

Application Submittal Checklist

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

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


AUTHORIZED SIGNATURE

SUSAN FURUTA, PRESIDENT & CEO

1/16/20

PRINT NAME AND TITLE

DATE

received
1/17/2020

1:09pm

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

Type of Grant Request:

Operating Capital

Legal Name of Requesting Organization or Individual: Db:

Helping Hands Hawaii

Amount of State Funds Requested: \$ 173,832

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

The Community Clearinghouse programs (Community Clearinghouse, Ready to Learn, Adopt A Family, and Emergency Assistance) provide free material and financial aid to households experiencing crises, like poverty, homelessness, and natural/man-made disasters. These basic necessities and financial support help to prevent homelessness and allow individuals and families to address other financial issues in their lives and work toward achieving stability and self-sufficiency in the future.

Amount of Other Funds Available:

State: \$ 200,000

Federal: \$ _____

County: \$ _____

Private/Other: \$ 90,000

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

\$ 1,395,015

Unrestricted Assets:

\$ 289,018

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

Type of Business Entity:

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

Mailing Address:

2100 N. Nimitz Hwy.

City: Honolulu State: HI Zip: 96819

Contact Person for Matters Involving this Application

Name:
Susan Furuta

Title:
President & CEO

Email:
susanf@helpinghandshawaii.org

Phone:
808-440-3828

Federal Tax ID#:

██████████

State Tax ID#

██████████



Authorized Signature

Susan Furuta, President & CEO

Name and Title

1/16/20

Date Signed



Department of Commerce and Consumer Affairs

CERTIFICATE OF GOOD STANDING

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

HELPING HANDS HAWAII

was incorporated under the laws of Hawaii on 02/04/1974 ; 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 13, 2020

Director of Commerce and Consumer Affairs



**DECLARATION STATEMENT OF
APPLICANTS FOR GRANTS PURSUANT TO
CHAPTER 42F, HAWAI'I REVISED STATUTES**

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants pursuant to Section 42F-103, Hawai'i Revised Statutes:
 - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant is awarded;
 - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
 - c) Agrees not to use state funds for entertainment or lobbying activities; and
 - d) Allows the state agency to which funds for the grant were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant.

- 2) If the applicant is an organization, the applicant meets the following requirements pursuant to Section 42F-103, Hawai'i Revised Statutes:
 - a) Is incorporated under the laws of the State; and
 - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant is awarded shall be conducted or provided.

- 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.

Helping Hands Hawaii
(Typed Name of Individual or Organization)

 1/16/20
(Signature) (Date)

Susan Furuta President & CEO
(Typed Name) (Title)

Application for Grants

If any item is not applicable to the request, the applicant should enter "not applicable".

I. Certification – Please attach immediately after cover page

1. Certificate of Good Standing (If the Applicant is an Organization)

If the applicant is an organization, the applicant shall submit one (1) copy of a certificate of good standing from the Director of Commerce and Consumer Affairs that is dated no earlier than December 1, 2019.

Please see attached following Cover Page.

2. Declaration Statement

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

Please see attached following Cover Page.

3. Public Purpose

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

Helping Hands Hawaii confirms that the requested grant will be used for a public purpose pursuant to Section 42F-102, Hawaii Revised Statutes.

II. Background and Summary

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

1. A brief description of the applicant's background

Helping Hands Hawaii (HHH) began as a group of individuals called into action as a result of the bombing of Pearl Harbor. These individuals coordinated volunteers to address challenges created by this tragedy. This idea of serving the community continued to grow until the group incorporated the organization in 1974 as a private 501(c)(3) non-profit.

Through the years, HHH has evolved to offer an array of services within the behavioral health and human services fields, expanding and retracting its programs as needed by the community. But, through it all, the staff and volunteers have continued to pursue its mission to “develop community self-sufficiency and resilience by providing guidance, household goods and opportunities for empowerment and connection.”

Currently, HHH offers representative payee services for mentally ill adults unable to successfully manage their Social Security and Disability benefits; language access services to eliminate communication barriers that prevent people from accessing resources and supports; and household supports to stabilize vulnerable, at-risk populations through material and financial aid, links to community resources and nutritional benefits assistance.

One of HHH's core programs is the Community Clearinghouse (CCH) and its umbrella of programs. The CCH is a donation warehouse and distribution center that has been connecting households experiencing poverty, homelessness, and emergencies with free basic necessities since 1982. Households have access to clothing, furniture, personal care items, food, and small household appliances. It also serves as a warehouse for donated items during natural disasters or other emergencies

Additionally, the CCH operates two seasonal programs, Ready to Learn (RTL) and Adopt A Family (AAF). RTL provide free school supplies to school-aged students to ensure that each child has basic tools for their education. AAF connects community donors with low-income and homeless families who cannot afford gifts during the holidays.

Lastly, its Emergency Assistance Program (EAP) makes financial assistance available to families on the cusp of homelessness because of past-due rent or utilities. For individuals currently experiencing homelessness, it can help them secure permanent housing by paying for their first month's rent or utilities.

All of the CCH services are offered at no cost to the recipient and work in collaboration with other HHH programs as well as with social service partner agencies to foster a holistic approach to improving community one household at a time.

2. The goals and objectives related to the request

The goal of HHH is to carry out its mission, and we actively pursue this through our programs and services. Specific to this request is the work being done by our CCH and its umbrella of programs. Their goals are to:

- Provide basic material assistance to individuals and families experiencing crises, including poverty, homeless and natural or man-made emergencies
- Provide school supplies to students in grades K-12 so they can perform better in the classroom.

- Provide holiday support to households to uplift their spirits and inspire them for the new year.
- Provide emergency financial assistance to households that prevents eviction, displacement, and homelessness or helps them to secure permanent housing

To accomplish these goals, the following are the programs' objectives:

Community Clearinghouse (CCH)

- Help 1,800 households receive assistance with basic material needs (i.e. food, clothing, furniture, and other basic household necessities) that gives them the flexibility to allocate funds toward other household expenses
- Ensure that 1,350 CCH appointments will be completed by clients, giving them ample access to the rotating inventory of items at our warehouse. They may return once a month because inventory depends on community donations and needed items may not be available at time of visit
- Help 900 households through one-time emergency walk-in service to be able to receive clothing, food, toiletries, and small items. Staff will refer them to a partner agency to connect them to services that may improve their situations

Ready to Learn (RTL)

- Distribute 4,000 school supply kits to students so they are more prepared in the classroom

Adopt A Family (AAF)

- Provide support during the holidays through gifts to 400 households to keep spirits high during a time of year when their financial distress is experienced even more

Emergency Assistance Program (EAP)

- Provide 20 households with one-time financial assistance with emergency rent, mortgage and/or utilities
- Conduct 6 financial literacy workshops for households requesting emergency financial assistance to improve their knowledge about basic budgeting for the household
- Offer 100% of households information and referrals to other services that can improve their current situations

The intended results are to provide household supports to families that find themselves in crisis due to any number of life struggles, including poverty, homelessness, and natural or man-made emergencies. With access to free basic necessities at the CCH or through RTL and AAF, individuals have the flexibility to allocate their income and benefits toward other important living expenses, like housing, healthcare, transportation, food, and other essential needs. And, the EAP directly addresses the threat of homelessness for households on the cusp of eviction and helps currently homeless households with funds to secure permanent housing.

3. The public purpose and need to be served

Individuals and families in Hawaii continue to face many challenges that make it difficult for them to afford to live here, let alone to flourish and prosper. According to the National Low Income Housing Coalition (NLIHC)^[1], Hawaii has a shortage of 24,816 affordable and available rental homes for extremely low-income households (incomes at or below the poverty guideline or 30% of their area median income). Many of these households are severely cost burdened, spending more than half of their income on housing alone. They are often forced to sacrifice other necessities to pay the rent and experience unstable housing situations.

Additionally, many Hawaii households fall into Aloha United Way's ALICE population of "asset limited, income constrained, employed" individuals and families. According to their 2017 report^[2], these are households who have incomes above the poverty line but who do not make enough to afford housing, child care, food, transportation, and health care. They make up 37% (165,013 households) of our population.

The NLIHC also reports that 42% of all households are renting in Hawaii. It states that the fair market monthly rent for a studio is \$1,288 while a three bedroom is \$2,730, and the annual income needed to afford these units are \$51,507 and \$109,202 respectively. This is equivalent to a household earning \$24.76 and \$52.50 per hour respectively, which is more than two-to-five times higher than Hawaii's minimum wage of \$10.10. Alternately, households would need to work 98 and 208 hours per week respectively at minimum wage to afford these rental prices.

Another segment of Hawaii's population that is struggling is the sheltered and unsheltered individuals and families experiencing homelessness. According to the United States Interagency Council on Homelessness, Hawaii had an estimated 6,530 individuals experiencing homelessness as of January 2018. Of that total, 623 were family households, 532 were veterans, 189 were unaccompanied young adults (aged 18-24), and 1,714 were individuals experiencing chronic homelessness. Public school data reported to the U.S. Department of Education during the 2016-2017 school year estimated 3,790 public school students experienced homelessness over the course of the year, including 430 unsheltered students, 1,247 living in shelters, 5 staying in hotels/motels, and 2,108 doubled up with friends/family.^[3]

While public and private assistance is available to help these populations, there isn't enough of it. Per AUW's report \$1.4 billion in government and nonprofit assistance and \$2.2 billion in health care resources are available. But, these funds are often directed

[1] "Housing Needs By State/Hawaii," n.d., <https://nlihc.org/housing-needs-by-state/hawaii> (accessed January 13, 2020)

[2] Hoopes, Stephanie, Ph.D. 2017. *ALICE: A Study of Financial Hardship in Hawaii*. Retrieved from the United Way website:https://www.dropbox.com/s/zmn9fp21ck17h6x/I7UW_ALICE_Report_HI_11.9.18_Final_Lowres.pdf?dl=0

[3] "Hawaii Homelessness Statistics," n.d., <https://www.usich.gov/homelessness-statistics/hi> (accessed January 13, 2020)

toward health care/medical services, which leaves other basic needs unaddressed. According to AUW, there is a 49% gap for housing and 52% gap for child care.

Ongoing programs offering support to households are desperately needed to supplement these efforts. Programs, like the CCH and its umbrella of services, that partner with the entire community (public and private sectors, individuals, media groups, financial institutions, retail centers, religious institutions, etc.) as well as other social service agencies work collaboratively to tackle some of these needs together. By collecting new and gently used items from Hawaii's generous community of donors, the CCH embraces the recycle-reduce-reuse philosophy that is important everywhere but is essential to an island state like ours. Its activities promote the recycling of unused items; the reduction of waste that would normally be put into a landfill or burned; and the reuse of goods that still have plenty of life and love to give a family.

The primary reason many supporters donate basic necessities to the CCH is because their belongings will be given away for free to other families who will be able to utilize them. These supporters are from all walks of life, from single families whose young children have outgrown their clothing and toys to hotels redesigning their décor of furniture and bedding. By encouraging and accepting participation from all areas of society, these programs fill the needs of our clients while positively contributing to the sustainability of our island home.

The availability of free material items gives households served by the CCH and its programs access to products they need without requiring them to pay for basic necessities out of pocket. The side effect of this is that households are able to allocate their income toward the timely payment of rent, utilities, healthcare, food, and other needs. Having the ability to pay for goods and services helps the local economy and small business owners, like their landlords and grocery stores.

Additionally, emergency financial assistance provided by the EAP actively prevents families from becoming homeless, which can utilize a tremendous amount of community resources to overcome. According to the outcomes of the Hawaii Pathways Project^[4], a pilot project administered by HHH in partnership with Catholic Charities Hawaii, after chronically homeless individuals lived in stable and safe housing with supportive services, the estimated 30-day health care costs of Pathways clients dropped 76%, from an average of \$8,162 per client at baseline to \$1,965 per client at follow-up. This represented a reduction of \$6,197 per client. The costs of providing permanent supportive housing was \$1,950 per month per client, which included \$1,100 for rental subsidies and \$850 for Pathways services, and the estimated net cost savings was \$4,247.

4. Describe the target population to be served

^[4] Yuan, S., Azuma, J., & Gauci, K. T. (2018). Hawai'i Pathways Project: Final Report, August 2014–September 2017. Honolulu: University of Hawai'i, Center on the Family

In general, the target population for all CCH programs is households experiencing financial challenges or emergency situations, including poverty and homelessness. According to the U.S. Census Bureau's 2018 American Community Survey 1-Year Estimates¹, the income earned within the past 12 months by 15.2% of Oahu households with a female head of household and no husband fall below the poverty level. When these women have children under 18 to support, the number increases to 25.7% who fall below the poverty line.

Groups specifically assisted by the CCH include: 1) Individuals with disabilities, 2) Elderly individuals over the age of 60, 3) Homeless individuals/families, including those Housing First participants, 4) Victims of domestic violence, and 5) Individuals diagnosed with a psychiatric and/or substance use disorder. Emergency walk-in support is available to individuals as well, including homeless individuals or those recently released from Oahu Community Correctional Center (OCCC) who need immediate access to basic supplies, like clothing, footwear, and food. Additionally, during times of natural or man-made disaster, the CCH functions as a warehouse for collecting and receiving emergency supplies, and it assists those affected by the disaster.

RTL targets students in grades K to 12 who come from low-income or homeless families. Students are primarily from Oahu, but the program has some reach to neighbor islands as school supplies collected on neighbor islands remain on the island and are distributed to students through on-island partner agencies.

Similarly, Adopt A Family serves Oahu-based individuals and families, but the program has some reach to neighbor islands. Donations are distributed to neighbor island households through on-island partner agencies as needed.

The EAP focuses on Oahu households facing emergencies that threaten the stability of the family. Some examples include: 1) Death of the primary income earner, which reduces the household's monthly earning potential; 2) Long-term illness or unemployment that prevents a household from sustaining stable work; 3) Survivors of domestic violence or natural/man-made emergencies that cause individuals to flee their homes and possessions for their safety; and 4) Sheltered or unsheltered individuals trying to attain permanent housing.

A network of referring partner agencies that specifically work with the above populations enables these program to reach individuals and families throughout Oahu. Some of our long-time partners include Catholic Charities Hawaii, Honolulu Community Action Program, Domestic Violence Action Center, Legal Aid Society of Hawaii, I.H.S., U.S. Vets, Kalihi Palama Health Center, The Salvation Army, Mental Health Kookia, and Waikiki Health, among others.

5. Describe the geographic coverage

¹ "1-Year Data Profiles, Counties" n.d., <https://census.hawaii.gov/acs/acs-2018/1-yr-dp/> (accessed January 13, 2020)

The CCH and its umbrella of programs focuses on Oahu households, but it also has a very limited ability to support neighbor island households on a case-by-case basis. On Oahu, individuals and families from across the island are represented, with the largest numbers coming from the Honolulu (49%) and Leeward (Waipahu, Ewa Beach, Kapolei and Waianae, 27%) areas.

III. Service Summary and Outcomes

The Service Summary shall include a detailed discussion of the applicant's approach to the request. The applicant shall clearly and concisely specify the results, outcomes, and measures of effectiveness from this request. The applicant shall:

1. Describe the scope of work, tasks and responsibilities

CCH ACTIVITIES

Client Referral by Community Partners

The CCH works with more than 150 social service partner agencies across Oahu to serve the target population. These agencies are registered and trained by the Program Assistant (PA) and Program Manager (PM) to refer individuals who they believe can benefit from the program. These partner agencies assist clients with the initial application for services and complete an initial verification of the client's income and emergency need(s). The completed application is submitted to the PA for processing. The PA will 1) request additional information if it's needed; 2) communicate a denial if warranted; 3) forward completed applications to the PM for review and approval; or 4) communicate the approval to the social service partner agency and client to schedule an appointment.

The PA and PM will actively maintain solid relationships with CCH partner agencies, including training partner agency staff on referral policies and procedures and CCH rules and guidelines.

CCH Client Appointments

Once a client is approved to receive services from the CCH, the PA works with them or their social worker/case manager to schedule an appointment. Clients may access the CCH for items once a month for one year. Each appointment is 30 minutes long, and clients are responsible for transporting items to their homes. No items are reserved to ensure fairness.

During their 30-minute appointments, one individual representing the household is allowed to select items they need. There is no limit on the type or quantity of items that clients take during their appointments. An inventory of items is collected at the end of the appointment by CCH staff, and if the items seem unreasonable relative to the client's household size/present living arrangement, the CCH reserves the right to withhold those items from the client.

Walk-In Clients

One-time walk-in emergency assistance is available to individuals who are not connected to a CCH partner agencies. The CCH staff try to assess what part of the island the individual will reside in (most times it is an individual who is homeless or recently released from OCCC) and provide the individual with information on agencies and partners close by. They are encouraged to reach out to these agencies for services, during which time the agency can also complete a formal application form for the individual so he/she can receive more items that they need.

Donation Pick-Ups

The CCH receives all of its inventory through community donations and has a limited capacity to pick up large quantities of donations and items that are oversized. Donors request a pick up by calling or emailing the CCH, and the PA and PM coordinate and schedule the donation pick up. A weekly schedule is distributed to the CCH Driver, and the PM manages any adjustments that need to be made due to Driver absence, last minute donor requests, etc.

The CCH Driver visits a different area of Oahu each weekday to ensure as much pick-up coverage as possible. The function of the CCH Driver is essential to ensure accessibility to donors and to maintain a high quantity of donations for clients.

Donation Drop-Offs at the CCH

Donors are also welcome to drop off their items directly at the CCH warehouse on weekdays from 8 am to 4:30 pm. The Warehouse Workers helps donors offload any donations, provides a donation receipt if needed, and help to sort through and display the items in the shopping area for clients.

Ready to Learn

Ready to Learn (RTL) operations are conducted in the CCH using CCH staff, resources, and warehouse space. RTL was established by the late U.S. Senator Daniel K. Inouye and his wife, Maggie, to help prepare low-income and homeless children to be "ready to learn" for the new school year. Each year HHH works with social service partner agencies to identify and verify families who may be eligible for the program. Agencies submit referral applications on their client's behalf.

HHH also works with community groups, private businesses, and individuals to collect school supplies and monetary contributions to purchase school supplies throughout the summer months. Using these school supplies, CCH staff and volunteers assemble basic school supply kits for younger and older children. These kits include items like folder paper, pencils, crayons, binders, scissors, and other supplies commonly found on school supply lists. CCH staff coordinates with partner agency case managers to ensure that each application for school supplies is fulfilled, and partner agencies are responsible for delivering school supply kits to their clients. After the initial back-to-school distribution of supplies, any remaining supplies are available to households

throughout the year and processed via the standard CCH procedure to receive basic necessities.

Adopt A Family

Adopt A Family (AAF) operations are also conducted in the CCH using CCH staff, resources, and warehouse space. During this time of year, three part-time, temporary AAF PAs are hired to support the increase in work volume that occurs from September through January. The program works together with social service partner agencies to identify families who are most in need during the holidays. Agencies submit an application form for each family, which verifies financial need and provides a general overview of the family's situation. The application also contains a wish list of most-needed items for each family member. The completed application is submitted to the AAF PAs for processing. The AAF PAs will 1) request additional information if it's needed; 2) communicate a denial if warranted; and 3) forward completed applications to PM for review and approval.

Approved AAF families are matched one-to-one with donors in the community who use the wish lists to buy new items for the family. The AAF PAs and PM respond to donor inquiries as well as process and gather donor information forms that are used to match donors with AAF families. After the donor confirms their adopted family, they purchase new items for the family and drop them off at the CCH warehouse. Warehouse Workers secure and organize these items by referring agency. The AAF PA and PM coordinate with the agencies to pick up the AAF gifts for their clients. Agencies are responsible for delivering AAF gifts to their clients unless prior arrangement has been made for the client to meet the donor.

Emergency Assistance Program

The Emergency Assistance Program (EAP) is a crucial resource for households experiencing crises that threaten the roofs over their heads and those already in the midst of homelessness. It provides financial assistance for monthly rent, deposits, utilities, and mortgages that enable households to secure or maintain housing. Households are also linked to resources that may aid in their quest for financial stability, including job placement and training programs, educational institutions, public assistance benefits, and more.

After experiencing a crisis, many families cannot catch up on late payments despite working full-time or multiple jobs, and many quickly find themselves without a home. Cultural, historical, and other influences can impact how and when households ask for help, how they define what help means to them, and how receptive they are to some of the program components, like financial education and disclosure of household information.

The PA and PM build trusting relationships with consumers to give us the best chance to fully address their needs and help them become more financially stable. Building these relationships relies on approaching each household without judgment and with patience, compassion, and cultural understanding. The PA is responsible for processing

applications that may be submitted through referral from a partner agency or completed directly with the consumer. The PA will 1) request additional information if it's needed; 2) communicate a denial if warranted; or 3) forward completed applications to PM for review and approval. Eligibility is based on financial need, ability to demonstrate future self-sufficiency, and the completion of a financial literacy workshop. These activities are important for households because it gives them the tools they need to avoid repeating the situation.

When an application is approved, our Accounting department generates a check on behalf of the household that is paid directly to the vendor (e.g. HECO, Board of Water Supply, landlord, etc.) to ensure funds cannot be used for other purposes. The intended result is to help individuals and families maintain or attain housing after experiencing a crisis or emergency that threatens to destabilize the entire household and to increase their awareness of their financial situations. The EAP offers a financial safety net to catch them before they become homeless and offers a hand up to those transitioning out of homelessness.

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

ACTIVITY	RESPONSIBLE PARTY	FREQUENCY
<i>Community Clearinghouse and Emergency Assistance Program</i>		
CCH/EAP: Conduct meetings with staff to work on program planning and program issues	Program Manager	Monthly
CCH/EAP: Rolling application process. Process incoming client application forms, arrange client appointments	Program Assistant	Daily
CCH/EAP: Meet with Program Assistant to evaluate activities, review benchmarks, and work on development of new programs and partnerships. Adjust program as needed.	Program Manager	Monthly
<i>Ready to Learn</i>		
RTL: Conduct partner agency orientation to outline program rules and procedures	Program Manager	April
RTL: Meet with banking partner to confirm procedures	Program Manager	April
RTL: Order and receive bulk-purchased school supplies	Program Manager	April
RTL: Work with Communications and Development Manager to actively fundraise for monetary and in-kind donations	Program Manager	June to July

RTL: Organize volunteer groups to help assemble school supply kits	Program Manager, Volunteer Coordinator	May to June
RTL: Distribute assembled supply kits to agencies as they become available and before school year begins	Program Manager, Volunteers	July
RTL: Conduct surveys of clients (via partner agencies), donors, and volunteers. Make notes of revisions to implement next year.	Program Manager, Program Assistant, Volunteer Coordinator	July to August
RTL: Continue to have school supplies available throughout the year. School supplies to be distributed through CCH appointments once back-to-school period ends.	Program Assistant, Warehouse Worker, Warehouse Worker II	Daily
<i>Adopt A Family</i>		
AAF: Recruit and Train AAF Program Assistants	Program Manager	August
AAF: Conduct partner agency orientation to outline program rules and procedures	Program Manager, AAF Program Assistants	September
AAF: Process referrals for the program	AAF Program Assistants	September to October
AAF: Notify donors about open registration period and deadline to sign up and become a donor	Program Manager	October
AAF: Meet with media partners to plan schedule of media opportunities. Coordinate with Communications & Development Manager	Program Manager	October
AAF: Meet with banking partner to confirm donation procedures	Program Manager,	October
AAF: Media opportunities begin. Participate and/or monitor as needed with Communications & Development Manager.	Program Manager	November
AAF: Organize and consolidate gifts by referring agencies, then contact them to pick up gifts for distribution	Program Manager, AAF Program Assistant, Warehouse Worker I, Warehouse Worker II	December
AAF: Conduct surveys of clients (via partner agencies), donors and volunteers. Make notes of revisions to implement next year.	Program Manager, AAF Program Assistant	January

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

HHH is committed to achieving consistent and high-quality services for all agency beneficiaries and program participants. The agency demonstrates the sufficiency of its Quality Assurance and Evaluation plans for the proposed Community Clearinghouse activities below:

Consumer Complaints, Grievances, Appeals, and Consumer Satisfaction

HHH has a policy and procedure for all consumer complaints, grievances, and appeals. This includes documentation and identification of potential problems, actions taken, and demonstrated systems improvement. The QM Committee tracks all activities and documents follow up on all items.

During intake of a potentially eligible applicant, the individual/household is asked to review and acknowledge receipt of a statement and explanation of their right to grieve any decision, including a description of the process that would be followed should they choose to utilize this process.

Program Evaluation & Work Plan

HHH has developed a system for periodic measurement, reporting, and analysis of well-defined outputs, outcomes measures, and performance indicators of the delivery system. Such results and information are used to improve the delivery system and program operations. Feedback is provided to staff members, with subsequent follow up to determine the impact on the agency's system of services and supports.

Consumer Satisfaction Surveys are conducted after service has been provided. For the CCH, it is done after the appointment is completed as part of the exit procedure. For seasonal programs, it is after the client is in receipt of the school supplies or holiday items. For EAP, it is done after the financial literacy class as well as after the financial assistance has been provided. The survey results are reviewed and reported to the appropriate manager, with summary information also provided to the CEO. Donor Satisfaction Surveys will be conducted at any opportunity of donor interaction (i.e. donation drop-off at CCH, donation pick-up at their home, etc.) as well as at the conclusion of each seasonal program.

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

Maintenance of QM Policies & Procedures

HHH assures that it has established and will maintain and regularly update the following relevant QM policies and procedures: (1) Consumer Complaints, Grievances and Appeals, (2) Consumer Safety, (3) Consumer Satisfaction, (4) Disaster Preparedness, (5) Emergency Evacuation, (6) Compliance, and (7) Confidentiality/HIPAA.

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

We will demonstrate the following measures of program effectiveness using data collected from client applications, client acknowledgement forms, calendars, and client surveys (email and/or phone):

Goal 1: Provide basic material assistance to individuals and families experiencing crises, including poverty, homeless and natural or man-made emergencies

- Help 1,800 households receive assistance with basic material needs (i.e. food, clothing, furniture, and other basic household necessities) that gives them the flexibility to allocate funds toward other household expenses
- Ensure that 1,350 CCH appointments will be completed by clients, giving them ample access to the rotating inventory of items at our warehouse. They may return once a month because inventory depends on community donations and needed items may not be available at time of visit
- Help 900 households through one-time emergency walk-in service to be able to receive clothing, food, toiletries, and small items. Staff will refer them to a partner agency to connect them to services that may improve their situations

This will result in the following Outcome:

- 80% of consumers will report that material assistance helped stabilize their situation/home environment

Goal 2: Provide school supplies to students in grades K-12 so they can perform better in the classroom.

- Distribute 4,000 school supply kits to students so they are more prepared in the classroom

This will result in the following Outcome:

- 90% of students who received school supplies will report feeling more prepared for school and feel they will perform better in the classroom

Goal 3: Provide holiday support to households to uplift their spirits and inspire them for the new year.

- Provide support during the holidays through gifts to 400 households to keep spirits high during a time of year when their financial distress is experienced even more

This will result in the following Outcomes:

- 80% of households who received holiday assistance will report feeling less stressed during the holidays
- 80% of households who received holiday assistance will report feeling more inspired to improve their financial situations in the new year

Goal 4: Provide emergency financial assistance to households that prevents eviction, displacement and homelessness or helps them to secure permanent housing

- Provide 20 households with one-time financial assistance with emergency rent, mortgage and/or utilities
- Conduct 6 financial literacy workshops for households requesting emergency financial assistance to improve their knowledge about basic budgeting for the household
- Offer 100% of households information and referrals to other services that can improve their current situations

This will result in the following Outcomes:

- 90% of households who received emergency financial assistance funds will report being current with rent and other monthly household expenses three months later
- 75% of individuals who complete a financial workshop will report using skills they learned to improve their financial situation (i.e. reduce expenses, begin saving, stay within budget, etc.)

IV. Financial

Budget

1. **The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.**
 - a. Budget request by source of funds ([Link](#))

- b. Personnel salaries and wages ([Link](#))
- c. Equipment and motor vehicles ([Link](#))
- d. Capital project details ([Link](#))
- e. Government contracts, grants, and grants in aid ([Link](#))

Please see **Attachment A**.

2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2021.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$37,364	\$61,739	\$37,364	\$37,364	\$173,832

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2021.

Awarded

Aloha United Way – Safety Net

HHH was awarded \$50,000 for the Community Clearinghouse and \$40,000 for the Emergency Assistance Program for calendar year 2020.

TANF MOE

HHH was awarded \$200,000 for calendar year 2020.

To Be Requested/Raised in Calendar Year 2020

Good Neighbor Fund: \$102,000

This is an annual fundraising campaign conducted in collaboration with the Honolulu Star-Advertiser and First Hawaiian Bank.

Individual/Corporate/Foundation Support: \$105,000

In-Kind Donations

HHH receives in-kind services and support from the community that helps to defray program operating expenses for the CCH. Last year, this included school supplies, holiday gifts, basic household needs, and office supplies totaling approximately \$188,000.00.

4. The applicant shall provide a listing of all state and federal tax credits it has been granted within the prior three years. Additionally, the applicant shall provide a listing of all state and federal tax credits they have applied for or anticipate applying for pertaining to any capital project, if applicable.

HHH has received no state or federal tax credits at any time in the prior three years and does not have any current pending application for such credits.

- 5. The applicant shall provide a listing of all federal, state, and county government contracts, grants, and grants in aid it has been granted within the prior three years and will be receiving for fiscal year 2021 for program funding.**

Please see **Attachment B**.

- 6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2019.**

The balance of unrestricted current assets is \$289,018.

V. Experience and Capability

1. Necessary Skills and Experience

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

HHH has provided basic material assistance to individuals and households since its incorporation in 1974 and over those years has acquired the necessary skills, abilities, and knowledge required to provide the services described in this proposal. It administered RTL along with the late Senator Daniel Inouye from 1998-2005 and subsequently took over full administration and oversight of the program since 2005. Adopt A Family has also been part of the agency's repertoire of programs since the 1970s and has served thousands of families through the years. In comparison, the EAP is a fairly young program, having been established in 2010 due to the great recession.

To successfully operate these programs, HHH maintains an extensive network of community providers (non-profits, private landlords, faith-based entities, businesses, and government entities) that serve as a strong referral base to the programs. These partners help to identify households from across the island who are in need of assistance from the CCH or its umbrella of programs.

The agency also works with the private sector (banks/credit unions, media companies, fitness centers, and other local businesses) who are actively engaging to find solutions to some of Hawaii's social and economic challenges. These entities provide volunteer manpower, financial contributions, in-kind donations, and other valuable talents that supplement our staff's daily work. Without these individuals and groups, it would be difficult to continue operating.

In 2019, CCH provided basic material assistance to 1,838 households (4,927 individuals), school supplies to 3,886 low-income or homeless children, facilitated the giving of holiday gifts to 412 families (1,585 individuals) and awarded \$36,904.91 to 22 households (74 individuals) who were threatened with overwhelming financial burdens caused by unexpected emergencies. The CCH is the largest no-cost redistribution facility on Oahu.

2. Facilities

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

The Community Clearinghouse's 9,719.43 square-foot warehouse, office, and most of its program activities is located at 2100 North Nimitz Highway in Honolulu. It is open Monday-Friday from 8 a.m. to 4:30 p.m. and has three CCH-designated parking stalls to assist guests.

The CCH warehouse has three roll-up doors: 1) donor entrance near the main property's entrance for easy drop-off of donations; 2) client entrance in the middle of the structure with more space for loading items into client vehicles; and 3) partner agency entrance toward the rear of the structure for loading of bulk items distributed through the seasonal programs. Additionally, it has three regular access doors, one of which is only accessible by keypad.

Inside the warehouse, there is a shopping area for clients that displays basic household items so clients can easily locate items they may need. This includes sections for clothing and shoes, bedding and linens, furniture, kitchenware, small appliances, and a small food pantry of dried goods.

The rear of the warehouse is used to hold overflow donations received from corporate partners, such as hotels, that give large quantities of items or when multiple smaller entities give within a short period of each other and the client-shopping area is too full to hold the donations. This space is also used to stage dozens of pallets of school supplies and holiday gifts for the seasonal programs until the items can be distributed, and it functions as a staging area when volunteers assemble school supply kits.

Additionally, the CCH administrative office is in the warehouse and is where program activities are conducted by staff. The office is equipped with supplies (i.e. office furniture, computers, printers, fax machines, etc.), communications (internet access, phone system and overhead paging system), and other equipment needed for the program administration. The CCH maintains two vehicles (box truck and commercial van) that are used to effectively transport donated goods from homes and offices across the island.

The CCH warehouse structure is located across the parking lot from HHH's main building, which houses the agency's administration office and other programs. The

property sits on the corner of Puuhale Road and Nimitz Highway and is near several bus lines and the H-1 freeway. The facility is ADA compliant, has two designated parking stalls for individuals with disabilities, and more than 20 other parking stalls for visitors. Moreover, this office has met all CARF safety requirements during site visits and inspections.

VI. Personnel: Project Organization and Staffing

1. Proposed Staffing, Staff Qualifications, Supervision and Training

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

HHH proposes the following staffing pattern to effectively implement the proposed Community Clearinghouse services for Oahu:

One (1) Program Manager (1.00 FTE)

Two (2) Program Assistants (1.00 FTE)

One (1) Part-Time Warehouse Worker (.50 FTE)

One (1) Full-Time Warehouse Worker (1.00 FTE)

One (1) Warehouse Worker II (1.00 FTE)

One (1) Driver (1.00 FTE)

Three (3) AAF Program Assistant (.50 FTE, Temporary)

Staff Qualifications

Minimum qualifications (i.e. level of education, special licenses and/or certifications, and work experience) for all proposed staff positions are outlined in agency Job Descriptions in **Attachment C**

Supervision of Project Staff

The PM will be responsible for the supervision of all proposed program staff. Supervision for the PM will be provided by the President & CEO.

Supervision will be held with staff on a monthly basis, and more frequently as needed.

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

Staff training begins with New Hire Orientation provided by Human Resources. This training covers employment, benefits, HIPAA, and agency rules and regulations, including but not limited to, confidentiality, code of ethics, and safety procedures. In addition to general staff training, specific training is provided to staff depending on their duties.

To complement the direct supervision described above, HHH has an experienced Board of Directors who is available to support its programs and employees. Policies and procedures are developed in compliance with state and federal laws and are regularly assessed to accommodate for changes in laws to ensure appropriate service levels and to provide added security measures.

Training of Relevant Program Staff

After New Hire Orientation, all program staff will receive specific training in the delivery of Community Clearinghouse services and upon hire will shadow existing HHH employees who can assist with on-the-job training. Annual training is also conducted by Human Resources as well as Program Managers and tracked in employee files.

Professional development opportunities will be made available to program staff as well as opportunities to engage in community/network discussions regarding the various socio-economic issues facing the households and individuals we will be assisting.

2. Organization Chart

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

See **Attachment D** for organizational charts (Program and Agency).

3. Compensation

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

The annual salary range for the three highest paid employees is \$55,479 to \$105,000 for the Representative Payee Supervisor, Accounting Manager, and President & Chief Executive Officer.

VII. Other

1. Litigation

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

HHH does not having any current or pending litigation.

2. Licensure or Accreditation

The applicant shall specify any special qualifications, including but not limited to licensure or accreditation that the applicant possesses relevant to this request.

There are no licensure or accreditation requirements relevant to the proposed program. However, the agency received continued accreditation for its behavioral health services in 2018 by the Commission on Accreditation for Rehabilitation Facilities (CARF) for a three-year period. While related to our former behavioral health services, the CARF accreditation review process includes an in-depth analysis of all administrative/organizational functions as well, including leadership/management, safety, Board oversight, financial management, risk management, and several other critical areas of operation.

3. Private Educational Institutions

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

N/A

4. Future Sustainability Plan

The applicant shall provide a plan for sustaining after fiscal year 2020-21 the activity funded by the grant if the grant of this application is:

- (a) Received by the applicant for fiscal year 2020-21, but
- (b) Not received by the applicant thereafter.

The CCH and its programs are considered a core part of HHH, and the agency is committed to continuing to deliver these services to the community. HHH continually seeks out and applies for funding opportunities that support and align with our programs. This includes applications for support to local and mainland foundations, corporations, and other funding sources.

If this current Grant-In-Aid request is not received, HHH will review its ability to continue offering services at the proposed levels to meet the needs of our clients. Lack of funding may result in an adjustment of services.


ATTACHMENT A

BUDGET FORMS

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2020 to June 30, 2021

Applicant: Helping Hands Hawaii

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)
A. PERSONNEL COST				
1. Salaries	92,632			
2. Payroll Taxes & Assessments	4,000			
3. Fringe Benefits	14,000			
TOTAL PERSONNEL COST	110,632			
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island				
2. Insurance	8,000			
3. Lease/Rental of Equipment	23,000			
4. Lease/Rental of Space				
5. Staff Training				
6. Supplies	3,000			
7. Telecommunication	1,200			
8. Utilities	28,000			
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
TOTAL OTHER CURRENT EXPENSES	63,200			
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
E. CAPITAL				
TOTAL (A+B+C+D+E)	173,832			
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	173,832	Ashley Joy Cambe 808.440.3844		
(b) Total Federal Funds Requested		Name (Please type or print) Phone		
(c) Total County Funds Requested				
(d) Total Private/Other Funds Requested		Signature of Authorized Official Date		
TOTAL BUDGET	173,832	Susan Furuta, CEO Date		
		Name and Title (Please type or print)		

BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2020 to June 30, 2021

Applicant: Helping Hands Hawaii

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
Program Manager	1	\$50,440.00	35.00%	\$ 17,654.00
Warehouse Worker II	1	\$25,002.00	35.00%	\$ 8,750.70
Warehouse Worker	0.5	\$13,200.00	35.00%	\$ 4,620.00
Warehouse Driver	1	\$29,120.00	35.00%	\$ 10,192.00
Program Assistant GNF	0.5	\$8,125.00	100.00%	\$ 8,125.00
Program Assistant GNF	0.5	\$8,125.00	100.00%	\$ 8,125.00
Program Assistant GNF	0.5	\$8,125.00	100.00%	\$ 8,125.00
Warehouse Worker	1	\$27,040.00	100.00%	\$ 27,040.00
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
TOTAL:				92,631.70
JUSTIFICATION/COMMENTS:				
The percent of time budgeted to the contract depends on other sources of funding available to cover the Community Clearing House services. At no point will expenditures for the salaries/wages line item, exceed the budgeted amount. Once the max is reached, remaining costs will be absorbed by other funding stream of Helping Hands Hawaii.				

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Period: July 1, 2020 to June 30, 2021

Applicant: Helping Hands Hawaii

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

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

BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS

Period: July 1, 2020 to June 30, 2021

Applicant: Helping Hands Hawaii

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: 2018-2019	FY: 2019-2020	FY:2020-2021	FY:2020-2021	FY:2021-2022	FY:2022-2023
PLANS			N/A			
LAND ACQUISITION			N/A			
DESIGN			N/A			
CONSTRUCTION			N/A			
EQUIPMENT			N/A			
TOTAL:						
JUSTIFICATION/COMMENTS:						

GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID

Applicant: Helping Hands Hawaii

Contracts Total: 200,000

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY	CONTRACT VALUE
1	Temporary Assistance for Needy Families (TANF)	10/1/19 to 9/31/2020	Department of Human Services	State of Hawaii	200,000.00
2					
3					
4					
5					
6					
7					
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30					

ATTACHMENT B

**LIST OF GOVERNMENT CONTRACTS AND/OR
GRANTS**

Helping Hands Hawaii

List of Federal, State, and County Government Contracts, Grants, and Grants in Aid received within the prior three years and receiving in fiscal year 2021 for program funding.

	<u>City and County of Honolulu / Community Development Block</u>	<u>State of Hawaii/ Department of Human Services/ State Homeless</u>	<u>State of Hawaii/ Department of Human Services/ Temporary</u>
Year 2019	18,718.00	-	168,821.61
Year 2018	167,156.00	-	63,398.13
Year 2017	11,616.00	17,984.34	85,374.34
Total	\$197,490.00	\$17,984.34	\$317,594.08

Notes:

*This list is program specific

*Fiscal Year 2021 funds are currently pending

ATTACHMENT C

JOB DESCRIPTIONS

Helping Hands Hawaii Job Description

Position: Program Manager
Reports To: President & CEO
Division: Human Services
Department: Community Clearinghouse and Emergency Assistance Program
Type: Full-time
FLSA Status: Salary; Exempt
EEO Code: 1 – Officials and Managers
Location: 2100 N. Nimitz Highway, Honolulu, HI 96819

OBJECTIVES:

Provides general coordination and day-to-day supervision of staff responsible for emergency support, material assistance, and short-term financial assistance payments. Works together with the President & CEO to ensure compliance with all State, Federal and private contract and grant requirements relating to the delivery of material assistance, financial assistance and emergency support under the agency's Community Clearinghouse (CCH) and Emergency Assistance Program (EAP). Ensures compliance with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Develops, administers, evaluates, and revises as needed, policies and procedures for the CCH and EAP and recommends new approaches and/or needed amendments to existing policies and procedures to effect continual improvement of efficiency and effectiveness of program services.
2. Ensures delivery of needed services to the community through development, promotion and maintenance of effective and cooperative relationships with appropriate public and non-profit community agencies/partners, schools, private corporations, funding sources, and other professionals.
3. Providing day-to-day management and leadership of the program including employment matter decisions such as development of staff, hiring, and discipline.
4. Updates and maintains the CCH centralized calendar for donation pick-up appointments.
5. Ensures Warehouse Workers/Warehouse Worker II maintain a general inventory of items in the CCH warehouse, and oversees distribution of CCH items to qualified clients and/or social service partner agency.
6. Provides final CCH review of application for material assistance before returning to staff to schedule appointment or request additional information that may be needed to process the client's application.
7. Provides final EAP review of applications for payment assistance and submits a recommendation to the President & CEO regarding applicant's eligibility to receive such payments through HHH.
8. Develops and promotes outreach strategies to promote the various services provided by HHH to low-income communities and agencies servicing these communities.
9. Ensures EAP staff are processing and maintaining a caseload of applications for financial assistance payments, including following through to ensure the completion of applications if necessary.
10. Prepares monthly, quarterly, and annual reports, as required, to be submitted to the funder on a timely basis.
11. Ensures quality assurance and monitoring of HHH sub-contractors providing services in collaboration with HHH for emergency assistance programs.
12. Maintains current knowledge of relevant events, discussions, policy decisions, and economic indicators that impact the people being served. Examples include, but are not limited to: local, state and federal budget discussions on benefits for low-income households; community debate/discussion regarding

best practice strategies for addressing homelessness prevention; capabilities of partner agencies (what they are able to provide/do for people served); and county and/or state regulatory (rules, laws, etc.) action impacting the people served.

SUPERVISORY RESPONSIBILITIES:

1. Provide day-to-day supervision of the CCH Warehouse Workers, CCH Warehouse Worker II, CCH Van Driver, CCH Program Assistant, EAP Program Specialist, and EAP Case Manager.
2. Ensure that requested and required reports and documents are submitted in an accurate and timely manner.

REPORTING REQUIREMENTS:

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

OTHER DUTIES:

1. Performs other duties as assigned by the President & CEO, and Chief Operations Officer.

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

WORKING CONDITIONS:

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

WORKING HOURS:

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

EQUIPMENT USE:

Personal computer, standard office equipment and tools.

MENTAL & PHYSICAL DEMANDS:

1. Duties require the use of considerable initiative and judgment, with the ability to work independently.
2. Requires the ability to meet deadlines and at times work under pressure.
3. Requires the ability to appropriately and professionally deal with difficult people or situations.
4. Requires the ability to establish and maintain cooperative and productive work relationships internally and externally.
5. Requires sitting for an extended period of time.
6. Requires traveling to various business locations as required by the job.

COMMUNICATION DEMANDS:

Requires strong English oral and written communication skills, the ability to give instructions or directions to others, the judgment to know when to ask questions and/or ask for help, and the ability to research necessary information from a variety of sources.

MINIMUM QUALIFICATIONS:

1. Bachelor's degree in social science field from an accredited college or university and one (2) years of progressive work experience in the Human Services environment.

2. An exception may be made for the above-mentioned educational requirements, on an individual case-by-case basis, if a candidate meets the following combination of required minimum education & experience:
 - a. HS diploma or equivalent, and four (4) years of progressive job-related experience where knowledge and abilities have been demonstrated, preferably in the Human Services environment.
3. Effective communication skills (i.e. verbal/written and listening skills).
4. Working knowledge of Windows and other MS Office programs (Word, Excel, Powerpoint).
5. Ability to work directly, cooperatively and collaboratively with multi-faceted and multi-ethnic programs, staff, and volunteer force.
6. Prior supervisory experience.
7. Valid Driver's license and willingness to use properly insured car.
8. TB Clearance.

PREFERRED QUALIFICATIONS:

1. Relevant program experience in the fields of homelessness prevention and/or working within low-income communities.
2. Relevant program development experience, to include assessing community needs, developing program ideas, and implementing programs to meet those needs.

COMPANY RIGHTS:

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

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

Signature: _____

Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: Program Assistant
Reports To: Program Manager
Division: Human Services
Department: Community Clearinghouse
Type: Full Time
FLSA Status: Hourly, Non-Exempt
EEO Code: 5 – Administrative Support Workers
Location: 2100 N. Nimitz Hwy. Honolulu, HI 96819

OBJECTIVES:

To perform a variety of administrative tasks and projects, related to the Human Services programs, to include the review of applications for emergency financial and material assistance received statewide from a network of social service partner agencies. Assist in coordinating events between departments and programs of Helping Hands Hawaii, as well as with social service partner agencies. To comply with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Works collaboratively with the Program Manager in responding to requests for information and referral.
2. Assists with answering incoming phone lines and routes to appropriate departments and/or contact person.
3. Processes and maintains applications for material and financial assistance received statewide from social service partner agencies, including the completion of applications.
4. Reviews income and expense information submitted with applications for material and financial assistance.
5. Schedule referral applicants for appointments and financial literacy workshop if required.
6. Assists, researches and follows-up on clients and community partners with questions, concerns, and comments.
7. Assist with scheduling donation pick-up appointments.
8. Assists the Program Manager in planning and coordinating activities for the Human Services programs.
9. Coordinates, schedules and trains office volunteers to assist in the processing of applications for material and financial assistance received from social service partner agencies as needed.
10. Completes administrative tasks, which include but may not be limited to: forms processing, data entry, photocopying, word processing and filing.
11. Conducts outreach on an ongoing basis with social service partner agencies statewide to actively solicit potential applicants for the Human Services programs.

SUPERVISORY RESPONSIBILITIES:

N/A

REPORTING REQUIREMENTS:

As directed by the Program Manager.

OTHER DUTIES:

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

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

WORKING CONDITIONS:

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

WORKING HOURS:

Primarily Monday – Friday, 8:00 a.m. to 4:30 p.m.. Schedule may vary depending on program needs during peak or seasonal programs. Additional hours may be required to meet business needs.

EQUIPMENT USE:

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

MENTAL & PHYSICAL DEMANDS:

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

COMMUNICATION DEMANDS:

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

MINIMUM QUALIFICATIONS:

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

PREFERRED QUALIFICATIONS:

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

COMPANY RIGHTS:

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

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

Signature: _____

Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: Warehouse Worker II
Reports To: Program Manager
Division: Human Services
Department: Community Clearinghouse
Type: Full Time
FLSA Status: Hourly, Non-exempt
EEO Code: 9 - Service
Location: 2100 N. Nimitz Hwy., Honolulu, HI 96819

OBJECTIVES:

To receive all incoming goods, pulling orders for distribution, and the general up-keep of the warehouse area to assure safe and efficient operation of the Community Clearinghouse warehouse. To comply with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Receives all incoming goods, which may include the unloading of donor vehicles.
2. Manage client appointments including scheduling, check-ins, and check out of appointments which will also include ensuring that items from the Community Clearinghouse are properly secured onto customer/clients vehicle. Checks order to ensure accuracy.
3. Assists clients in pulling good(s)/items from the Community Clearinghouse for customer/clients to load onto their vehicle.
4. Organizes donated materials or items on racks, shelves or in bins according to predetermined sequence such as size, type or order.
5. Responsible to organize and distribute food items from the food pantry for clients/customers.
6. Records and logs amount of materials or items received or distributed to clients. Ensures that all necessary paperwork are signed and dated at the time the client/customer checks in for their appointment.
7. Organizes and maintains back warehouse to ensure safe storage and easy access to items.
8. Organize the back warehouse adequately for space and storage during seasonal programs such as Adopt-A-Family and Ready-To-Learn.
9. Assists in the warehouse office as needed or directed by the Program Manager.
10. Drive the second van to assist in smaller item donation pick-ups.
11. Assists the van driver with donation pick-ups as needed or directed by the Program Manager.

SUPERVISORY RESPONSIBILITIES:

N/A

REPORTING REQUIREMENTS:

1. Monthly Food Bank report

OTHER DUTIES:

1. Performs additional related responsibilities as assigned by the Program Manager.
 2. Maintains confidentiality.
-

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

WORKING CONDITIONS:

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

WORKING HOURS:

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

EQUIPMENT USE:

Personal computer, standard office equipments and tools.

MENTAL & PHYSICAL DEMANDS:

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

COMMUNICATION DEMANDS:

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

MINIMUM QUALIFICATIONS:

1. High School Diploma or equivalent required.
2. One (1) year of experience in warehouse operations and/or related field.
3. Working knowledge of computer software programs (i.e. Excel and Word).
4. Valid Driver's license and willingness to use properly insured car.

COMPANY RIGHTS:

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

I, (print name) _____, hereby acknowledge and accept all responsibilities as a Warehouse Worker II.

Signature: _____

Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: Warehouse Worker
Reports To: Program Manager
Division: Human Services
Department: Community Clearing House
Type: Full Time
FLSA Status: Hourly, Non-exempt
EEO Code: 9 - Service
Location: 2100 N. Nimitz Hwy., Honolulu, HI 96819

OBJECTIVES:

To receive all incoming goods, pulling orders for distribution, and the general up-keep of the warehouse area to assure safe and efficient operation of the Community Clearing House warehouse. To comply with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Receives all incoming goods, which may include the unloading of donor vehicles.
2. Manage client appointments including scheduling, check-ins, and check out of appointments which will also include ensuring that items from the Community Clearinghouse are properly secured onto customer/clients vehicle. Checks order to ensure accuracy.
3. Assists clients in pulling good(s)/items from the Community Clearinghouse for customer/clients to load onto their vehicle.
4. Organizes donated materials or items on racks, shelves or in bins according to predetermined sequence such as size, type or order.
5. Responsible to organize and distribute food items from the food pantry for clients/customers.
6. Records and logs amount of materials or items received or distributed to clients. Ensures that all necessary paperwork are signed and dated at the time the client/customer checks in for their appointment.
7. Organizes and maintains front warehouse to ensure safe storage and easy access to items.
8. Coordinates, schedules and trains warehouse volunteers.
9. Maintains volunteer log to ensure accuracy.
10. Assists in the warehouse office as needed or directed by the Program Manager.
11. Assists the van driver with donation pick-ups as needed or directed by the Program Manager.

SUPERVISORY RESPONSIBILITIES:

N/A

REPORTING REQUIREMENTS:

1. Monthly Food Bank report

OTHER DUTIES:

1. Performs additional related responsibilities as assigned by the Program Manager.
2. Maintains confidentiality.

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

WORKING CONDITIONS:

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

WORKING HOURS:

Primarily Monday - Friday, 8:00 a.m. to 4:30 p.m. Schedule may vary depending on program needs during peak or seasonal programs. Additional hours may be required.

EQUIPMENT USE:

Personal computer, standard office equipments and tools.

MENTAL & PHYSICAL DEMANDS:

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

COMMUNICATION DEMANDS:

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

MINIMUM QUALIFICATIONS:

1. High School Diploma or equivalent required.
2. One (1) year of experience in warehouse operations and/or related field.
3. Working knowledge of computer software programs (i.e. Excel and Word).

COMPANY RIGHTS:

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

I, (print name) _____, hereby acknowledge and accept all responsibilities as a Warehouse Worker.

Signature: _____

Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: Warehouse Worker
Reports To: Program Manager
Division: Human Services
Department: Community Clearing House
Type: Part Time
FLSA Status: Hourly, Non-exempt
EEO Code: 9 - Service
Location: 2100 N. Nimitz Hwy., Honolulu, HI 96819

OBJECTIVES:

To receive all incoming goods, pulling orders for distribution, and the general up-keep of the warehouse area to assure safe and efficient operation of the Community Clearing House warehouse. To comply with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Receives all incoming goods, which may include the unloading of donor vehicles.
2. Manage client appointments including scheduling, check-ins, and check out of appointments which will also include ensuring that items from the Community Clearinghouse are properly secured onto customer/clients vehicle. Checks order to ensure accuracy.
3. Assists clients in pulling good(s)/items from the Community Clearinghouse for customer/clients to load onto their vehicle.
4. Organizes donated materials or items on racks, shelves or in bins according to predetermined sequence such as size, type or order.
5. Responsible to organize and distribute food items from the food pantry for clients/customers.
6. Records and logs amount of materials or items received or distributed to clients. Ensures that all necessary paperwork are signed and dated at the time the client/customer checks in for their appointment.
7. Organizes and maintains front warehouse to ensure safe storage and easy access to items.
8. Coordinates, schedules and trains warehouse volunteers.
9. Maintains volunteer log to ensure accuracy.
10. Assists in the warehouse office as needed or directed by the Program Manager.
11. Assists the van driver with donation pick-ups as needed or directed by the Program Manager.

SUPERVISORY RESPONSIBILITIES:

N/A

REPORTING REQUIREMENTS:

1. Monthly Food Bank report

OTHER DUTIES:

1. Performs additional related responsibilities as assigned by the Program Manager.
2. Maintains confidentiality.

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

WORKING CONDITIONS:

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

WORKING HOURS:

Primarily Monday - Friday, 8:00 a.m. to 4:30 p.m. Approximately 19 hours a week. Schedule may vary depending on program needs during peak or seasonal programs. Additional hours may be required.

EQUIPMENT USE:

Personal computer, standard office equipments and tools.

MENTAL & PHYSICAL DEMANDS:

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

COMMUNICATION DEMANDS:

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

MINIMUM QUALIFICATIONS:

1. High School Diploma or equivalent required.
2. One (1) year of experience in warehouse operations and/or related field.
3. Working knowledge of computer software programs (i.e. Excel and Word).

COMPANY RIGHTS:

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

I, (print name) _____, hereby acknowledge and accept all responsibilities as a Warehouse Worker.

Signature: _____ Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: Van Driver/Warehouse Worker
Reports To: Program Manager
Division: Human Services
Department: Community Clearinghouse (CCH)
Type: Full Time
FLSA Status: Hourly, Non-Exempt
EEO Code: 9 - Service
Location: 2100 N. Nimitz Hwy., Honolulu, HI 96819

OBJECTIVES:

To provide timely pick-up, warehousing, and distribution of incoming goods, which may include pulling and selecting with a forklift, and/or pallet jack, and/or manually. Organizes route and ensures trip list is timely and accurate. Ensures that pick-ups are conducted in a courteous manner. To comply with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Coordinates and organizes with Program Manager on scheduled times and routes for pick-up and delivery of donated goods.
2. Completes the pick-ups and deliveries of donated goods in accordance with all policies, procedures, and applicable traffic laws.
3. Responsible for unloading company vehicle of items picked up and received from donors.
4. Maintains cleanliness of company vehicle and performs daily maintenance, including ensuring proper fuel, oil and fluid levels.
5. Notifies Program Manager of any client and/or vehicle problems including accidents and/or motor vehicle citations.
6. Completes all paperwork at each destination and returns them to Program Manager when done, to include the processing and distribution of tax receipts to donors.
7. Provides timely and orderly transportation of damaged items, recyclable metals and other recyclable items to appropriate facilities.
8. Signs out for company vehicle keys and cellular phone at the beginning of every shift and returns keys and cellular phone to the Program Manager promptly after every shift.
9. Calls donors to notify of pick-up status and/or impending arrival using the company cellular phone and hands-free device.
10. Obtains proper authorization for credit card usage when refueling the company vehicle.
11. Submits petty cash and other receipts to Program Manager on a timely basis.
12. Organizes and maintains back warehouse to ensure safe storage and easy access to items.
13. Assists as a backup for the Warehouse Worker when needed.
14. Assists in the office as needed or directed by Program Manager.

SUPERVISORY RESPONSIBILITIES:

N/A

REPORTING REQUIREMENTS:

N/A

OTHER DUTIES:

1. Performs additional related responsibilities as assigned by the Program Manager.
2. Maintains confidentiality.

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

WORKING CONDITIONS:

Frequent travel to various locations on Oahu. Warehouse and occasional office setting as required by the job.

WORKING HOURS:

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

EQUIPMENT USE:

Cellular phone, GPS, hand truck, dolly, personal computer, standard office equipments and tools.

MENTAL & PHYSICAL DEMANDS:

1. Duties require the use of considerable initiative and judgment.
2. Work independently under minimal supervision and direction.
3. Requires working under deadlines and pressure.
4. Requires dealing with difficult people or situations.
5. Establishes and maintains cooperative and productive work relationships.
6. Requires traveling to various residential and business locations as required by the job.
7. Requires the ability to lift 50 lbs on a regular basis and 75 lbs occasionally.
8. Requires the ability to bend, stoop & kneel.
9. Requires the ability to reach and work overhead.
10. Requires the ability to push and pull an object of 100 lbs occasionally.

COMMUNICATION DEMANDS:

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

MINIMUM QUALIFICATIONS:

1. High School Diploma or equivalent required.
2. One (1) to two (2) years of experience driving a large delivery vehicle.
3. Ability to work under stressful conditions.
4. Ability to operate forklift and willingness to obtain certification.
5. Valid Driver's license and clean traffic abstract.
6. Familiar with the major roads and highways on the island of Oahu.

COMPANY RIGHTS:

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

I, (print name) _____, hereby acknowledge and accept all responsibilities as a Van Driver/Warehouse Worker - Community Clearinghouse.

Signature: _____ Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: CCH Adopt A Family Program Assistant
Reports To: Program Manager
Division: Human Services
Department: Community Clearinghouse
Funding: CCH
Type: Part Time-Temporary
FLSA Status: Hourly, Non-Exempt
EEO Code: 5 – Administrative Support Workers
Location: 2100 N. Nimitz Hwy. Honolulu, HI 96819

OBJECTIVES:

To perform a variety of administrative tasks and projects, related to the Adopt A Family program in the Human Services programs, to include the review of applications for Adopt A Family assistance received statewide from a network of social service partner agencies. Assist in coordinating events between departments and programs of Helping Hands Hawaii, as well as with social service partner agencies. To comply with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Works collaboratively with the Program Manager in responding to requests for information relating to the Adopt A Family program.
2. Processes and maintains applications for Adopt A Family assistance received statewide from social service partner agencies.
3. Assists in scheduling of donations drop offs and pick ups for Adopt A Family.
4. Assists researches and follows-up on clients and community partners with questions, concerns, and comments from Adopt A Family donors.
5. Assists the Program Manager in planning and coordinating activities for the Adopt A Family program.
6. Completes administrative tasks, which include but may not be limited to: form processing, data entry, photocopying, word processing and filing.
7. Assists with answering incoming phone lines and routes to appropriate departments and/or contact person.

SUPERVISORY RESPONSIBILITIES:

N/A

REPORTING REQUIREMENTS:

As directed by the Program Manager.

OTHER DUTIES:

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

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

WORKING CONDITIONS:

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

WORKING HOURS:

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

EQUIPMENT USE:

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

MENTAL & PHYSICAL DEMANDS:

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

COMMUNICATION DEMANDS:

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

MINIMUM QUALIFICATIONS:

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

PREFERRED QUALIFICATIONS:

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

COMPANY RIGHTS:

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

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

Signature: _____ Date: _____

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ATTACHMENT D

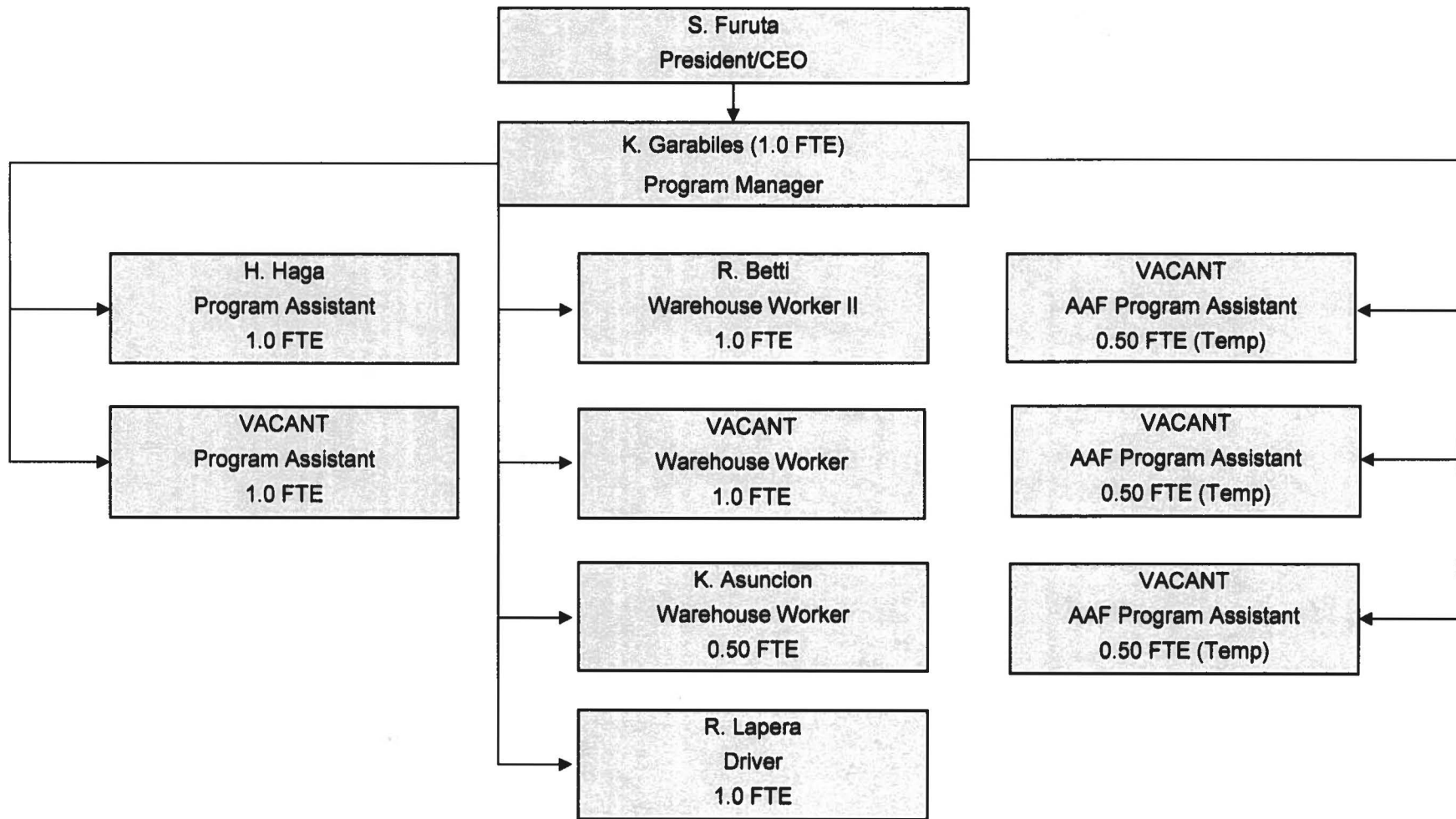
PROGRAM AND AGENCY ORGANIZATION CHART

Helping Hands Hawai'i

Community Clearinghouse Programs

(Community Clearinghouse, Ready to Learn, Adopt A Family & Emergency Assistance Program)

Program-Wide Organization Chart



Updated 1/15/20

Helping Hands Hawai'i

Agency Wide Organization Chart

