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December 30, 2021

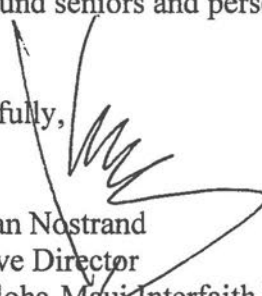
Senate Committee on Ways and Means  
State Capitol  
415 S. Beretania Street Room 208  
Honolulu, HI 96713  
Attn: Gia

Dear Senate Committee on Ways and Means,

Enclosed, please find our FY2023 GIA Application requesting \$99,000 in funding for mileage reimbursement for the Na Hoaloaha Kupuna Express PPT Program, which covers all of Maui County.

Thank you in advance for your compassion to help the less fortunate in our community. I appreciate your consideration of expanding our new transportation program for Maui County homebound seniors and persons with disabilities.

Respectfully,

  
King Van Nostrand  
Executive Director  
Na Hoaloaha-Maui Interfaith Volunteer Caregivers

## 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



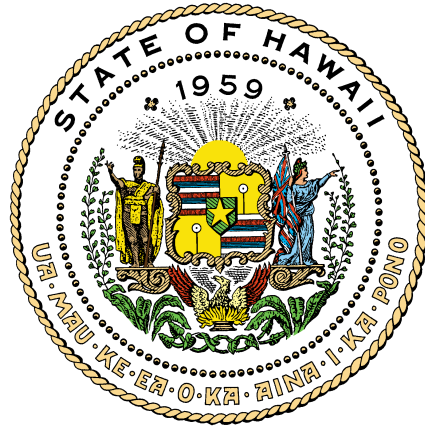
KING VAN NOSTRAND/EXECUTIVE DIRECTOR 12/30/2021

AUTHORIZED SIGNATURE

PRINT NAME AND TITLE

DATE





## 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

NA HOALOHA - MAUI INTERFAITH VOLUNTEER CAREGIVERS

was incorporated under the laws of Hawaii on 06/07/1996 ; 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 10, 2022

Director of Commerce and Consumer Affairs



**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**CERTIFICATE OF VENDOR COMPLIANCE**

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

**Vendor Name: Na Hoaloha Maui Interfaith Volunteer Caregivers**

**DBA/Trade Name: Na Hoaloha - Maui Interfaith Volunteer Caregivers**

**Issue Date: 12/27/2021**

**Status: Compliant**

Hawaii Tax#: 40463248-01  
New Hawaii Tax#:  
FEIN/SSN#: XX-XXX6282  
UI#: No record  
DCCA FILE#: 104780

**Status of Compliance for this Vendor on issue date:**

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

**Status Legend:**

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

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

The undersigned authorized representative of the applicant certifies the following:

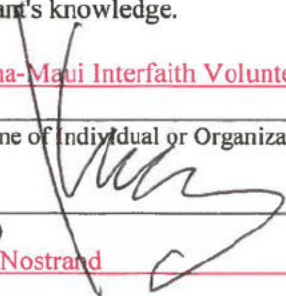
- 1) The applicant meets and will comply with all of the following standards for the award of grants pursuant to Section 42F-103, Hawaii Revised Statutes:
  - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide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

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

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

Na Hoaloha-Maui Interfaith Volunteer Caregivers

\_\_\_\_\_  
(Typed Name of Individual or Organization)

  
\_\_\_\_\_  
(Signature)  
King Van Nostrand

12/30/2021

\_\_\_\_\_  
(Date)

Executive Director

\_\_\_\_\_  
(Typed Name)

\_\_\_\_\_  
(Title)

PUBLIC PURPOSE STATEMENT

NA HOALOHA-MAUI INTERFAITH VOLUNTEER CAREGIVERS

ESCORTED TRANSPORTATION-KUPUNA EXPRESS PPT PROGRAM

(FOR GRANTS PURSUANT TO SECTION 42F-102 HAWAII REVISED STATUTES)

The public purpose of Na Hoaloha Escorted Transportation Programs is to provide free transportation to doctor's visits, chemotherapy and radiation appointments, and scheduled exit plans from medical facilities for frail, homebound elderly and disabled adults 18 years and older; to prevent low-income seniors from falling thru gaps in Maui County senior services; to promote self-sufficiency, human dignity and to help homebound seniors maintain a better quality of independent lifestyle and community interaction. Na Hoaloha has impacted the community for a quarter-century by reaching hundreds of kupuna who might otherwise have to reside in institutional care. Through our dedicated and compassionate volunteers, Maui County seniors are engaged with others, building friendships, attending to their primary medical care needs, shopping for food and medication, adapting their homes to reduce falls, and having a better quality of life. In addition, Na Hoaloha volunteers provide non-medical services that are not covered under Medicare or Medicaid and are not typically delivered through the long-term care delivery system offered by State and local agencies.

The objective for this request for a \$99,000 grant is to provide a minimum of 99,000 miles of Escorted Transportation thru our Kupuna Express PPT (Personal Public Transportation) Program to a minimum of 50 unduplicated clients across Maui County. We are contacted by either a participant, Maui County Office on Aging, hospitals, clinics, or another partner agency to provide a preplanned transportation movement on a specific date and time. A volunteer driver for each requested trip is recruited from our list of available drivers, and details are shared and confirmed. The driver then handles the transportation, and Na Hoaloha reimburses gas and wear&tear at \$1 per mile. Drivers submitted monthly transportation logs with participant names, logistics specifics, volunteer hours, and miles driven. All events are entered into our NewOrg Volunteer software that integrates with our Track-it-Forward app, Pear Suite software, and QuickBooks programs.

Na Hoaloha is ever-mindful that the fastest-growing segment in the Maui community is the senior citizen, as our services will be even more critical as Maui's oldest and most frail population continues to grow. Na Hoaloha focuses on hard-hit communities that lack scheduled resources and supportive services. For many older adults and people with disabilities, the key to remaining independent can be something as simple as a home-delivered meal, a ride to the pharmacy, or a few hours of respite for a family caregiver.

Our trained volunteer's ages range from 16-95, with the majority over 60 years of age. As older adults live longer, a more significant number want to serve their community through volunteering. Our programs provide that opportunity.

The services provided by Nā Hoaloha volunteers save Maui County roughly \$820,000 annually and provide the informal caregiving that makes a difference in how a senior can age safely in place. Caring for elders living in their own homes helps healthcare workers and non-profits provide personalized, participant-centric attention while being proactive to the health and essential needs of the homebound. In direct tandem with Maui County Office on Aging, Na Hoaloha is dedicated to meeting the basic human needs of seniors and persons with disabilities experiencing poverty. Our multiple supportive programs help homebound adults lead healthy, active lives in every zip code in Maui County.

#### 4. Background and Summary

Nā Hoaloha-Maui Interfaith Volunteer Caregivers is a volunteer-based non-profit serving Maui for over 27 years. Our goal is to keep homebound seniors and persons with disabilities safe, free from isolation, and out of long-term institutional care. Nā Hoaloha serves the islands of Maui, Lana'i, Moloka'i, and the Hana community. Nā Hoaloha is focused on building organizational capacity grounded in our mission and core values of social responsibility, quality services, and heartfelt compassion. We are developing a strategy to go deep and wide in Maui County to serve our frail, homebound population better. Our methods include recruiting more volunteers and developing new and innovative programs.

We currently have about 409 active volunteers providing services to nearly 1,103 participants in the County of Maui. Our volunteers range in age from 16 – 95, with the majority over 60 years of age. As older adults live longer, a more significant number want to serve their community. Our programs provide that opportunity. Approximately 89% of the Participants are 65 and older, and 38% live alone. About 52% of our participants live below poverty, with an additional 31% near poverty. Our services will be even more critical as Maui's most senior and frailest segment of the population continues to climb. Our supportive programs include Friendly Visitor, Telephone Reassurance, Escorted Transportation, Shop/Drop Grocery Delivery, In-Home Caregiver Respite, Falls Prevention Program, and the Kupuna Yard Cleanup Program. We provide all services at no cost to the participant.



## A. Goals and Objectives

For many older adults and people with disabilities, the key to remaining independent can be something as simple as a home-delivered meal, a ride to the pharmacy, or a few hours of respite for a family caregiver. Unfortunately, an often-confusing maze of eligibility criteria, forms, programs, and agencies can prevent even the most determined individuals from obtaining these critical supports.

By offering personal, one-on-one, FREE of CHARGE assistance to the homebound, Na Hoaloha is an industry leader in supportive services for the elderly and persons with disabilities in Maui County. Na Hoaloha began as a grassroots, community-driven organization providing services by volunteers in community service to others. This unique agency provides the supportive platform that coordinates, arranges, executes, and delivers everyday household tasks and assistance that elevates the quality of life for Maui County's aging population while keeping them safe. In addition, this multi-functional organization provides many logistic solutions to fundamental transportation problems, provides daily telephone and friendly visitor maintenance checks, and offers scheduled, in-home solutions for respite caregivers.

Our new transportation project, Kupuna Express PPT, will provide expanded, free, door-to-door transportation for Maui County seniors, persons living with disabilities, and those in need. This Program will bridge the gaps between a private car service like LYFT and the senior group local small bus service from 24-passenger vans operated by MEO and Maui Bus.

The objective for this request for a \$99,000 grant is to provide a minimum of 99,000 miles of Escorted Transportation thru our Kupuna Express PPT Escorted Transportation Program to a minimum of 50 unduplicated clients across Maui County.

## B. Public purpose and need to be served

By offering personal, one-on-one, FREE of CHARGE assistance to the homebound, Na Hoaloha is an industry leader in transportation services for the elderly and persons with disabilities in Maui County. This unique agency provides the supportive platform that coordinates, arranges, executes, and delivers everyday household tasks and assistance that elevates the quality of life for Maui County's aging population while keeping them safe. In addition, this multi-functional organization provides many logistic solutions to fundamental transportation problems, provides daily telephone and friendly visitor maintenance checks, and offers scheduled, in-home solutions for respite caregivers. Maui County is unique and dynamic in many ways compared with other parts of the country. Besides our isolation from the mainland, Maui County is a melting pot blending numerous cultures, economic disparities, extended healthcare networks, demographics, and uncertain weather conditions. In the next ten years, the Baby Boomer generation will all be over 65 years old. This significant influx of seniors will undoubtedly overwhelm the current public programs and strain Maui County's resources. Na Hoaloha is preparing for this increase of older Americans by adding volunteers and expanding services. By being proactive, Na Hoaloha offers a seamless, one-stop agency committed to keeping Maui County seniors and persons with disabilities safe, free from isolation, and out of long-term institutional care facilities. The census reflects a sad statistic, 13.1% of Maui County residents live below the poverty level, with another 11.2% at the Hawaiian poverty level of \$14,680. That is almost one-quarter of the community that lives in poverty condition. The census also reflects a high percentage of seniors living in Maui County, 18.4%. Unfortunately, this statistic does not reflect a realistic picture. A study found that 23.2% of the elders over 60 years in Hawaii live in poverty — the highest percentage in the nation. Hawaii has also ranked the third most expensive State for kupuna who rent their living spaces in good health. Seniors express an urgent need for supportive transportation services that are the lifeline to medical appointments, grocery shopping, and the basic, everyday errand.

### C. Target population to be served

Our target population to be served is homebound seniors over 60 years, living in their own homes or apartment with limited financial resources. We also serve any Maui County resident over 18 years living with a chronic disability. 42% of our participants live in Central Maui, including Kahului, Wailuku, and Maui Lani. 21% percent of requests come from Kihei and South Maui. 20% of participants live upcountry Maui. 12% live on the West-side and 2% for each Lanai, Molokai, and the Hana community. Approximately 89% of our participants are 65 years or older, and 38% live alone. Fifty-two percent of our participants live below the poverty line, with an additional 31% living at the poverty level.

58% of participants identify as female. Our participants' ethnicity breaks down to 42% white. 23% Asian/Pacific Islander, 17% Hawaiian, 5% African American and 13% other or undeclared. Na Hoaloha is ever-mindful that the fastest-growing segment in the Maui community is the senior citizen, as our services will be even more critical as Maui's oldest and most frail population continues to grow. Na Hoaloha focuses on hard-hit communities that lack scheduled resources and supportive services.

### D. Geographic Coverage:

Na Hoaloha provides free supportive services to Maui County residents on Maui, Moloka'i, Lana'i, and the Hana community. In addition, our volunteers continue to address seniors' mental and physical health needs by offering a viable option to travel safely outside their homes, which enhances socialization, promotes independence, reduces isolation, and raises the quality of life.

Our 409 volunteers live in the communities that they serve:

Nine volunteers live in Paia, twelve volunteers live in Pukalani, forty-two volunteers live in Makawao, seven volunteers live on Lana'i, fifty-two volunteers live in Lahaina, eighteen volunteers live in Kula, ninety-one volunteers live in Kihei, sixty-one volunteers live in Kahului, four volunteers live in Hana, twenty-five volunteers live in Haiku, two volunteers live on Moloka'i, eighty-four volunteers live in Wailuku.

## E. Service Summary and Outcomes

## F. Scope of Work, Tasks, and Responsibilities

Na Hoaloha's Kupuna Express PPT program and our trained volunteers will provide free scheduled transportation to enrolled participants, including the following essential services:

- Doctor's visits
- Pharmacy Runs
- Grocery Shop/Drop pick-up and delivery
- Preplanned Maui Memorial Patient discharge
- Chemotherapy Sessions
- Radiation appointments
- Preplanned Pacific Cancer Patient appointment schedule
- Vaccination
- Friendly Visits
- In-Home Caregiver Respite Relief
- Maui Food Bank box delivery/Food Truck Senior Delivery Program

We expect to concentrate on challenging transportation situations. We know a Lanai ferry contingent travels to Maui weekly that requires medical visits and scheduled outpatient procedures. We already know that Maui Memorial Hospital and Pacific Cancer Institute have difficulty scheduling transportation to and from treatments and emergencies. We need to approach ALL Maui County residents with care, compassion, respect, and treat everybody how we like to be treated ourselves.

### For admission to the Program, applicants must:

- Live in Maui County
- Be at least 60 years of age.
- Live in a home, apartment, or private residence but not living in long-term institutional care.
- Na Hoaloha never turns down a request for help. The Civil Rights Act of 1964 prohibits public accommodations from refusing service to customers based on skin color, race, religion, sex, nationality, income level, or any physical conditions.
- Not receiving duplicate services from another healthcare agency or funding source.
- Go through the in-take process, which begins upon an initial phone call or inquiry from participant or referral from any Maui County office, non-profit, physician, healthcare agency, or provider. Applicants that do not qualify are swiftly guided to alternative transportation options, such as the Paratransit Bus, MEO scheduled service, or other fee-based options, and will not receive reimbursement through this Program. All requests are logged into our database and any referrals provided and why services may not meet participants' needs. The scope of this transportation grant is for all Maui County

residents. Na Hoaloha is a "No-Wrong-Door" agency, and we rarely turn any resident away. Still, if we can't provide transportation, we will find another solution and find a solution for anyone who needs help or assistance.

- Participants are required to sign an agency agreement with Na Hoaloha, confirming we provided all confidentiality, discharge, and grievance policies in writing.

When funds for Kupuna Express PPT are not available, clients will be directed to alternate transportation options such as MEO, Maui Paratransit, Roberts Bus, LYFT, and other fee-based options to essential appointments. Participants are discharged from our programs:

- When a client no longer desires transportation assistance. Or
- Another agency takes over patient care. Or
- If the health or safety of our staff or volunteers is in jeopardy or if the client misuses or defrauds our Program. Or
- If a participant expires or is placed in a care home or long-term care.

All participants are provided with the Kupuna Express program guide, including our grievance policies and reporting procedures.

All complaints are addressed immediately, logged into our database, and documented in the participant's file. Clients may address the grievance in writing to Na Hoaloha Executive Director if dissatisfied with handling a complaint by Program staff. Maui County Office on Aging (MCOA) and Executive Office on Aging (EOA) shall prevail in disputes regarding the performance of services provided. Na Hoaloha Executive director will work with MCOA and EOA with any recommended corrective action.

## G. Projected Annual Timeline

The Kupuna Express PPT Program provides a minimum of 99,000 miles of rides to essential services from July 1, 2022-June 30, 2023.

## H. Quality Assurance and Evaluation

Na Hoaloha maintains participant statistics such as the number of miles driven, names and number of clients serviced, length of participant's enrollment, documented visits and assessments, and volunteers involved in each transportation event.

Direct and frequent communication between participants and Na Hoaloha staff is encouraged from the start. Likewise, communications between participants and assigned volunteers are encouraged if the volunteer wishes to be directly involved with the participant.

Our most effective qualitative data collection processes include interviews, open-ended surveys, questionnaires, participant observations, and round-table focus groups. We also collect quantitative data by directly contacting our participants through face-to-face meetings, online surveys, and telephone interviews. For example, results from our 2021 survey show that 94% of elders reported Na Hoaloha supportive services helped them maintain their independence, improved their physical health, and reported greatly enhanced mental health.

Na Hoaloha measures success by 1) evaluation of the participant measurable outcomes assessing data factors which include residence stability, social engagement, falls prevention, and other vital factors promoting independence, 2) community confidence in the recruitment of participants and volunteers, 3) service provider referrals, 4) annual satisfaction surveys and 5) volunteer service hours and miles driven. We collect participant data by conducting an initial assessment, developing a care plan, and assigning a service delivery plan. Our programs also offer a high degree of social engagement, conversation, friendship, and companionship for the senior participants, which has tremendously positive effects on quality-of-life issues. Na Hoaloha evaluates success and effectiveness in many ways. First off, one key indicator of success is the number of participants we have signed up for and the number of completed tasks requested by the participants and their caregivers. Secondly, the number of volunteers available for service allows us to prioritize requests and find even better volunteer matches.

## 5. Program Outputs/Service Outcomes

Program: Support independent living skills to seniors and persons with disabilities by providing 99,000 miles of free transportation to essential services.

Goal: to increase participant engagement of elders by providing free rides, building friendships, attending to medical needs, shopping for medications, and raising their quality of life

Output: introduce senior participants to Na Hoaloha and serve 50 new unduplicated Maui County residents with free transportation services in the FY2022 grant period.

Outcome: 94% of elderly participants and caregivers will report that Na Hoaloha's services helped them maintain their independence and remain safe in their homes.

Outcome: 54% increase of available free rides for residents of Lana'i arriving by ferry to medical facilities and doctor's visits.

Outcome: 22 new unduplicated Maui Food Box recipients in Wailuku and Hawaiian Homelands

Outcome: 100% of participants remain safe and secure with Kupuna Express PPT

Program: Recruit and train Maui County volunteers to provide compassion and supportive services to seniors.

Goal: to promote volunteer engagement of elders in the community.

Output: Recruit and train 35 new unduplicated volunteers providing supportive services such as Telephone Reassurance, Friendly Visits, Escorted Transportation, Shop&Drop Grocery Delivery, and Kupuna Yard Cleanup in the FY2022 grant period.

Outcome: 95% of volunteers will report that donating time to Na Hoaloha's seniors and persons with disabilities makes them feel more connected to our community and proud to be part of the solution. With our Kupuna Express PPT Program, seniors living in Maui County will be safer, healthier, and escorted with care.

Outcome: 96% of caregivers will express their satisfaction with our In-Home Respite program

Outcome: 100% of volunteers will report that homebound seniors know our transportation services help curb isolation and loneliness and provide the vital link to essential medical procedures and food insecurity.

Program: Bridging more gaps between kupuna and food insecurity

Goal: to promote better grocery delivery to Maui County seniors through Maui Food Bank and promote EBT/SNAP recipients by delivering groceries via online orders.

Output: increased community involvement through KAOI Radio talk shows, PSA's on Mana'o Radio and Hawaii Public Radio, Hands-on-Maui Volunteer bulletin board notices,

Outcome: Increase our Maui Food Box delivery program by ten new participants

Outcome: 22% increase in Shop/Drop Grocery delivery clients with our radio show promotions

Outcome: 100% of new participants will get food delivered without waiting lists in "real time"

Outcome: Results from our participant survey have 93% of elders reporting Na Hoaloha's food delivery services helped them maintain their independence, improved their physical health, and reported greatly enhanced mental health.

**6. Financials and Budget:**

1. Budget Forms Attached:
  - a. Budget request by the source of funds
  - b. Personnel salaries and wages
  - c. Equipment and motor vehicles
  - d. Capital project details
  - e. Government contract, grants and grants-in-aid
2. The applicant shall provide its anticipated quarterly funding for FY 2023:

Quarter 1	Quarter 2	Quarter 3	Quarter 4	FY2023 Total
\$25,000	\$25,000	\$25,000	\$24,000	\$99,000

3A. Na Hoaloha has received funding for 2021-2022 from the following grants:

Grant Name	Grant Focus	Date	Value	Status	Total Value
Atherton Grant	Intergenerational Projects	15-Feb	\$17,000.00	Approved	\$17,000.00
Kupuna Food Security	Food Security	1-Feb	\$65,000.00	Approved	\$65,000.00
Maui United Way	Transportation Operations	1-Jan	\$7,500.00	Approved	\$7,500.00
May Stanley Smith Grant	General Operation Support	10-Feb	\$60,000.00	Approved	\$60,000.00
Lana'i Community Benefit	Rural Kupuna Support	12-Mar	\$2,500.00	Approved	\$2,500.00
HIDOT 5310 Grant	Transportation Operations	15-May	\$54,505.00	Pending	\$54,505.00

3B. Na Hoaloha has applied for funding for 2021-2022 from the following grants:

Grants Applied	Grant Focus	Dates	Value	Submitted
AARP Grant	Volunteer Support	22-Feb	\$13,000.00	Waiting
Friends of Hawaii Charity	Rural Kupuna Support	15-Mar	\$7,000.00	Waiting
HCF KAP Grant	General Operation Support	15-Mar	\$50,000.00	Waiting
Walmart 2021	Kupuna Yard Cleanup	15-Mar	\$5,000.00	Waiting
Baldwin Grant	Volunteer Support	11-Feb	\$6,000.00	Yes
Bank of Hawaii Grant	General Operation Support	1-Jan	\$12,000.00	Yes
DHHC Maui County	General Operation Support	25-Feb	\$59,000.00	Yes
First Hawaii Bank Grant	Keep Kapuna Safe	15-Mar	\$10,000.00	Yes
FOHC Golf Event	Volunteer Support	1-Feb	\$2,500.00	Yes
HEI Grant	Rural Kupuna Support	15-Mar	\$9,500.00	Yes
Matson Foundation	Rural Kupuna Support	15-Mar	\$10,000.00	Yes
TC Ching Foundation	Rural Kupuna Support	15-Mar	\$27,000.00	Yes
Weinberg Foundation	Volunteer Support	15-Mar	\$36,000.00	Yes
Hogan/ASB Grant	Competetion Program	22-Jan	\$3,500.00	Waiting

4. State and Federal Tax credits do not apply to this Program.
5. Na Hoaloha has not been granted any state or federal tax credits in the past three years.
6. FY2019 Na Hoaloha awarded (\$272,049) by County of Maui for In-Home Respite
7. Na Hoaloha has no current unrestricted assets as of 12/28/2021.



## VII. Experience and Capability

Nā Hoaloha-Maui Interfaith Volunteer Caregivers is a volunteer-based non-profit serving Maui for over 27 years. Our goal is to keep homebound seniors and persons with disabilities safe, free from isolation, and out of long-term institutional care. Nā Hoaloha serves the islands of Maui, Lana'i, Moloka'i, and the Hana community. Nā Hoaloha is focused on building organizational capacity grounded in our mission and core values of social responsibility, quality services, and heartfelt compassion. We currently have about 409 active volunteers providing services to nearly 1,103 participants in the County of Maui. Our volunteers range in age from 16 – 95, with the majority over 60 years of age.

Our goal is to keep homebound seniors and persons with disabilities safe, free from isolation, and out of long-term institutional care. Nā Hoaloha serves the islands of Maui, Lana'i, Moloka'i, and the Hana community.

Our mission: "Nā Hoaloha provides compassionate care to seniors and persons with disabilities to help them remain independent and to enhance their quality of life."

Our vision: "Nā Hoaloha is a community-driven volunteer organization providing services by volunteers in service to others."

### Current Programs and Services:

Friendly Visitor – The Nā Hoaloha Friendly Visitor provides support through socialization, conversation, friendship, and companionship. Spending time with a homebound senior or person with disabilities promotes independence, reduces isolation, and improves the quality of life. The Friendly Visitor Volunteer visits or calls regularly to build a positive relationship that conveys warmth and caring.

Telephone Reassurance Program - The Telephone Reassurance Program matches volunteers (some of whom may be homebound themselves) with homebound participants. The calls provide an opportunity for social engagement and status updates. In addition, the volunteer checks in via telephone daily, weekly, or monthly (as scheduled), providing medication reminders and wellness checks.

Escort Transportation Service - The Nā Hoaloha Transportation Volunteer provides round-trip transportation and accompanies seniors or persons with a disability to locations for needed medical appointments, grocery shopping, or medications. Maui County has limited resources for transportation services for seniors. Nā Hoaloha provides help to those who are homebound and have no access to other forms of transportation.

In-home Respite Program - The In-home Respite Program allows a family caregiver providing round-the-clock care the opportunity for relief. This unique flexibility allows the family caregiver to continue participant-centered care while taking advantage of critically needed time away from caregiving stressors.

Falls Prevention Program – "Stay on Your Feet," our Falls Prevention Volunteer Program, deploys volunteers to communities to assist residents in identifying environmental factors that contribute to falls. The Falls Prevention volunteers' outreach to the community to educate the public about the devastating impact a fall will have on the quality of life for older adults. In Hawaii, every five

hours, a senior falls and is hospitalized. In addition, statistics show that 40% of those over the age of 60 who are injured in a fall requiring hospitalization never return home; of that 40%, 25% will die within one year of falling. Through education and the development of a self-evaluation tool for fall risk, Nā Hoaloha hopes to raise awareness, provide corrective measures, and reduce the number of falls.

Intergenerational Program – The Intergenerational Program provides an opportunity for young adults to gain community service experience during high school. This Program is instrumental in cultivating awareness of aging issues and the importance of personal contribution to the community. We partner with youth volunteers from Montessori School in Makawao, MEO Youth Services in Wailuku, and now adding Maui High School juniors beginning soon in Kahului.

## 1. Staffing:

King Van Nostrand, Executive Director, comes from a business background in transportation and logistics. He graduated from Pfeiffer College in 1979 and began his career loading aircraft on the midnight shift for Flying Tigers. After completing Customhouse Brokerage school, King started his career at the Myers Group in One World Trade Center in New York and finally moved to BMW of North America foreign trade zone project in Grier, SC. In 2001, he started a fulfillment company in Pennsylvania and sold the successful company in 2016. King moved to Maui in 2016 and joined the Board of Directors of Na Hoaloha in early 2017. Na Hoaloha hired him as Executive Director in December 2019.

Judy Guajardo, the Volunteer Coordinator, has a professional background in business management and has attended the University of Hawaii, Maui Campus and studied Human Services, emphasizing Aging Studies. She joined the staff of Na Hoaloha in 2014 as the Volunteer Coordinator. In 2017 she received an appointment by Governor Ige to serve on the Statewide Independent Living Council. Judy received her Certificate in Gerontology from the The University of Southern California, Davis School of Gerontology. She has experience as a Realtor (s) and professional property manager. As the Executive Regional Manager for an International Reprographics Firm in California, her primary responsibilities were management recruitment, training, and retention. In addition to her business career, she has been an active volunteer for more than 40 years with youth organizations, Senior Centers, Homelessness, and Community Theater. While working with the California PTSA and the Los Angeles Unified School and Community Judy was honored for her efforts in getting the Child Fingerprinting Program implemented throughout the State, which is still offered to every child entering the public school system in California.

Leilani Muller has been our part-time Bookkeeper since May 2019 with at least 30 years of accounting experience in many different industries. She has a Bachelor of Science degree from Cal State University East Bay in Finance, Accounting, and Hospitality Management.

### Volunteers

There are currently 409 active volunteers providing services to Na Hoaloha, including the 3 Board of Directors.

## Facilities:

Na Hoaloha volunteers provide services at each participant's home or in an automobile. In addition, Na Hoaloha has recently moved into a private building located at 1962 E. Vineyard Street for office staff, volunteer coordination, record retention, and providing 24/7 support to Maui County seniors through the Maui United Way 2-1-1 Hotline.

## Personnel:

Na Hoaloha-Maui Interfaith Volunteer Caregivers paid staff consists of an Executive Director, Volunteer Coordinator, and a part-time bookkeeper. In addition, we currently have three non-paid directors on our board and 409 non-paid volunteers across Maui County.

### Volunteer Coordinator-

The program staff consists of the Volunteer Coordinator as the administrator of the Kupuna Express Program, along with casual phone support from the Executive Director. In addition, the roster of volunteers will handle the actual transportation for the participants.

### Specific Duties and Responsibilities:

Interview potential participants, establish individualized program plans with available volunteers and resources and maintain a database of clients and volunteers and all planned and completed transportation events.

Maintain updated records of all referrals, comments, notes, and client complaints. In addition, Na Hoaloha compiles and maintains program statistics: number of participants, hours served, volunteer providers, and miles driven.

## Training:

Na Hoaloha involves seniors in all program planning, training, service delivery, and organizational leadership with the National Volunteer Caregivers Network guidelines and procedures. Our volunteers go through initial orientation, including background checks, DMV reports, and driving records. Finally, all volunteers attend our Age-Friendly-Neighborhoods Round-table discussions identifying specific needs and safety protocols. Volunteers are reminded of participants' safety and privacy precautions. All staff and volunteers participate in local workshops and seminars on essential subjects, including in-home care and assessment, ethics, equality training, abuse/neglect signs, medical indicators, and social problems training common to the adult elderly population.

## Cost-Effectiveness:

There is no cheaper transportation alternative to our proposed expanded Kupuna Express PPT program. Maui County is a rural community with 160,000 residents across 727 square miles on three islands. Many residents cannot afford an automobile. In addition, as our senior population continues to grow, more elderly are living well into their 80s yet no longer able to drive. With improved medical options, seniors need to quickly plan and schedule cancer treatments, chemotherapy appointments, doctor's visits, and other urgent health situations.

Example#1: 8:00 am ride request from Lahaina Ferry to Pacific Cancer cost \$112.00 one-way. MEO and Paratransit require 30-day enrollment and ten-day notice on rides. For example: under our Program, the total cost would be \$62.50 round trip

Example#2: Rides to medical facilities on traditional public transportation are inconvenient, dysfunctional, and contradictory to a healthy mental state. Extensive scheduled routes take many hours to complete and waste time, money, and energy. Personal Public Transportation consolidates power, resources, staffing, time, and our natural environment.

Example#3: In 2020, Na Hoaloha provided 1,115 free rides across Maui County, even in a health emergency, traveling over 46,000 miles. Cost to Maui County? Zero Also, Na Hoaloha volunteers delivered 3,436 meals to hungry Hawaiians at no charge. In addition, we provided 264 grocery deliveries across Maui, and our LYFT program provided 264 free rides for seniors and persons living with disabilities. All free of charge to residents.

Example#4: Looking forward to FY2023, Na Hoaloha is a first-year recipient of a \$310 grant and plans to purchase an electric vehicle with free high-speed charging capabilities at our office and powered by our voltaic rooftop panels

Example#5: There are no rules or regulations on emergency room and hospital discharges. Low-income seniors and homebound kupuna can be discharged anytime: after midnight or even on a Sunday. No return transportation is provided and taxi rides back to their homes can be expensive. It generally cost \$3/mile for local cab companies, and most seniors do not have reserve funds.

2020-2021 Volunteer Statistics

<b>Type</b>	<b>Count</b>	<b>Hours</b>	<b>Miles Driven</b>	<b>Meals</b>
Caregiver Survey	4	2.50	13.70	0.00
Meeting	52	81.25	225.00	0.00
Participant Assessment	51	10.75	0.00	0.00
Participant Satisfaction Survey	44	6.75	0.00	0.00
Prepared Food	112	259.75	2,822.00	1,257
Service-Escort/Trans	1,625	4,349.50	40,014.13	0.00
Service-Grocery Shop/Drop	185	241.25	3,269.50	0.00
Service-LYFT	223	303.00	2,684.74	0.00
Service-Tel Reassurance	757	311.99	0.00	0.00
Service-Vaccine	4	6.00	38.00	0.00
Service-Visit	160	339.50	2,966.00	0.00
Service-Yard Cleanup	35	87.50	527.00	0.00
Special Event	6	24.50	229.00	0.00
Vol Orientation	11	23.00	0.00	0.00
Vol Training	5	8.50	0.00	0.00
Volunteer match	84	207.00	0.00	0.00
<b>Total (Distinct: 16)</b>	<b>3,358</b>	<b>6,262.74</b>	<b>52,789.07</b>	<b>1,257</b>

## Our 2022-2023 community partners:

**Maui United Way**-Referral agency for senior assistance, free rides to doctor's visits, chemotherapy, 42 seniors enrolled. 2-1-1 Network member

**Pacific Cancer Institute**-Referral rides to cancer treatments-urgent ride for severely sick people, 33 seniors supported

**MEO**- Maui Economic Opportunity-Maui Bus-Urgent rides for wait-listed seniors or during irregular hours, 12 people supported.

**Kaunoa Senior Center**-Referral agency for meal deliveries, 19 seniors, helped

**LYFT Inc**-partner in free ride vouchers to medical appointments and vaccines, 69 people enrolled

**Maui County Office on Aging**-Referral agency of homebound senior services for rides, 210 seniors supported

**Aloha Independent Living**-Referral agency that promotes health and wellness for the disabled, 18 participants.

**Maui Food Bank**-Distribution of monthly food boxes in Wailuku and Hawaiian Homelands, 13 local Hawaiian families

**Kupuna Food Security Coalition**-Coordinate and discuss food insecurity for low-income seniors, 16 seniors enrolled

**Montessori School of Maui**-Kupuna Yard clean-up program serving 42 seniors with student volunteers

**MEO Youth Services**-Kupuna Yard clean-up program serving 12 Hawaiian Homelands seniors

**Friends of Hawaii Charities**-providing wellness transportation trips for Lana'i and Moloka'i seniors

**Hawaii Community Foundation**-Providing support for 129 seniors thru the 3-year KAP Grant

## Previous Awards and Community Projects

2015 Maui County Falls Prevention Day Award

2015 National Volunteer Caregiver Network Excellence Award

2016 National Transportation Center STAR Award

2017 People Who Made A Difference Award on Maui by Maui News

2018 Na Lima Kokua Award for Volunteering Excellence

2019 Largest Nonprofit Fundraiser for Maui Charity Walk

2020 Maui United Way 2-1-1 member

2021 Kupuna Food Security Coalition

2021 EBB Broadband Hui Hawaii member

## Challenges

Our most significant challenge in 2021 continues. For the past 18 months, supportive agencies in Maui County now operate with limited hours, suspending in-person consultation, failing to answer phone calls or return messages, and poor communications between low-income seniors and Maui County offices. As a result, waiting lists are all too common, with homebound seniors sidelined with 45 day waits for supportive services, food requests, or transportation. Even medical procedures and cancer treatments have been significantly delayed because of the lack of transportation infrastructure in Maui County for homebound seniors.

Another challenging issue for Na Hoaloha involves our Shop/Drop Program. Isolation and social distancing protocols propelled our grocery delivery program to have volunteers shop for homebound seniors or those living with disabilities. Unfortunately, low-income island residents were forbidden to place online orders for prepared food deliveries because the SNAP/EBT cards were not accepted in Maui County for online transactions. (This financial discrimination was rectified by overwhelming demand in September 2021.)

Significant disruptions in our public transportation networks caused unnecessary and unfortunate consequences. Limited riders per vehicle, abridged routes, and suspension of services plagued Maui County, with low-income seniors experiencing delays, additional expenses, and increased emotional distress.

As the pandemic continues to drag on, homebound seniors and persons with disabilities continue to be challenged in this environment of isolation, financial insecurity, and the COVID19 health safety and vaccine protocols. As a result, Na Hoaloha continues to build organizational capacity grounded in our mission and core values of social responsibility, quality of service, and heartfelt compassion.

Our programs also offer a high degree of social engagement, conversation, friendship, and companionship for the senior participants, which has tremendously positive effects on quality-of-life issues. In addition, knowing that our services help curb isolation and loneliness, we can track participants' residence stability, improved health, and overall well-being.

## BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2022 to June 30, 2023

App Na Hoaloha-Maui Interfaith Volunteer Caregivers  
Escorted Transportation/Kupuna Exoress PPT

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Bank of Hawaii & United Way Funds (d)
A. PERSONNEL COST				
1. Salaries	0			
2. Payroll Taxes & Assessments	0			
3. Fringe Benefits	0			
TOTAL PERSONNEL COST	0			
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island	0			
2. Automotive Insurance	3,500			1,000
3. Lease/Rental of Equipment	0			
4. Lease/Rental of Space	0			
5. Staff Training	0			
6. Supplies	8,200			500
7. Telecommunication	2,000			
8. Utilities	5,500			1,000
9 Mileage Reimbursement @ .58cents	72,800			15,000
10 Volunteer Enrollment	5,000			2,000
11 Volunteer Recognition Event	2,000			
12				
13				
14				
15				
16				
17				
18				
19				
20				
TOTAL OTHER CURRENT EXPENSES	99,000			19,500
C. EQUIPMENT PURCHASES	0			
D. MOTOR VEHICLE PURCHASES	0			
E. CAPITAL	0			
<b>TOTAL (A+B+C+D+E)</b>	<b>99,000</b>			<b>19,500</b>
<b>SOURCES OF FUNDING</b>		Budget Prepared By:		
(a) Total State Funds Requested	99,000	King Van Nostrand	808-249-2545	
(b) Total Federal Funds Requested	0	Name (Please type or print)	Phone	
(c) Total County Funds Requested	0		12/30/21	
(d) Total Private/Other Funds Requested	19,500	Signature of Authorized Official	Date	
<b>TOTAL BUDGET</b>	<b>118,500</b>	King Van Nostrand Executive Director		
		Name and Title (Please type or print)		





## BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Period: July 1, 2022 to June 30, 2023

Applicant: Na Hoaloha-Maui Interfaith Volunteer Caregivers

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

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

## BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS

Period: July 1, 2022 to June 30, 2023

Applicant: \_\_\_\_\_

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OTHER SOURCES OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY: 2020-2021	FY: 2021-2022	FY:2022-2023	FY:2022-2023	FY:2023-2024	FY:2024-2025
PLANS						
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
<b>TOTAL:</b>						
JUSTIFICATION/COMMENTS:						

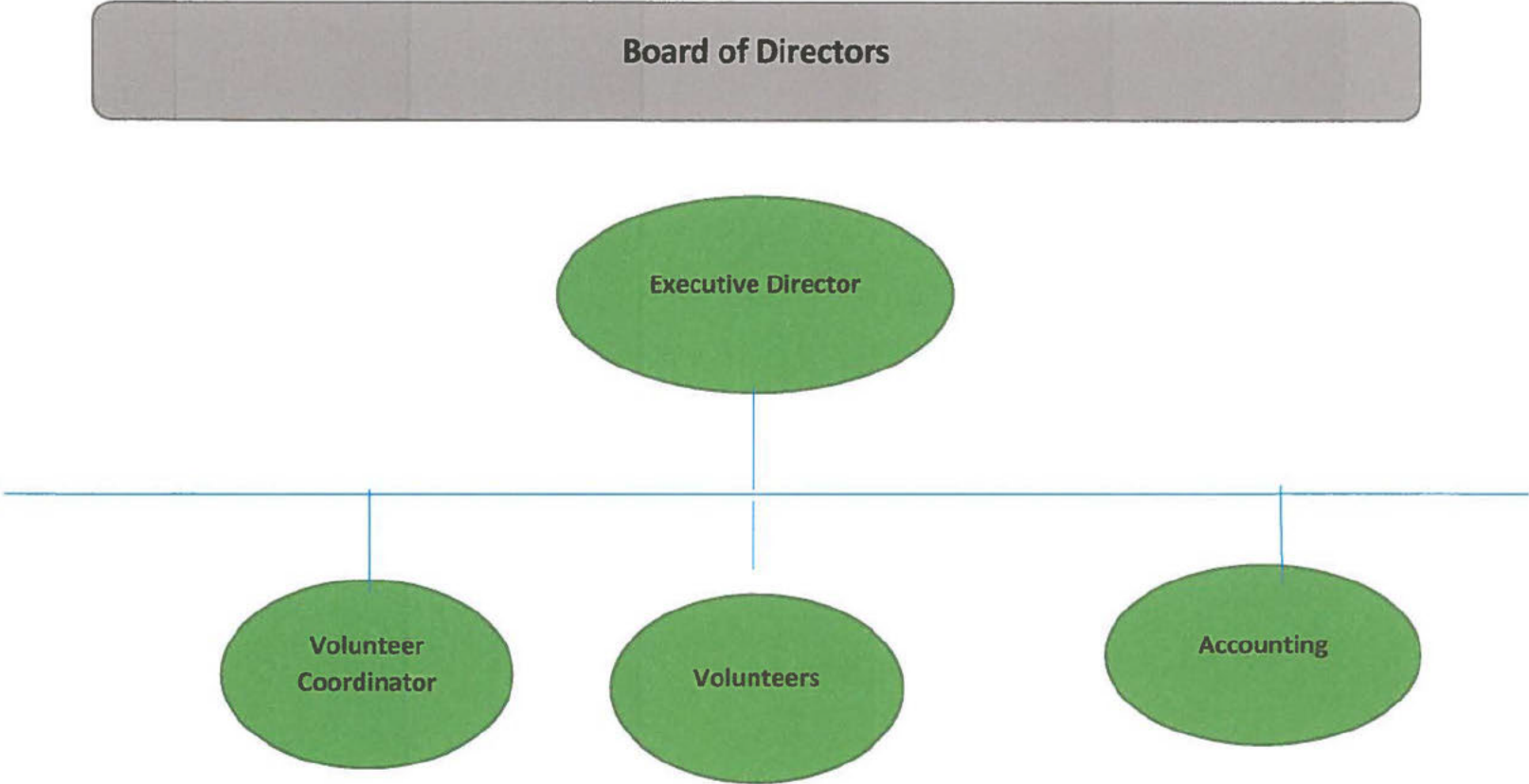
**GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID**

Ap; Na Hoaloha-Maui Interfaith Volunteer Caregivers

Contracts Total: -

	<b>CONTRACT DESCRIPTION</b>	<b>EFFECTIVE DATES</b>	<b>AGENCY</b>	<b>GOVERNMENT ENTITY (U.S./State/Hawaii/ Honolulu/ Kauai/ Maui County)</b>	<b>CONTRACT VALUE</b>
1					
2					
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7					
8					
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10					
11					
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Na Hoaloha Maui Interfaith Volunteer Caregivers  
Organizational Chart





Na Hoalohe-Maui Interfaith Volunteer Caregivers  
**Kupuna Express**  
Senior Shuttle supported by Maui United Way, LYFT and Bank of Hawaii

DAVID Y. IGE  
GOVERNOR



STATE OF HAWAII  
DEPARTMENT OF TRANSPORTATION  
869 PUNCHBOWL STREET  
HONOLULU, HAWAII 96813-5097

JADE T. BUTAY  
DIRECTOR

Deputy Directors  
ROSS M. HIGASHI  
EDWIN H. SNIFFEN

IN REPLY REFER TO:  
OCR-T 1.9160

December 3, 2021

Mr. King Van Nostrand  
Executive Director  
Na Hoaloha – Maui Interfaith Volunteer Caregivers  
P.O. Box 3208  
Wailuku, Hawaii 96793

Dear Mr. Van Nostrand:

Subject: Na Hoaloha – Maui Interfaith Volunteer Caregivers Title VI Program Plan

The State of Hawaii, Department of Transportation (HDOT), Office of Civil Rights, has received Na Hoaloha – Maui Interfaith Volunteer Caregivers' Title VI Program Plan finalized and signed on November 30, 2021, as required by 49 Code of Federal Regulations Part 21. Based upon our analysis, Na Hoaloha's Title VI Program Plan meets HDOT and the Federal Transit Administration guidelines for the contents of a Program Plan.

As part of our oversight responsibilities, we will continue to monitor Na Hoaloha's Title VI activities and requirements. This may include a compliance review by the HDOT Office of Civil Rights Title VI Program Specialist in the near future.

Should you have any questions, please call our Title VI Program Specialist, Randall Landry, at (808) 831-7921 or via email at [randall.t.landry@hawaii.gov](mailto:randall.t.landry@hawaii.gov).

Sincerely,

A handwritten signature in black ink, appearing to read "Jade T. Butay", written over a light blue horizontal line.

JADE T. BUTAY  
Director of Transportation



**Maui Economic Opportunity, Inc.**

P.O. Box 2122  
Kahului, HI 96733  
808-249-2990  
Fax: 808-249-2991  
www.meoinc.org

June 23, 2021

State of Hawaii  
Transportation Planning Office  
200 Rodgers Boulevard  
Honolulu, Hawaii 96819

Attn: Sect 5310 Application – Tad Nakayama

Dear Mr. Nakayama,

I want to express Maui Economic Opportunity, Inc. (MEO) support of Na Hoaloha's application for the capital assistance for the transportation of the elderly and disabled in accordance to 49 USC Section 5310 in the request for accessible mini-van.

This vehicle will supplement and not duplicate transportation services that MEO offers to the residents of Maui. Na Hoaloha provides a higher level of one on one transportation services to seniors and persons with disabilities solely fulfilled by volunteers. The vehicle will allow Na Hoaloha to meet the growing demand for transportation services for the elderly and mobility-impaired. I am confident that this additional van will ensure our frail kupuna and persons with disabilities are served well.

Thank you for your consideration of Na Hoaloha's application. If you have any questions, please do not hesitate to call me at (808) 249-2990.

Sincerely,

Debbie Cabebe, SPHR  
Chief Executive Officer

---

### **The Promise of Community Action**

Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live. We care about the entire community, and we are dedicated to helping people help themselves and each other.





# NA HOALOHA MAUI INTERFAITH VOLUNTEER CAREGIVERS

Budget Overview: FY2021-2022 - FY22 P&L

October 2021 - September 2022

	TOTAL
<b>Income</b>	
4000 GRANTS	
4010 Government Grants	75,000.00
4020 Foundation Grants	176,000.00
4030 Corporate Grants	50,000.00
<b>Total 4000 GRANTS</b>	<b>301,000.00</b>
4300 DONATIONS	
4310 Indiv/Business Donations	5,000.00
4321 Corporate Donations	15,600.00
<b>Total 4300 DONATIONS</b>	<b>20,600.00</b>
<b>Total Income</b>	<b>\$321,600.00</b>
<b>GROSS PROFIT</b>	<b>\$321,600.00</b>
<b>Expenses</b>	
6100 VOLUNTEER ENGAGEMENT	
6110 Volunteer Recruitment/Orientation	2,500.00
6120 Volunteer Development	2,500.00
6130 Volunteer Recognition	500.00
<b>Total 6100 VOLUNTEER ENGAGEMENT</b>	<b>5,500.00</b>
6150 VOL MILEAGE REIMBURSEMENT	27,000.00
6200 PROGRAMS	
6210 Program Materials	250.00
6240 Other Program Costs	2,000.00
6250 PIN Respite Reimbursement	1,000.00
6260 Food Program	5,000.00
<b>Total 6200 PROGRAMS</b>	<b>8,250.00</b>
6300 PERSONNEL	0.00
6310 Salary & Wages	151,792.00
6330 Payroll Taxes	
6335 Disability Insurance	700.00
6340 FICA Expense	11,252.00
6341 State Unemployment Tax	2,540.00
6342 Workers' Compensation	5,000.00
6345 Employee Liability Ins (EPLI)	196.00
<b>Total 6330 Payroll Taxes</b>	<b>19,688.00</b>
6360 Payroll Service	5,300.00
6370 Health Insurance	14,780.00
6780 Professional Development-Staff	50.00
<b>Total 6300 PERSONNEL</b>	<b>191,610.00</b>
6400 CONSULTING SERVICES	
6410 Legal & Professional Fees	792.00
6420 Accounting/Taxes	4,300.00
6430 Admin/Management	1,680.00

# NA HOALOHA MAUI INTERFAITH VOLUNTEER CAREGIVERS

Budget Overview: FY2021-2022 - FY22 P&L

October 2021 - September 2022

	TOTAL
<b>Total 6400 CONSULTING SERVICES</b>	<b>6,772.00</b>
<b>6600 OPERATIONS</b>	
6610 Office Supplies	1,800.00
6620 Postage & Delivery	2,100.00
6625 Printing/Copying	2,040.00
6640 Rent	43,200.00
6650 Utilities	
6651 Cell Phones	1,200.00
6652 Electric	1,440.00
6653 Telephone-Office	3,960.00
6654 Waste	528.00
6655 Water	1,500.00
6656 Security Systems	600.00
<b>Total 6650 Utilities</b>	<b>9,228.00</b>
6660 Computer Hardware & Software	13,000.00
6670 Equipment Rental	1,920.00
6680 Repairs & Maintenance	540.00
<b>Total 6600 OPERATIONS</b>	<b>73,828.00</b>
<b>6700 TRAVEL &amp; MEETINGS</b>	
6720 Air	1,000.00
6730 Transportation & Parking	300.00
6740 Accommodations	500.00
6750 Meals & Entertainment	200.00
6760 Meeting Costs	100.00
<b>Total 6700 TRAVEL &amp; MEETINGS</b>	<b>2,100.00</b>
<b>6800 Other Business Expenses</b>	
6810 Bank Fees	120.00
6820 Licenses and Permits	100.00
6830 Insurance (non-employee)	5,600.00
6840 Membership Dues & Subscriptions	600.00
6850 Online Fees	120.00
<b>Total 6800 Other Business Expenses</b>	<b>6,540.00</b>
<b>Total Expenses</b>	<b>\$321,600.00</b>
<b>NET OPERATING INCOME</b>	<b>\$0.00</b>
<b>NET INCOME</b>	<b>\$0.00</b>

## *Our Kuleana*

'Ohana means family. Family means no one gets left behind or forgotten. It means belonging to a community, be that family, friends or colleagues and taking care of each other. But one cannot belong to 'ohana without also accepting kuleana which means responsibility. If we truly want to belong we must accept the responsibility that goes with it. The responsibility not just for ourselves to work for the good of the whole community, but also to care for each other's well-being and the well-being of the places in which we find ourselves; to nurture and guide the young or inexperienced, to be good role models, to teach them good lessons and keep them on the right path.

Taro is the staple of the Native Hawaiian diet and at the core of the Hawaiian culture. It is one of the single most well-known, important, and reliable plants in all of Polynesia.

Taro, called "kalo" in Hawaiian, is central to the Native Hawaiian creation story—the taro nourishes and sustains life. This is why we chose the taro leaf to represent Nā Hoalooha—we also strive to sustain the life and well-being of our neighbors.



## *Our Supporters*

Our programs are supported in part by a grant from the Maui County Office on Aging and the State Executive Office on Aging; as well as the Hawaii Community Foundation, other grantors, fundraising, and generous donations.

## *To Make a Donation*

Please Call:  
**(808) 249-2545**  
or donate online at  
**www.nahoaloha.org**

*A Senior's Independence  
Depends on You!*



*"Neighbors Helping Neighbors"*

61 N. Church Street • Wailuku, HI 96793  
Mailing Address: P.O. Box 3208 • Wailuku, HI 96793  
Phone: (808) 249-2545 • Fax: (808) 249-2547  
E-mail: [info@nahoaloha.org](mailto:info@nahoaloha.org)  
Web: [www.nahoaloha.org](http://www.nahoaloha.org)



## *Share Your Aloha*

*Just a few hours a week can make a world  
of difference in someone's life...*

*Especially Yours!*



*"Neighbors Helping Neighbors"*

**(808) 249-2545**  
**www.nahoaloha.org**

## Mission Statement

Nā Hoaloha provides compassionate care to seniors and persons with disabilities to help them remain independent and to enhance their quality of life.

## Vision Statement

Nā Hoaloha is a community driven volunteer organization providing services by volunteers in service to others.

## Our Programs

In 2020, every fourth person in Hawaii will be 60 years of age or older. As Maui County's population ages, many residents will be faced with caring for a family member or will need services themselves. Services such as rides to a doctor, or to get medication or groceries can impact the ability to live independently. Nā Hoaloha provides these essential services to increase the chances of staying at home as long as possible. Our volunteers provide escort transportation services, friendly visits, telephone reassurance, and respite services. We are able to do so through the generosity of our funders and our volunteers. Our services are provided entirely by volunteers.



## Volunteer

Volunteers receive mileage reimbursement for travel to and from their care recipient's home and liability insurance coverage.

### How can you share your time and talents?

- Provide compassionate care through friendly visits to neighbors who are frail and lonely
- Offer transportation enabling homebound neighbors to get to their medical appointments
- Help with errands; such as grocery shopping or picking up prescriptions
- Bring joy, peace of mind, and respite to family members caring for their frail loved-ones
- Give friendship and nourishment to those in need with light meal preparation.

*“Through love and desire to put spiritual principals into practice, the volunteers continue to serve in this Interdenominational outreach program. These volunteers are friends to the people they serve and provide a support network much like an extended family.”*

— Board Member

## Volunteers Make a Difference

In fiscal year Sept. 1, 2017 – Oct. 1, 2018 our volunteers drove over 80,000 miles and donated 28,000 hours of service, made 9,000 telephone reassurance calls, and provided 44 families 2,939 respite hours. Our staff supports hundreds of clients and volunteers in Maui County.

I am interested in helping our kupuna and persons with disabilities remain in their home by:

- Providing a donation
- Becoming a volunteer
- Receiving more information
- Assisting with events and activities

Name \_\_\_\_\_

Address \_\_\_\_\_

Phone \_\_\_\_\_

E-mail \_\_\_\_\_

Please tear off this panel and return it:

Nā Hoaloha  
P.O. Box 3208  
Wailuku, HI 96793

Printing Donated by the Atherton Family Foundation





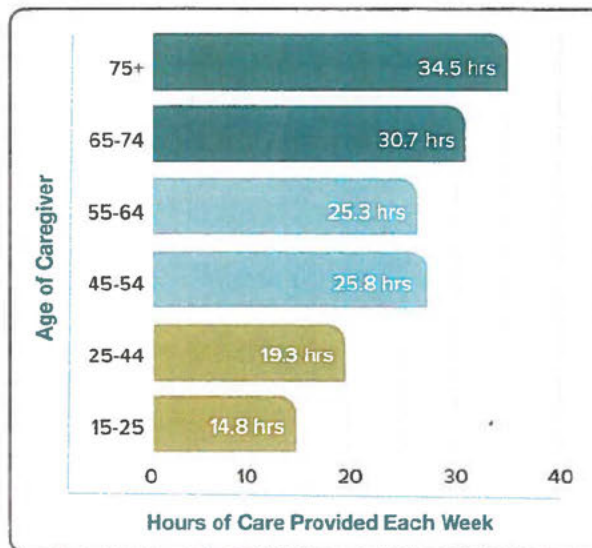
## BENEFITS OF BEING A RESPITE VOLUNTEER

- Opportunities for you to enjoy satisfaction through volunteerism
- Helps to relieve the Hawaii caregiving crisis
- Offering a small amount of your time makes a big difference in other people's lives
- Develops friendships with other volunteers
- Learn about the cultural diversity here on Maui

Be a Part of the **SOLUTION**  
**JOIN** *the* **REST**  
*volunteer team* **TODAY!**

(808) 249-2545  
 nahoaloha.org

## HOURS DEDICATED TO CAREGIVING



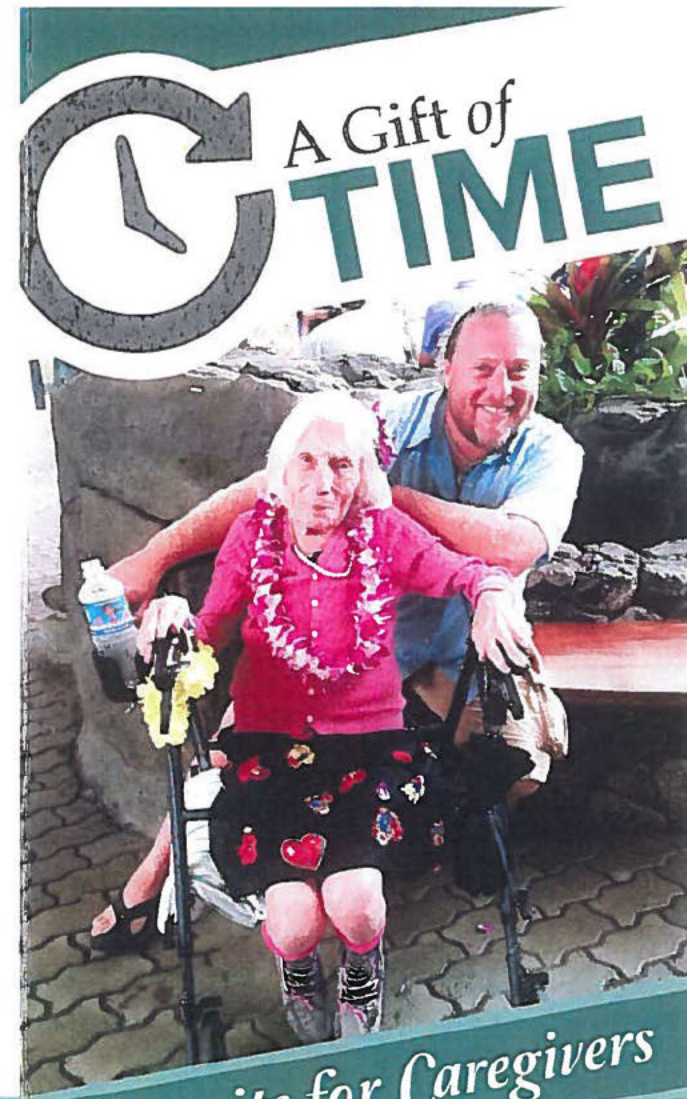
*Na Hoaloha provides compassionate care to seniors and persons with disabilities to help them remain independent and to enhance their quality of life.*

## SHARE YOUR ALOHA

If you are interested in volunteering or need support, please contact us.  
**(808) 249-2545**  
 nahoaloha.org



*The REST program is funded by a Grant from the Hawaii Community Foundation*



## Respite for Caregivers



*"Loving Friends"*

**(808) 249-2545**  
 nahoaloha.org



## CAREGIVERS ARE AT A HIGH RISK OF

- Increased mortality
- Sleep deprivation
- Financial hardships
- Poor eating habits
- Failure to exercise
- Developing health issues due to postponement or failure to make doctor appointments for themselves
- Isolation and depression



## REST (Na Hoaloha's Volunteer Program) CAN HELP BY

- Give the caregiver a break to do something meaningful for themselves
- Provide meaningful experiences for the care recipient
- Your loved one receives quality one-on-one care
- Allows caregivers access to trained volunteers for respite support
- Gives caregiver time to spend with other family members
- Helps relieve financial burden of the caregiver
- Provides the opportunity for caregiver to make medical appointments for themselves

## CAREGIVER FACT SHEET



1/3

Almost a third of the adult population is a caregiver for an ill or disabled relative, the majority are female and many are employed part or full time. Family caregivers operate as extensions of health care systems and are more likely to experience high stress and disruptions of their own well-being and social activities.



Family caregivers are also at increased risk for depression and excessive use of alcohol, tobacco and other drugs.

Caregiving can be an emotional rollercoaster. On one hand, caring for your family member demonstrates love and commitment and can be a very rewarding personal experience. On the other hand, exhaustion, worry, inadequate resources and continuous care demands are enormously stressful.



Caregivers often fail to evaluate their own sources of strength and ways of coping. As they are often busy meeting the needs of their loved ones, they do not allow themselves time to relax. There is no one way to cope. Each family is unique and deals with stressful situations differently.



Family caregivers deal with frustration and isolation, often considered two of the biggest personal issues for family caregivers.



# STAY ON YOUR FEET

## Fall Prevention WHAT YOU CAN DO

- Begin a regular exercise program**
- Have your healthcare provider review your medicines**
- Have your vision checked**
- Make your home safer**

Remove things you can trip over (like papers, books, clothes, and shoes)

Remove small throw rugs or use double-sided tape to keep the rugs from slipping

Keep items you use often in cabinet you can reach easily

Have grab bars put in next to your toilet and in the tub or shower

Use nonslip mats in the bathroom and on shower floors

Improve the lighting in your home and light weight curtains or shades to reduce glare

Wear shoes both inside and outside of the house avoid going barefoot or wearing slippers

Have handrails and lights put on all staircases

## Who We Are AND WHAT WE DO

### HISTORY

Na Hoaloha is a grassroots volunteer-based nonprofit, serving Maui for 20 years. Our goal is to keep homebound seniors and persons with disabilities safe, free from isolation, and out of long-term institutional care.

### OUR MISSION

"Na Hoaloha provides compassionate care to seniors and persons with disabilities to help them remain independent and to enhance their quality of life."

### OUR VISION

"Na Hoaloha is a community driven volunteer organization providing services by volunteers in service to others."



## Fall Prevention RESOURCE GUIDE



"Neighbors Helping Neighbors"

(808) 249-2545  
nahoaloha.org



## Why falls happen

RISKS TO BE AWARE OF

### Factors that Contribute to Falls include:

- Taking multiple prescription medications
- Taking over the counter medication that may cause drowsiness
- Poor vision
- Lack of balance and poor physical strength
- Hazards in the home that may cause you to trip and fall; such as electric cords across pathways, slippery floors, and a lack of handrails and lighting on stairs.
- Fear of falling

Falls are a major threat to the health and independence of adults age 65 and older.

One out of three aged 65 and older in the U.S. will fall each year.



# Fall



# Facts

*“Na Hoaloha helped me and my dad identify risk factors all over his house”*

**Na Hoaloha Falls Prevention Program can help you stay safe by:**

In Hawaii falls are the leading cause of fatal and nonfatal injuries with:

**21,000** emergency room visits

**2,700** hospitalizations each year

**40%** of those hospitalized never return home

**25%** result in death within a year.



**The emotional and fiscal burden associated with fall injuries is significant.**

*(Reported by the Hawaii Department of Health data 2008—2012).*

- Sending a volunteer to your home with a home safety assessment form to assist you in determining your fall risks.
- Assisting you in determining if you need home modifications.
- Providing falls prevention information.

For more information, or to schedule a home safety assessment, please contact:

**Na Hoaloha: 808-249-2545**

web: [nahoaloha.org](http://nahoaloha.org) | email: [info@nahoaloha.org](mailto:info@nahoaloha.org)

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