

**The Thirtieth Legislature
Application for Grants
State of Hawai'i Grant-in-Aid, Operating
Fiscal Year 2024**

Submitted by:



HOPE Services Hawaii, Inc.
357 Waianuenu Avenue
Hilo, HI 96720

Contact Persons:

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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

Brandee Menino

BRANDEE MENINO, CHIEF EXECUTIVE OFFICER

1/20/2023

AUTHORIZED SIGNATURE

PRINT NAME AND TITLE

DATE

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, 2022.

Please see attached Certificate of Good Standing, dated January 10, 2023.

2. Declaration Statement

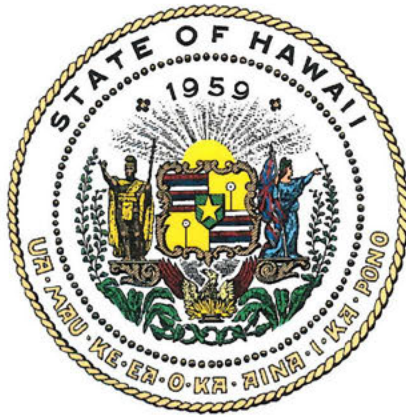
The applicant shall submit a declaration statement affirming its compliance with [Section 42F-103, Hawaii Revised Statutes](#).

Please see attached Declaration Statement.

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](#).

Please see attached Declaration of Public Purpose.



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

HOPE SERVICES HAWAII, INC.

was incorporated under the laws of Hawaii on 08/26/2010 ; 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, 2023

Director of Commerce and Consumer Affairs



**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.

HOPE Services Hawaii, Inc.
(Typed Name of Individual or Organization)

Brandee Menino 1/20/2023
(Signature) (Date)

Brandee Menino Chief Executive Officer
(Typed Name) (Title)

Statement of Public Purpose pursuant to Section 42F-102:

(1) The name of the requesting organization or individual:

HOPE Services Hawaii, Inc.

(2) The public purpose for the grant:

HOPE Services provides a provision of free, public programs and services for those at imminent risk of, experiencing, and overcoming homelessness in Hawai'i County. Research indicates that people experiencing homelessness (PEH) have a risk of mortality that is 1.5 to 11.5 times greater than the general, housed population, with elevated risks of chronic and co-occurring health conditions, mental health and substance use disorders, and live with advanced trauma. In 2022, HOPE provided services to 1,096 unduplicated houseless persons, of which 53% of adult participants self-reported living with disabling mental health conditions, and 32% self-reported living with disabling substance abuse issues. For HOPE, our most urgent and ongoing goal is to make homelessness more rare, brief and nonrecurring on Hawai'i Island. We believe that everyone deserves a home, and our work aims to improve the conditions in which people live by increasing their access to and stabilization in housing. Housing is a key determinant of health, and we believe that housing is healthcare. While providing housing to PEH can help prevent the exacerbation of substance use and mental disorders, separate behavioral health assessments, treatment considerations, and wrap-around services must be accounted for to provide continuity of care with this vulnerable population.

This request expands our existing service delivery through improving access to quality mental health care and substance abuse services, aligned with national guidance on ending homelessness.

(3) The services to be supported by the grant:

Services related to this request are:

- Implementing advanced clinical assessments that screen for mental health and substance abuse disorder needs;
- Strengthening transitions from hospital care to community setting facilities via medical respite beds;
- Assigning individualized care plans that address distinct, person-centered needs, and that promote stable tenancy;
- Providing behavioral health treatment through building our service delivery system to include psychiatry, qualified mental health professionals, nursing, and linkages to partner providers in primary health care;
- Delivering care in partnership with the State of Hawai'i Department of Human Services MedQuest Division and private insurance companies as a credentialed community provider to ensure best practice service delivery through the Community Integration Services Program, strengthening health outcomes aligned with statewide goals;
- Delivering substance abuse assessments, case management, and intensive case management in partnership with the State of Hawai'i Department of Health Adult Mental Health Division;
- Implementing critical pilot programs to:
 - a. Reduce recidivism, or returns, to the criminal justice system through engaging clients in social services aimed at addressing housing, substance use, behavioral health, and physical health issues;
 - b. Ensure people experiencing unsheltered homelessness and suffering from severe mental illness and addiction receive the support they need through Assisted Community Treatment services

(4) The target group:

This request's population of focus are people at imminent risk of, experiencing, and overcoming homelessness, as determined by the U.S. Department of Housing and Urban Development (HUD). The population to be served include those with mental health and substance use disorders, and those with chronic health conditions, whose vulnerability requires high levels of support.

(5) The cost of the grant and the budget:

FY2023 GIA Operating request: \$800,431.79

Total Budget: \$7,164,378.09

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;

Beginning in 1986, the Office for Social Ministry of the Roman Catholic Church in the State of Hawai'i assumed the greatest response to much-needed services for families and individuals experiencing homelessness in Hawai'i County as the Care-a-Van Program. As the need for focused housing and support services increased with more prevalent rates of homelessness, HOPE Services Hawaii, Inc. (HOPE, HOPE Services) was created as a 501(c)(3) nonprofit charitable organization, sustaining its relationship with faith-based organizations while employing a secular and non-denominational service approach. Since being established in 2010, HOPE has expanded its service capacity and evolved to identify and serve the most economically and socially disadvantaged populations across Hawai'i Island, providing specialized housing and support services for Hawai'i County's homeless population.

Alongside providing supported services for those experiencing homelessness, HOPE engages in systemic solutions including advocacy and public education, community planning, coordinated entry systems, and specialized supportive services to keep formerly homeless housed. To make a lasting difference in the lives of our participants, HOPE has been committed to leadership and collaborative opportunities that challenge conventional methods of providing social services, and to pursuing opportunities that make significant reductions in the incidence of homelessness.

HOPE is well known for its response to disasters. In May 2018, lava eruptions on our island led to a staggering increase of homelessness through displacement. With an established network and relationships in our community, HOPE assumed a leadership role in creating a community-wide coordinated response to the disaster. HOPE mobilized and adapted staff structure, leadership, and quickly increased staff capacity to meet the needs during what were very unprecedented times. With expanded responsibilities in our community, we remained focused and steadfast to assure that vulnerable families and individuals in our community were not left behind, including through construction of the Sacred Heart Shelter, 20 microunits providing community elders displaced by the eruptions a safe place to call home. As critical needs emerged during the 2020 Pandemic, HOPE again became a leader in implementing key interventions: coordinating response to facilitate testing sites, promote social distancing, advance sheltering in place for hundreds of people experiencing unsheltered homelessness, and accelerating preventive, protective measures to reduce transmission of the virus, managing emergency shelters erected in response to the pandemic, expanding Street Medicine Outreach, and partnering with local underutilized hotels to provide safe places for higher risk unsheltered persons to safely shelter in place.

Island-wide, HOPE serves people at imminent risk of, experiencing, and overcoming homelessness across Hawai'i Island through a continuum of services including mobile outreach, street medicine, prevention and diversion, emergency shelter, rental assistance, housing location and case management, permanent supportive housing, representative payee services, bed

stabilization, and medical respite. HOPE employs a total of 105 staff to provide programs and services to our most vulnerable community members. In 2022, HOPE Services was identified as the 13th largest employer on Hawai‘i Island, a direct result of saying “yes” to delivering critical programming in our community.

2. The goals and objectives related to the request;

Our request aims to improve access to mental health care and substance abuse services on rural Hawai‘i Island, aligned with national guidance on ending homelessness.

Objectives related to this request include:

- Implementing advanced clinical assessments that screen for mental health and substance abuse disorder needs;
- Strengthening transitions from hospital care to community setting facilities via medical respite beds;
- Assigning individualized care plans that address distinct, person-centered needs, and that promote stable tenancy;
- Providing behavioral health treatment through building our service delivery system to include psychiatry, qualified mental health professionals, nursing, and linkages to partner providers in primary health care;
- Delivering care in partnership with the State of Hawai‘i Department of Human Services MedQuest Division and private insurance companies as a credentialed community provider to ensure best practice service delivery through the Community Integration Services Program, strengthening health outcomes aligned with statewide goals;
- Delivering substance abuse assessments, case management, and intensive case management in partnership with the State of Hawai‘i Department of Health Adult Mental Health Division;
- Implementing critical pilot programs to:
 - a. Reduce recidivism, or returns, to the criminal justice system through engaging clients in social services aimed at addressing housing, substance use, behavioral health, and physical health issues;
 - b. Ensure people experiencing unsheltered homelessness and suffering from severe mental illness and addiction receive the support they need through Assisted Community Treatment services

Through these objectives, HOPE Services aims to achieve the goal of making homelessness more rare, brief, and nonrecurring, as determined by the following metrics:

1. Increasing access to permanent housing for those at imminent risk of and experiencing homelessness;
2. Removing barriers to program entry and quickly locating and accessing housing options in the community, thus decreasing the length of the homeless episode, and;
3. Providing case management and support services to promote stability, prevent evictions, and reduce returns to homelessness.

3. The public purpose and need to be served;

HOPE Services provides a provision of free, public programs and services for those at imminent risk of, experiencing, and overcoming homelessness in Hawai'i County. Research indicates that people experiencing homelessness (PEH) have a risk of mortality that is 1.5 to 11.5 times greater than the general, housed population, with elevated risks of chronic and co-occurring health conditions, mental health and substance use disorders, and live with advanced trauma. In 2022, HOPE provided services to 1,096 unduplicated houseless persons, of which 53% of adult participants self-reported living with disabling mental health conditions, and 32% self-reported living with disabling substance abuse issues. For HOPE, our most urgent and ongoing goal is to make homelessness more rare, brief and nonrecurring on Hawai'i Island. We believe that everyone deserves a home, and our work aims to improve the conditions in which people live by increasing their access to and stabilization in housing. Housing is a key determinant of health, and we believe that housing is healthcare. While providing housing to PEH can help prevent the exacerbation of substance use and mental disorders, separate behavioral health assessments, treatment considerations, and wrap-around services must be accounted for to provide continuity of care with this vulnerable population.

This request expands our existing service delivery through improving access to quality mental health care and substance abuse services, aligned with national guidance on ending homelessness.

4. Describe the target population to be served; and

This request's population of focus are people at imminent risk of, experiencing, and overcoming homelessness, as determined by the U.S. Department of Housing and Urban Development (HUD). The population to be served include those with mental health and substance use disorders, and those with chronic health conditions, whose vulnerability requires high levels of support.

5. Describe the geographic coverage.

To make homelessness more rare, brief, and non-recurring, activities related to this request will support bringing clinical and behavioral health support services in Hilo and Pahoa. In preparation for needed capacity growth to deliver these services island-wide, HOPE will be utilizing the contracted time related to this request to steward opportunities and evaluate feasibility for expansion to serve communities in Kailua-Kona, where existing HOPE Services' programs are delivered.

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;

The scope of work needed to deliver complex medical, behavioral, and psycho-social care and satisfaction among PEH in East Hawai'i necessary to meet the needs of the growing, vulnerable population who live unhoused include the following task responsibilities:

Implement Advanced Clinical Assessments:

Screening for mental health and substance abuse disorder needs is accomplishable through distinct entry points in HOPE Services' program delivery: through outreach engagements among people living unsheltered; during intake at HOPE emergency shelters; at program intake for Community Integrated Services, Homeless Intensive Case Management, or Stabilization and Intensive Case Management. Advanced clinical assessments are then delivered by qualified contracted psychiatric and mental health professionals, ensuring that people with complex needs receive appropriate help.

Scale Existing Interventions:

Strengthening transitions from hospital care to community setting facilities via medical respite and specialty shelter beds occurs through referral from local community healthcare providers, including Hilo Medical Center, and from health service plans. People served through these programs receive care from nursing, case management and life skills staff, and qualified clinical providers.

HOPE is one of two providers in the State to pilot the CIS program, providing pre- and post-tenancy supports to people experiencing homelessness and experiencing one or more qualifying conditions. Having completed a year of implementation, one significant challenge that remains is the ramp up capacity requiring 3-4 months of non-billable hours. This request enables HOPE Services to onboard additional direct service case management staff, improving access to this service.

Improved access to stabilization beds for people in crisis provides short-term (no longer than 14 days) stays with intensive case management to both: assess for clinical, medical, and behavioral health needs, and to provide a warm hand-off to HOPE Services Housing programs.

Test Practiced Interventions (State of Hawai'i) Locally (Hawai'i Island):

The Homeless Intensive Case Management program (HICM) provides PEH who are frequently arrested with rapid linkage to receiving mental health evaluations, reduce institutionalization, and ensure psychiatric evaluation and treatment, as needed. Current programs are delivered by partner provider The Institute for Human Services (IHS) on O'ahu, but the need for these services on Hawai'i Island are yet unmet.

Engaging clients in social services aimed at addressing housing, substance use, behavioral health, and physical health issues in an effort to reduce recidivism, or returns, to the criminal justice system is critical for Hawai'i Island. HOPE's incumbent leadership and supervisory staff will liaison with partner provider Hawai'i Health and Harm Reduction Center to pilot programs in partnership with law enforcement, including leading Crisis Intervention Team (CIT) training.

To ensure unsheltered PEH suffering from severe mental illness and addiction receive the support they need, HOPE leadership staff will liaison with partner provider IHS on O'ahu to adapt practices and receive technical assistance in adapting best practices to pilot Assisted Community Treatment (ACT) on Hawai'i Island.

This request will ensure that tested interventions in the State of Hawai'i can be successfully implemented on Hawai'i Island.

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

A projected annual timeline for this request is as follows:

Month 1:

- Provide contract orientation to leadership and supervisory staff
- Establish collaborative planning guide with partner providers, including orientations/trainings and evaluation timelines
- Recruitment (as needed to bring to scale)
- Sustained service delivery with existing scale

Month 1-3: Onboarding and program orientation (new staff)

Month 4-12: Sustained service delivery

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

As a CoC-funded agency, HOPE participates in Bridging the Gap's (BTG) Homeless Management Information System (HMIS). HOPE collects and enters all required participant-level data using HMIS in accordance with all data standards, policies, and procedures as determined by the CoC. HOPE conducts quality assurance and evaluation regularly, and at various levels in the organization to assess the integrity of HMIS Data. Data evaluation reviews are conducted through field shadowing, as well as reviews of HMIS client records and reports, program agreements, forms, and participant surveys. HMIS Data is evaluated to ensure data entry is completed within 72 hours of activity or service, and that null, missing, refused, or unknown fields are less than 5% for both universal data elements and program specific data elements. HMIS data is regularly monitored to improve effectiveness, efficiency, and appropriateness of care, as well as to plan accordingly to ensure the provision of housing and services for PEH in our community are sufficient – and when they are not, to inform program planning, development, and implementation. HMIS data is also publicly available at www.btghawaii.org, ensuring transparency in our and partner providers' efforts.

In preparation for accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF) an independent, nonprofit accreditor of health and human services, to deliver Behavioral Health Case Management, HOPE is adapting and implementing a Quality Management Program, including improved practices in service delivery monitoring and evaluation; structuring a Compliance Committee to develop, implement, review, and enforce internal company policies, ensure the organization has a clearly defined structures in place for complying with federal laws, and facilitating ongoing discussion concerning organizational compliance with laws and regulations; Incident Review Team to integrate critical incident and sentinel event reviews; and administering annual staff, client, and community stakeholder surveys to inform organizational change.

- 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.**

The 3 metrics that matter most in measuring HOPE's impact and effectiveness are: 1) Increasing access to permanent housing for those at imminent risk of and experiencing homelessness; 2) Removing barriers to program entry and quickly locating and accessing housing options in the community, thus decreasing the length of the homeless episode, and; 3) Providing case management and support services to promote stability, prevent evictions, and reduce returns to homelessness. We measure our progress in meeting these goals through client-based record entry in HMIS and by regularly evaluating these metrics by program.

The service outcomes for the proposed request are:

1. Identify mental health and substance abuse service needs of 750 adults
2. Provide medical respite and specialty shelter beds to 60 adults
3. Provide Community Integration Services to 100 adults
4. Provide stabilization beds to 50 adults undergoing crises

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 attached budget forms directly after this section.

Please note that Non-GIA State funds have been included as column E on Budget Form A (Budget request by source of funds).

The resources requested to achieve greater health equity and housing among PEH on Hawai'i Island includes:

- Direct service case managers, certified nursing assistants, medical providers, legal staff and legal professionals, leadership and supervisory staff;
 - Requests related to the Community Integration Services Program (CIS), Homeless Intensive Case Management Program (HICM), and Stabilization and Intensive Case Management Program (SICM) are based on critical program implementation requirements which occur during non-billable time, including onboarding training and program orientations (1-2 months), and the time it takes to build a caseload that sustains program costs (3-4 months).
 - Requests related to contracted providers are based on services rendered which are non-billable
- Program participant legal and medical fees;
- One vehicle to ensure transportation for PEH served by medical respite, specialty shelter, and crisis stabilization programs

Total funds requested, as written on Budget Form A (Budget request by source of funds) includes the following funding sources:

- *Total Federal Funds Requested:* HUD Continuum of Care Program, AMHD Outreach, HPO Rapid Re-housing, Emergency Solutions Grant (ESG) – Homeless Prevention Program, ESG – Shelter Operations, Supportive Service for Veteran Families, HPO Housing First

- *Total Non-GIA State Funds Requested:* HPO Outreach, HPO Housing Placement Program, HPO Shelters,

- *Total Private/Other Funds Requested:* Billable services, Program Fees, Rental Income, Philanthropy.

Federal, State and County funding, granted continued funding, is likely to be renewed. These contracts are most often paid through reimbursement, and funding from these sources are often delayed 3-18 months. These funds include rental and housing assistance.

Private/Other funding is based on projections of realistic collection rates.

2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2024.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$800,431.79 (100%)	0%	0%	0%	100%

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2024.

In Fiscal Year 2024, HOPE Services will seek funding from the following sources:

- U.S. Department of Housing and Urban Development through the Continuum of Care (CoC) Program, including the CoC Supplemental to Address Unsheltered and Rural Homelessness;
- State of Hawai‘i Department of Human Services Homeless Programs Office;
- Department of Health Adult Mental Health Division, and Alcohol and Drug Abuse Division;
- County of Hawai‘i Office of Housing and Community Development;
- U.S. Vets;
- Hawai‘i Community Foundation, Harry and Jeanette Weinberg Foundation, Kaiser Foundation, and other private, philanthropic funders.

We anticipate that government contracts included in Budget Form E will be renewed and sustained at current contract rates.

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.

Not Applicable.

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 2024 for program funding.

HOPE Services Hawaii, Inc. has never received State of Hawai‘i Grant-in-Aid funding. We anticipate that contracts listed below are likely to be renewed and sustained in fiscal year 2024.

Below, contracts held through federal, state, and county contracts also demonstrate uninterrupted service provision (years of experience):

Funder	Contract Name	Contract Period	Years of Experience
State of Hawai'i Adult Mental Health Division	Representative Payee Program	4/1/22 - 3/31/23	20+
State of Hawai'i Adult Mental Health Division	Homeless Outreach and Interim Case Management Services	4/1/22 - 3/31/23	20+
U.S. Vets	Support Services for Veteran Families	10/01/22 - 09/30/23	9
HUD	Continuum of Care Program - Kukui	06/01/22 - 05/31/23	17
HUD	Continuum of Care Program - Rapid Re-housing	12/01/21 - 11/30/22	5
State of Hawai'i Homeless Programs Office	Emergency Solutions Grant - Homelessness Prevention and Rapid Re-housing	07/01/22 - 06/30/23	10
State of Hawai'i Homeless Programs Office	Emergency Solutions Grant - Shelter Operations	07/01/22 - 06/30/23	10
State of Hawai'i Homeless Programs Office	Housing First Program	06/27/22 - 06/26/23	6
State of Hawai'i Homeless Programs Office	Rapid Rehousing Program	06/15/22 - 06/14/23	6
State of Hawai'i Homeless Programs Office	Homeless Outreach Program	06/15/22 - 06/14/23	20+
State of Hawai'i Homeless Programs Office	Housing Placement Program	07/01/22 - 06/30/23	17+
State of Hawai'i Homeless Programs Office	Homeless Shelter Program	07/01/22 - 06/30/23	15
County of Hawai'i	County of Hawai'i - Non-Profit Grant	07/01/22 - 06/30/23	20+

6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2022.

\$20,000.00

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2023 to June 30, 2024

Applicant: HOPE Services Hawaii, Inc.

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)	Non GIA State Funds Requested (e)
A. PERSONNEL COST					
1. Salaries	388,493.24	259,175.00	755,440.00	590,779.00	1,654,890.00
2. Payroll Taxes & Assessments	47,940.07	24,075.00	93,221.30	55,322.00	155,342.00
3. Fringe Benefits	107,198.48	68,015.00	172,976.00	185,152.00	380,892.00
TOTAL PERSONNEL COST	543,631.79	351,265.00	1,021,637.30	831,253.00	2,191,124.00
B. OTHER CURRENT EXPENSES					
1. Airfare, Inter-Island				4,400.00	2,000.00
2. Insurance	2,000.00	1,500.00	6,775.00	52,050.00	25,308.00
3. Lease/Rental of Equipment	5,000.00		7,117.00	717.00	16,033.00
4. Lease/Rental of Space				116,775.00	22,534.00
5. Staff Training	15,000.00		7,000.00	13,752.00	17,850.00
6. Supplies	13,000.00	7,982.00	90,651.00	21,573.00	150,274.00
7. Telecommunication	10,000.00	1,714.00	9,002.00	8,500.00	25,855.00
8. Utilities	10,000.00	104,040.00	17,278.00	87,146.00	41,624.00
9. Mileage		200.00	1,750.00	7,600.00	18,927.00
10. Repair and Maintenance	7,000.00	12,205.00	29,000.00	53,244.00	39,784.00
11. Contractual Services	135,000.00			134,141.00	
12. Publication and Printing	5,000.00			113.00	4,000.00
13. Per Diem				12,401.00	
14. HMIS Fees				11,640.00	
15. Airfare, Outer-Island					10,000.00
16. Postage			1,000.00		4,310.00
17					
18. Administrative Costs		34,731.00		95,959.00	627,912.00
19					
20					
TOTAL OTHER CURRENT EXPENSES	202,000.00	162,372.00	169,573.00	620,011.00	1,006,411.00
C. EQUIPMENT PURCHASES	4,800.00		3,000.00	7,300.00	
D. MOTOR VEHICLE PURCHASES	50,000.00				
E. CAPITAL	0.00				
TOTAL (A+B+C+D+E)	800,431.79	513,637.00	1,194,210.30	1,458,564.00	3,197,535.00
SOURCES OF FUNDING		Budget Prepared By:			
(a) Total State Funds Requested	800,431.79	Shelly Toledo		808-756-3244	
(b) Total Federal Funds Requested	513,637.00	Name (Please type or print)		Phone	
(c) Total County Funds Requested	1,194,210.30	<i>Brandee Menino</i>		1/20/2023	
(d) Total Private/Other Funds Requested	1,458,564.00	Signature of Authorized Official		Date	
(e) Total Non GIA State Funds Requested	3,197,535.00				
TOTAL BUDGET	7,164,378.09	Brandee Menino, CEO			
		Name and Title (Please type or print)			

BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES Period: July 1, 2023 to June 30, 2024

Applicant: HOPE Services Hawaii, Inc.

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
Team Leader (Clinical Case Management)	1.00	\$62,400.00	100.00%	\$ 62,400.00
Team Leader (Stabilization and Intensive Case Management)	1.00	\$62,400.00	16.67%	\$ 10,402.08
Homeless Intensive Case Manager	1.00	\$45,760.00	16.67%	\$ 7,628.19
Homeless Intensive Case Manager	1.00	\$45,760.00	16.67%	\$ 7,628.19
Certified Nursing Assistant	1.00	\$41,600.00	100.00%	\$ 41,600.00
Mental Health Worker	1.00	\$43,680.00	16.67%	\$ 7,281.46
Mental Health Assistant	1.00	\$41,600.00	16.67%	\$ 6,934.72
Mental Health Assistant	1.00	\$41,600.00	16.67%	\$ 6,934.72
Mental Health Assistant	1.00	\$41,600.00	16.67%	\$ 6,934.72
Mental Health Assistant	1.00	\$41,600.00	16.67%	\$ 6,934.72
Mental Health Assistant	0.50	\$20,800.00	16.67%	\$ 3,467.36
Registered Nurse	1.00	\$80,000.00	16.67%	\$ 13,336.00
CIS Housing Navigator	1.00	\$51,846.08	33.33%	\$ 17,280.30
CIS Housing Navigator	1.00	\$45,760.00	33.33%	\$ 15,251.81
CIS Housing Navigator	1.00	\$45,760.00	33.33%	\$ 15,251.81
CIS Housing Navigator	1.00	\$45,760.00	33.33%	\$ 15,251.81
Director of Clinical Operations	1.00	\$100,000.00	15.00%	\$ 15,000.00
Director of Planning and Evaluation	1.00	\$74,760.55	15.00%	\$ 11,214.08
Chief Operating Officer	1.00	\$102,835.20	15.00%	\$ 15,425.28
Clinical Program Assistant	1.00	\$51,168.00	100.00%	\$ 51,168.00
Clinical Data and Evaluation Assistant	1.00	\$51,168.00	100.00%	\$ 51,168.00
				\$ -
				\$ -
TOTAL:				388,493.24
JUSTIFICATION/COMMENTS:				

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES Period: July 1, 2023 to June 30, 2024

Applicant: HOPE Services Hawaii, Inc.

DESCRIPTION EQUIPMENT	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
Computers	4.00	\$1,200.00	\$ 4,800.00	\$4,800.00
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:	4		\$ 4,800.00	\$4,800.00

JUSTIFICATION/COMMENTS:

DESCRIPTION OF MOTOR VEHICLE	NO. OF VEHICLES	COST PER VEHICLE	TOTAL COST	TOTAL BUDGETED
Sports Utility Vehicle	1.00		\$ 50,000.00	\$50,000.00
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:	1		\$ 50,000.00	\$50,000.00

JUSTIFICATION/COMMENTS:

BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS Period: July 1, 2023 to June 30, 2024

Applicant: HOPE Services Hawaii, Inc.

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: 2021-2022	FY: 2022-2023	FY:2023-2024	FY:2023-2024	FY:2024-2025	FY:2025-2026
PLANS						
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
TOTAL:						
JUSTIFICATION/COMMENTS:						
Not Applicable. HOPE Services Hawaii, Inc.'s request does not include expenses for Capital Projects						

GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID

Applicant: HOPE Services Hawaii, Inc.

Contracts Total: 7,094,198

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (U.S./State/Hawaii/ Honolulu/ Kauai/ Maui County)	CONTRACT VALUE
1	Housing First Program	06/27/2023 - 06/26/2024	Department of Human Services	State of Hawaii	825,000.00
2	Rapid Re-Housing Program	06/15/2022 - 06/14/2023	Department of Human Services	State of Hawaii	700,000.00
3	State Homeless Outreach Program, Regions 2 - 5	06/15/2022 - 06/14/2023	Department of Human Services	State of Hawaii	482,500.00
4	State Homeless Outreach Program, Regions 1, 8, 9 and 10	06/15/2022 - 06/14/2023	Department of Human Services	State of Hawaii	398,500.00
5	Emergency Solutions Grant (ESG), Shelter Operations	07/01/2022 - 06/30/2023	Department of Human Services	State of Hawaii	127,635.00
6	Emergency Solutions Grant (ESG), Homelessness Prevention and Rapid Re-housing (HPRP)	07/01/2022 - 06/30/2023	Department of Human Services	State of Hawaii	85,090.00
7	Kihei Pua Emergency Shelter	07/01/2022 - 06/30/2023	Department of Human Services	State of Hawaii	522,200.00
8	West Hawaii Emergency Shelter	07/01/2022 - 06/30/2023	Department of Human Services	State of Hawaii	398,602.00
9	East Hawaii Emergency Shelter	07/01/2022 - 06/30/2023	Department of Human Services	State of Hawaii	267,429.00
10	Sacred Heart Emergency Shelter	07/01/2022 - 06/30/2023	Department of Human Services	State of Hawaii	270,000.00
11	Housing Placement Program	07/01/2022 - 06/30/2023	Department of Human Services	State of Hawaii	500,000.00
12	Hale Kulike PSH FY2021	10/01/2022 - 09/30/2023	Department of Housing and Urban Development	United States	142,532.00
13	Rapid Rehousing Renewal Project FY2021	12/01/2022 - 11/30/2023	Department of Housing and Urban Development	United States	81,306.00
14	Kukui Renewal FY2021	06/01/2022 - 05/31/2023	Department of Housing and Urban Development	United States	596,329.00
15	County of Hawaii Nonprofit Grant - Sacred Heart Community for Kupuna	07/01/2022 - 06/30/2023	County of Hawaii	County of Hawaii	20,000.00
16	RFP#4319 Management of Emergency Shelters for the OHCD, COH (Keolahou)	09/01/2022 - 06/30/2023	County of Hawaii	County of Hawaii	964,313.33
17	RFP#4319 Management of Emergency Shelters for the OHCD, COH (Hale Kulike)	09/01/2022 - 06/30/2023	County of Hawaii	County of Hawaii	389,695.70
18	RFP#4319 Management of Emergency Shelters for the OHCD, COH (Ka Lamaku)	09/01/2022 - 06/30/2023	County of Hawaii	County of Hawaii	323,066.28
19					
20					
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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.

HOPE Services is a trusted provider with more than twenty (20) years of experience in planning, administering, implementing and evaluating homeless services. A list of contracts stating verifiable experience with programs and services related to this request – and which have been awarded (and are current) in the most recent three years, demonstrating uninterrupted longevity of key homeless programs – are included in response to Section IV., prompt 5.

HOPE is uniquely experienced to ensure that program participants have a supportive pathway to end their homelessness and remain stabilized in housing with a proven track record of delivering trauma-informed programs and services to PEH. HOPE has been the provider of choice by the State of Hawai'i Homeless Programs Office to implement multiple, systemized interventions that meet people where they are. Our agency is experienced in utilizing behavioral health and clinical assessments to shape individual plans for recovery, assess the appropriate level of care, and deliver right-kind interventions. HOPE is guided by a Housing-First Approach at all levels of interventions, services and programs. The following provide genuine descriptions of HOPE's capacity as an agency to deliver this project, as well our implementation of best practices:

Housing First Approach

We believe that everyone deserves a home. Our work aims to improve the conditions in which people live by increasing their access to and stabilization in housing. Housing is a key social determinant of health, and we believe that housing is healthcare. Housing First is an approach to quickly and successfully connect individuals and families experiencing homelessness to permanent housing without preconditions and barriers to entry, such as sobriety, treatment or service participation requirements. Supportive services are offered to maximize housing stability and prevent returns to homelessness, as opposed to addressing predetermined treatment goals prior to permanent housing entry. Housing First programs share critical elements: a focus on helping individuals and families access and sustain permanent housing as quickly as possible; a variety of services delivered to promote housing stability and individual well-being on an as-needed and entirely voluntary basis; and a standard lease agreement to housing – as opposed to mandated therapy or services compliance.

Hope Services Hawaii pioneered operationalizing strategies and interventions that align with the Housing First approach within our state, regional, and local Continuums of Care. Continued support from technical assistant consultant Iain DeJong of OrgCode has strengthened the capacity of our staff and agency to work under principles including low-barrier to entry and ongoing program participation, access and placement into housing without pre-conditions as quickly as possible, and supports to maintain housing and stability through community integration and recovery, participation choice, assertive engagement, and housing-focused case

management. Trauma-informed care, harm reduction practices, and motivational interviewing are critical components of employing Housing First uniformly in HOPE programs.

Low Barrier to Entry and Ongoing Program Participation

As a low-barrier service provider, HOPE offers families and individuals immediate access to intake for outreach, shelter, and permanent housing. Abstinence from substances, completion or compliance with treatment, or participation in services are not required to receive housing-focused help. HOPE does not reject participants based on credit, rental history, or other factors that might indicate a lack of “housing readiness.” Because we practice Housing First, our policy on banning is simple and only utilized in very rare, extreme circumstances. We understand that if not through HOPE, folks are unlikely to otherwise receive services, so we take very seriously the responsibility to create a low-barrier to entry program. We are committed to excellence, but we’re not perfect; thus, to promote the rights of program participants, HOPE utilizes a grievance procedure which is provided both in writing and verbally during intake with each participant.

Community Integration and Recovery

To enhance and improve social capital, HOPE works actively with program participants to create and sustain connections to outside community resources and services. Each family and individual’s experience in homelessness is varied and complex, thus HOPE’s services are person-centered, strength-based, and inclusive of meaningful individual goals, both short- and long-term. HOPE engages multiple and diverse community partners to link participants to community resources to promote residents’ stability and their overcoming the adversity of experiencing homelessness.

Participant Choice

Staff participate in ongoing Trauma Informed Care and Motivational Interviewing trainings, ensuring that all HOPE staff are trauma-informed. These harm reduction and recovery trainings support staff to: understand available mental health resources and supports; examine practical strategies for stabilization and, ultimately securing and maintaining housing; keep a sense of hope for the future; utilizing expertise, but understanding the limits of one’s own positionality; helping participants engage in a way of life that is rewarding to them whether they continue to have issues with mental health or substance use – daily or intermittently.

HOPE utilizes non-coercive approaches to help program participants achieve personal goals, understand risks, and reduce harm caused to themselves and others. Understanding program participants through this perspective aids staff in executing assertive engagement techniques, particularly when identifying and securing permanent housing – housing that is secure and suitable, which also meets their unique needs. HOPE’s experience in prioritizing Participant Choice, Trauma Informed Care and Motivational Interviewing ensures the primacy of program participants in their recovery plan. Program participants are actively involved in their services and treatment.

Assertive Engagement

In accordance with the Stages of Change, Assertive Engagement is especially useful with participants who are in precontemplation or contemplation phases. Assertive Engagement is an important strategy to employ with individuals who have complex needs and long histories of homelessness, as they are more likely to both rationalize and intellectualize survival and coping

strategies, often to the detriment of their own recovery and stabilization. Assertive engagement is a process that is active and persistent, but not coercive, harassing or controlling. HOPE staff undergo continual and meaningful training to create the conditions for respectful, trusting relationships. HOPE staff are empowered and supported through supervision and coaching to use their interpersonal skills and creativity effectively to make the environments and circumstances more conducive to change for program participants who have likely experienced severe trauma, have encountered more than one disturbance in service environments, and who may have a lack of trust for systems meant to support them.

Fiscal and Administrative Controls

As a trusted federal, state, and county funded nonprofit, HOPE Services has established fiscal and administrative practices in place to properly manage contracts. HOPE Services uses the MIP Fund Accounting System to process and record accounts receivable, accounts payable and billing – ensuring HOPE provides complete, accurate and timely fiscal reports and program management. An established Financial Procedures Manual guides our protocol to ensure reasonable costs, proper allocation, and requisite accounting systems.

HOPE has completed and received eleven (11) consecutive, clean and unmodified independent financial audits. In our most recent audit for the period ending August 31, 2021 HOPE received unmodified reports reflecting the reliability of HOPE’s accounting system, practices and financial records.

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.

HOPE has secured the following sites to implement all proposed component activities of this request:

- Facility Address: Administrative Office, 357 Waianuenue Avenuo, Hilo, HI, 96720

HOPE Service’ Administrative Office houses the Chief Executive Officer and the Finance Department. Equipment necessary to administer funding requests include computers, phones, copy/scan/fax machines, and office supplies. The Administrative Office is also a point of access for the public, with a waiting room, accessible restrooms, and a conference room.

- Facility Address: 34 Rainbow Drive, Hilo, HI, 96720

34 Rainbow Drive houses the Keolahou Emergency Shelter Ohana Zone Assessment Center (KES) and the Hale Kulike Permanent Supportive Housing (PSH) Program. KES provides 44 shelter beds of varying care capacity, including emergency shelter, specialized shelter, and medical respite. The Hale Kulike PSH Program provides 18 private single rooms for people experiencing chronic homelessness. The facility provides shelter, housing, and storage accommodations for adult males, equipped with private toilets, urinals, sinks, private shower

stalls (including ADA accessible walk-in showers), kitchen and eating facilities, and an integrated resource center.

All facilities and sites managed by HOPE adhere to all State and local health, safety, building and fire codes, regulations and standards. This site exists through braided funding, thus is subject to monitoring and inspection by various reputable funders, including but not limited to the US Department of Housing and Urban Development (HUD), Adult Mental Health Division, and State of Hawai‘i Department of Human Services’ Homeless Programs Office (HPO), and the County of Hawai‘i Office of Housing and Community Development (OHCD).

- Facility Address: Sacred Heart Community, Akeakamai Loop, Pāhoa, HI, 96778

The Sacred Heart Community for Kūpuna (SHC) is a campus in Pāhoa serving kūpuna, or elderly, experiencing and overcoming homelessness. SHC is inclusive of 1) Sacred Heart Shelter comprising 10 micro-unit emergency shelters and 10 micro-unit single-room occupancy rental units; 2) the Sacred Heart Affordable Housing Program (SHAHP), inclusive of 12 efficiency studio rental units, a new housing development to ensure vulnerable kūpuna can age in dignity and community; and 3) the Sacred Heart Resource Center (SHRC), an integrated multi-purpose community space on-site. SHC is the outcome of community collaboration and public-private-philanthropic partnership, most critically in response to the 2018 lower Puna lava eruptions when, in June 2018, more than 200 local businesses and community members came together to construct the Sacred Heart Shelter, providing emergency housing for kūpuna displaced by the lava eruptions. SHS remains in place for continued homeless services.

- Planned Facilities: Behavioral Health Stabilization Beds in partnership with Hilo Medical Center, 1190 Waianuenue Avenue, Hilo, HI, 96720

While adequate facilities are secured and in place for service delivery related to this request, planned program expansions includes 8 behavioral health stabilization beds with potential growth to 14 beds depending on resident acuity. These beds would be geared toward utilization by the homeless population that are in mental health and or substance abuse crisis with space for outpatient clinical care to be provided on-site. These beds and support space would be located in the North Wing of the Extended Care Facility (ECF) located on the Hilo Medical Center (HMC) campus. They would be short term residential with on-site behavioral health stabilization services by psychologists, mental health nurse practitioners, licensed clinical social workers and with clinical oversight by a psychiatrist.

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.

HOPE has qualified incumbent leadership and administrative staff in place, and an adequate staffing structure, to successfully deliver services included in this request, including recruiting and retaining managerial and direct service delivery staff, providing onboarding and ongoing training and supervision, and ensuring the outcomes of the program. Key leadership staff and their experience summaries demonstrating above-adequate qualifications are as follows:

- *Brandee Menino, MA, Chief Executive Officer* – A national expert panelist and speaker at Substance Abuse and Mental Health Services Administration (SAMHSA) and National Alliance to End Homelessness (NAEH) conference, and a statewide leader on a mission to ending homelessness, Brandee possesses the skill and knowledge as chief executive to lead and manage the vision of HOPE, and secure the necessary support, resources and assets to enhance and align service delivery capacity with the core principles of Housing First, Coordinated Entry Systems, and Housing Prioritization. She has been the change agent in the community and within the organization leading the cultural shift from managing homelessness to ending homelessness through evidence-based practices. Brandee has more than 20 years of institutional knowledge and experience in mental health and crisis services, as well as homeless and housing programs.
- *Kali French, MSCP, CSAC, Chief Operating Officer* – Kali has a passion for finding solutions and strategic planning for organizations to evolve and serve our homeless populations. Kali joined HOPE in 2021 with 18 years of experience in behavioral health and social services, including program supervision and performance monitoring. Kali holds an MS degree in psychology and a BA degree in communications, and will ensure the operations of the program are carried out to all policies and standards, and oversees contracted providers.
- *Kalani Spain, PhD, LMFT, Director of Clinical Operations* – Dr. Spain joined HOPE in 2019 with more than 16 years in providing training support, supervision, and trauma-informed care to vulnerable populations. Dr. Spain is licensed in the State of Hawai'i to deliver therapeutic care, including diagnosing and treating disabilities. In his capacity at HOPE, Kalani leads the ongoing training of HOPE staff, and assures our service delivery practices are aligned with trauma-informed and Housing First approaches. Kalani provides clinical oversight and accountability to program goals, including participant entry and coordination of care.
- *Shelly Toledo, MS, Director of Finance and Human Resources* – Shelly has more than 10 years of non-profit experience in Accounting. She started with HOPE in 2013 and holds a Master's Degree in Accounting. Shelly oversees the finance and human resources department, ensuring fidelity to program requirements and adequate staffing. Under her leadership, HOPE has been qualified as a low-risk auditee for 11 consecutive years.

- *Sarah Figueroa, MPH, Director of Planning and Evaluation* – Sarah joined HOPE in 2017 as the Grant Writer and Community Partnership Manager and became the Director of Planning and Evaluation in 2021. She earned her Master in Public Health at the University of California, Berkeley, where she was the recipient of the School of Public Health Dean’s Health Equity and Leadership Award. In her capacity at HOPE, she monitors program compliance, outcomes and evaluation, and program sustainability.
- *Chad Koyanagi, MD, Contracted Provider* – Dr. Koyanagi joins HOPE Services in January 2023 with 25 years of experience as a board-certified specialist in psychiatry and holds additional qualifications in addiction medicine. He will assist in the implementation and evaluation of psychiatric services.
- *Deborah Michiko Fried, DNP, APRN-Rx, Contracted Provider* – “Michi” Fried joins HOPE Services in January 2023 with 15 years of experience in nursing. She will assist in implementation of clinical and behavioral health services.

HOPE has an established new-hire orientation pathway which prepares incoming staff to deliver programs and services utilizing trauma-informed and Housing First Approaches. Team Leaders and Directors utilize several tools to assist with training, which include: Relias online modules, webinars, videos, Policy and Procedures Manual, Excellence in Housing First Case Management Workbook, field shadowing, and in-service training, which includes HMIS, Crisis Prevention Institute (CPI), Cardiopulmonary Resuscitation (CPR), and First Aid trainings. A training record is maintained and updated in staff personnel files.

OrgCode Consulting, Inc. Training

Beginning in the Fall of 2015 and continuing to present, HOPE contracts OrgCode Consulting Inc. to provide annual live training series for all staff, coupled with teleconference leadership coaching. Topics of live workshops have included: VI-SPDAT, SPDAT, F-VI-SPDAT, Excellence in Case Management, Housing First for Families, Data, Assertive Engagement, Reinforcing Change in Leadership, Harm Reduction, Trauma, Safety and Motivational Interviewing, and Rapid Re-Housing. Leadership coaching topics have included: Continuum of Change, Field Shadowing and Supervision, Data Analysis and Data Dashboards, Systems Theory, Team Accountability, On-Boarding, Re-Organization, Leading Teams versus Managing Workgroups, Regenerative Conversations, and Divergent Thinking.

All Staff Meetings and In-Service Training

In addition to the new hire orientation pathway, staff meet monthly to participate in on-going, in-service training provided by local service providers. These professional development opportunities add to staff’s knowledge and application of critical practices such as harm reduction and advocating for participant’s gainful employment while simultaneously building upon their understanding of the importance of community partnerships and linking participants to community-based resources and services to enhance social capital, help in stabilization, and in ending homelessness and successfully remaining housed.

Leadership Development

HOPE intentionally and regularly invests in leadership capacity building through a wide range of initiatives. At the local level, Team Leaders and Directors participate in several community-based, OrgCode Consulting Inc.’s Leadership Academy to End Homelessness, and attend annual national conferences including the National Conference on Ending Homelessness, and Housing

First Partners Conference. These opportunities ensure HOPE leadership are trained and capable to supervise, train and provide administrative direction relative to the delivery of services.

Supervision and Coaching

To ensure quality service delivery, Team Leaders meet with staff for a minimum of one hour, twice monthly, to observe, evaluate, and provide coaching and feedback. Monthly supervision is accomplished through field shadowing, direct supervision of staff performing assigned duties, and interactions with participants, and record reviews of each individual encounters, Description/Assessment/Plan (DAP) notes, HMIS/CaseWorthy record reviews, and review of any relevant, ancillary HOPE databases. Funding from this opportunity supports HOPE Services’ ability to improve service outcomes through bringing leadership, supervisory, and direct service staff resources to scale to meet the needs of our community.

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.

Please see attached organization-wide chart illustrating the position of each staff and lines of responsibility/supervision, directly following this section.

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.

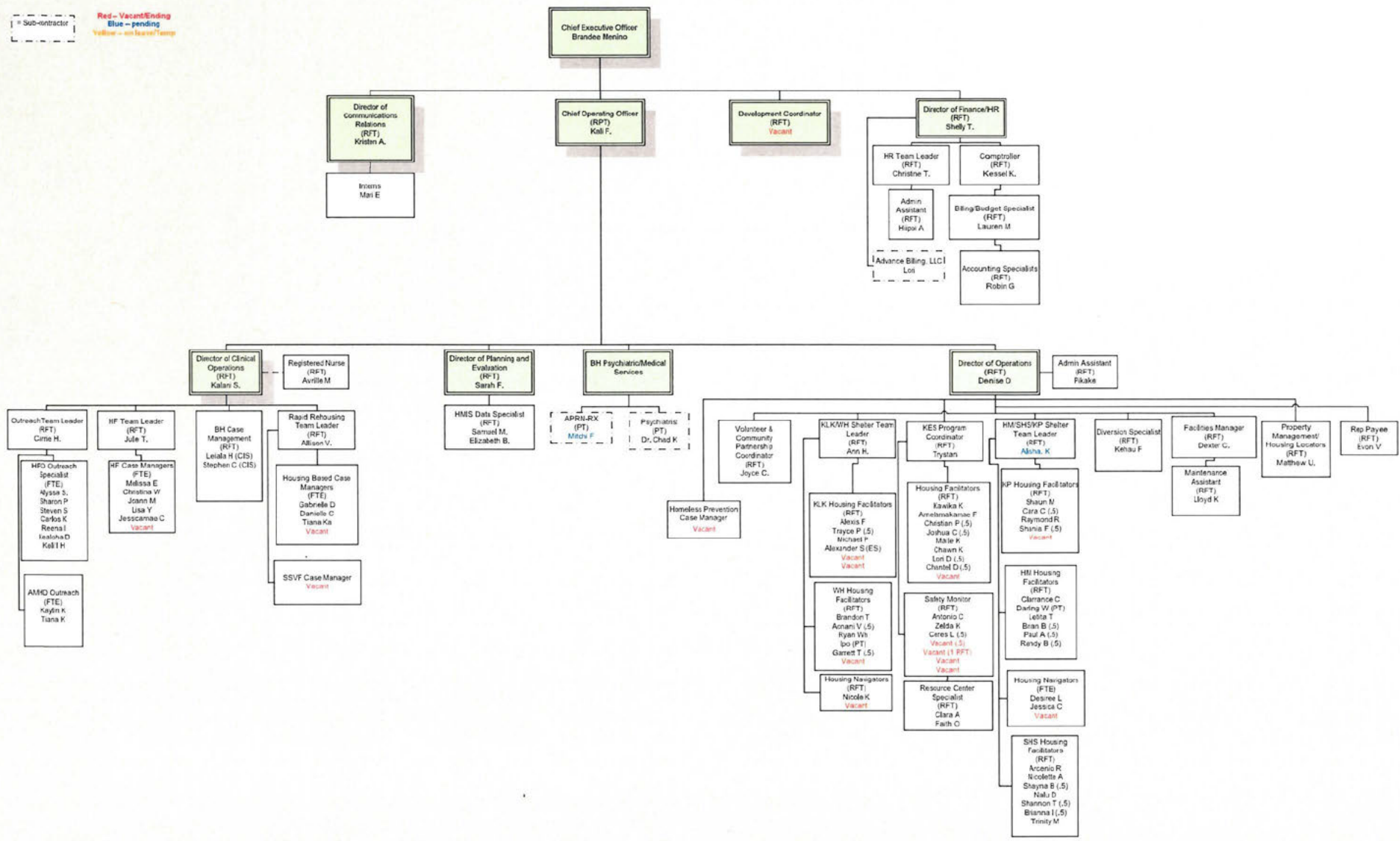
HOPE is led by a volunteer governing board of directors who do not receive compensation for their service.

The annual salary range of the three highest paid employees of the organization are as follows:

Position	Salary Range, FY 22-23
Chief Executive Officer	\$150,000+
Chief Operating Officer	\$115,000-\$145,000
Directors of: Clinical Operations/Finance and Human Resources/Operations	\$95,000-\$120,000

Hope Services Hawaii Organizational Chart

 = Sub-contractor
Red - Vacant/Ending
Blue - pending
Yellow - on leave/Temp



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.

HOPE Services Hawaii, Inc. is not party to any 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.

Not applicable.

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.

Not applicable.

4. Future Sustainability Plan

The applicant shall provide a plan for sustaining after fiscal year 2023-24 the activity funded by the grant if the grant of this application is:

- (a) Received by the applicant for fiscal year 2023-24, but**
- (b) Not received by the applicant thereafter.**

GIA funding is necessary to ensure adequate scaling of clinical and behavioral health supports for people at imminent risk of, experiencing, and overcoming homelessness on Hawai'i Island.

With this funding, HOPE aims to monitor the efficiency and effectiveness in which our community can address homelessness among persons living with mental health and substance use disorders when adequate staffing and right-sized interventions become a reality.

HOPE will utilize the outcomes we accomplish and the lessons learned through this request to leverage funding with other federal, state, county and philanthropic resources.

Through this funding, our strengthened capacity in providing fee-for-service programs with the State of Hawai'i MedQuest Division, insurance carriers, and healthcare partners like Hilo

Medical Center, Hawai'i Island Community Health Center, and the State Department of Health, Adult Mental Health Division will support program self-sustainment in years to come.

The challenge in scaling up lifesaving mental health services as a non-profit provider of services is having access to capital (i.e., low or no-interest loans) to ensure cash flow is available to cover costs of essential continuity of care. HOPE is in support the State Legislature in establishing this statewide fund. HOPE is committed to ongoing legislative advocacy to institutionalize permanent financial resources for homeless and mental health services.






State GIA FY24 Application for Grants_HOPE Services Hawaii

Final Audit Report

2023-01-21

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