO YOU EITHER BY  
WORDS OR BY BEHAVIOR:

- SCARED OR AFRAID
- ANGRY
- SAD
- JOY OR HAPPY
- SURPRISE
- LOVE OR TRUST
- OTHER \_\_\_\_\_

← more inside...

CALL FOR PERSONAL ASSISTANCE  
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*"All my feelings and my children's feelings  
are okay."*

*"I know how to cope with my feelings."*

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## SOCIAL EMOTIONAL COMPETANCE



## WHAT CAN WE DO?

We can start by helping children label their feelings, such as, "I'm sad" or "I'm mad". It is okay to allow uncomfortable feelings to be expressed.

THINK OF A TIME YOUR CHILD HAD A DIFFICULT MOMENT EITHER ALONE OR WITH ANOTHER PERSON.

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WHAT WERE SOME OF YOUR CHILD'S EMOTIONS?

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## TEACH TOOLS OF COPING

Sometimes it is difficult for a child to cope with his or her overwhelming feelings. Here are the basic steps when your young child is struggling emotionally.

| Listen calmly

| Help the child identify their feelings

| Then, guide the child to find a way to cope with their feelings until they can calm down enough to solve the problem.

| When calm, help the child solve the problem

WHAT ARE SOME WAYS YOU HELP YOUR CHILDREN DEAL WITH THEIR DIFFICULT FEELINGS

| I comfort and hold them

| I let them know that I care

| I stop what I am doing and listen to what they are telling me

| If angry, I guide them to channel their anger by stamping their feet as hard as they can or drawing an "angry" picture

| Let them cry and sit with them quietly

| \_\_\_\_\_

*Remember, feelings are neither "good" nor "bad." They just are passing expressions of how WE ALL feel in the moment. Most feelings do pass.*

*It is important to manage our own adult feelings as we are trying to teach our children to manage theirs. We are our children's first and best teachers.*

