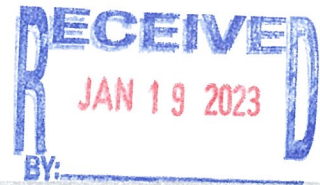


THE THIRTIETH LEGISLATURE
APPLICATION FOR GRANTS
CHAPTER 42F, HAWAII REVISED STATUTES



Type of Grant Request:

Operating Capital

Legal Name of Requesting Organization or Individual: Db:
The Wahiawa Center for Community Health Wahiawa Health

Amount of State Funds Requested: \$599,910

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

Amount of Other Funds Available:
State: \$400,000
Federal: \$
County: \$
Private/Other: \$

Total amount of State Grants Received in the Past 5
Fiscal Years:
\$400,000
Unrestricted Assets:
\$740,854.77

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


Type of Business Entity:
 501(C)(3) Non Profit Corporation
 Other Non Profit
 Other

Mailing Address:
302 California Ave Suite 208
City: Wahiawa State: HI Zip: 96786

Contact Person for Matters Involving this Application

| | |
|-------------------------------------|--------------------------------|
| Name: Bev Harbin | Title: CEO |
| Email: bharbin@wahiawahealth.com | Phone: 808-622-1618 ext 666 |

| | |
|--------------------------------|------------------------------|
| Federal Tax ID#: [REDACTED] | State Tax ID#: [REDACTED] |
|--------------------------------|------------------------------|

 Bev Harbin CEO 1/19/2023
Authorized Signature Name and Title Date Signed

Brief Description of Request

This grant application is requesting funding to expand our School Health Partnership Program, *SCHOOL HEALTH EVOLUTION AND EXPANSION FOR KEIKI (SHEEK)* with Leilehua/Mililani/Waialua School Complex to address the rising concerns about mental health needs among children in Hawaii. To address the rising mental health needs in Leilehua/Mililani/Waialua school complex, we are requesting funding to specifically expand and focus on behavioral health services provided to school aged children, their families and school staff. Services to include:

- a. Mental Health In-Service and Education provided by our Behavioral Health Team and School Health Partnership Lead Family Nurse Practitioner
- b. Screenings for Depression and Anxiety
- c. Counseling and Therapy for school aged children and their families, as well as school staff.
- d. Psychological services (such as counseling and therapy)
- e. Wrap -around support services to address Social Determinants of Health including: e.g. food insecurity, medication delivery, transportation, accessing medical care, service coordination, and language assistance.
- f. Family engagement and involvement
- g. Social and emotional support
- h. Community engagement and involvement

Application Submittal Checklist

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

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



AUTHORIZED SIGNATURE

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 Attachment A**

2. Declaration Statement – Please see Attachment B

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

3. Public Purpose – Please Attachment B

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

II. Background and Summary

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

1. A brief description of the applicant's background;

Wahiawā Health is a Federally Qualified Health Center (FQHC) program Look-Alike; a 501(c)3 healthcare organization incorporated in 2012 to serve low-income, uninsured, and underinsured residents of Central O'ahu and North Shore. Wahiawā Health opened its doors at 302 California Avenue in downtown Wahiawā, in August of 2016, achieving FQHC designation to serve low-income residents and the homeless in December of 2018. Health Resources & Services Administration (HRSA), the federal designation body for all FQHCs, designated Wahiawā Health as a Look-Alike, requiring Wahiawā Health to meet all 21 chapters of the HRSA healthcare requirements, without receiving the annual federal funding (~\$750,000. – 1 million dollars/year). Wahiawā Health is the only Look-Alike in the State of Hawai'i.

As an FQHC Look-Alike, and as mandated by HRSA, Wahiawā Health offers care to all regardless ability to pay or lack of insurance. For residents affected by poverty, Wahiawā Health offers discounted services to individuals and families living on income at or below 200% of poverty. Wahiawā Health offers:

- Family Medicine, Internal Medicine, Women's Health and Pediatric Services
- Specialty Services: Obstetrics and Gynecology, Diabetes Center of Hawaii, Podiatry, Behavioral Health and Psychiatric Services, Hepatitis C treatment.
- Preventative Services: Family Planning , Immunizations and Wellness Screenings , Diabetes Prevention Education and Program and Well Child Services.
- Mental Wellness Services: Substance Use Disorder Treatment and Counseling, Cognitive Behavioral Therapy
- Pharmacy Services: Free Medication Delivery, Medication Assistance, Tobacco Cessation, Comprehensive Medication Management, Medication Therapy Management, Hypertension Education and Counseling, Diabetes Self-Management Education (DSMES) in partnership with The Diabetes Center of Hawaii. Clinical Pharmacy specialty services: We are contracted with CVS specialty to dispense specialty medications that treat osteoporosis, Hepatitis C and Women's Health medications.
- Clinical Support Services: Wrap -around support services to address Social Determinants of Health including: e.g. food insecurity, medication delivery, transportation, accessing medical care, service coordination, and language assistance.

Wahiawā Health is a participant in the 340B program, offering discount medications to patients that are dispensed at Wahiawa Health Pharmacy, our in-house pharmacy that opened May 2022. We are contracted with Long's Drugs in Wahiawa, Haleiwa, and Mililani. Lab services are offered by Diagnostic Lab Services, out of STE 101, within the same building. Wahiawā Health also maintains a referral arrangement with Wahiawā Family Dental Care in STE 204, within the same building. Therefore, the 302 California Avenue medical complex is a one-stop-shop for patients in need of primary and preventive care services. Wahiawā Health also works closely with Wahiawā General Hospital (WGH), referring patients to WGH for diagnostic radiology, occupational therapy, physical therapy, and speech language pathology/therapy. Wahiawā Health also maintains telehealth capabilities for service delivery and uses telehealth to engage patients in remote monitoring of chronic diseases and for elderly, home-bound patients. Wahiawā Health has an outreach van which is used for community outreach events, outreach to homeless populations and encampments, and for home visits. This van has become most valuable with the more recent COVID-19 testing and vaccination pop-up clinics offered by Wahiawā Health off-site in the surrounding neighborhoods of Central O'ahu and North Shore. Wahiawā Health, although still relatively new, has proven its need

in the community showing exponential growth over the past 5 years – particularly during the pandemic. In 2019 (pre-pandemic), Wahiawā Health managed to provide care to 4,640 unduplicated patients in over 17,703 face-to-face encounters. In comparison, in 2021, Wahiawā Health provided care to 4,321 unduplicated patients in over 22,090 encounters (face-to-face and/or virtually). In 2022, Wahiawā Health provided care to 5667 unduplicated patients and had 29658 encounters (face-to-face and/or virtually). Wahiawā Health provided care to 1,724 school-aged children and adolescents age 5 – 18 years old and completed 6,703 encounters (face-to-face and/or virtually) for this age group.

- a. This grant application is requesting funding to expand our School Health Partnership Program, *SCHOOL HEALTH EVOLUTION AND EXPANSION FOR KEIKI (SHEEK)* with Leilehua/Mililani/Waiialua School Complex to address the raising concerns about mental health needs among children in Hawaii. In 2021, the US surgeon general highlighted the need to address the nations youth mental health crisis that has been exacerbated by the COVID-19 pandemic¹. According to statistics published by the Annie Casey Foundation, in the 2022 Kids Counts Data Book, there is an increase in self-reported depression and anxiety in Hawaii’s teens since 2016². The 2019 Youth Risk and Behavior Survey, updated in January 2021, reported that Hawaii teen suicide attempts that require medical attention exceed the national average³. Currently, our School Health Partnership Program, School Health Evolution and Expansion For Keiki (SHEEK) is working on a Memorandum of Understanding (MOU) with one school in the Leilehua/Mililani/Waiialua school complex area to provide the following services to school aged children and adolescents. Services include:
 - a. Preventive and clinical health services, including child wellness exams, sports physicals, childhood vaccinations, providing COVID-19 vaccinations and testing.
 - b. Psychological services (such as counseling and therapy)
 - c. Wrap -around support services to address Social Determinants of Health including: e.g. food insecurity, medication delivery, transportation, accessing medical care, service coordination, and language assistance.
 - d. Family engagement and involvement
 - e. Social and emotional support
 - f. Community engagement and involvement

¹ United States. Public Health Service. Office of the Surgeon General. (2021). Protecting Youth Mental Health : U.S. Surgeon General’s Advisory. U.S. Department of Health and Human Services, Public Health Service, Office of the Surgeon General.

² 2022 Kids Count Data Book State Trends in Child Wellbeing. (2022). HAWAII KIDS COUNT Snapshot, The Annie E. Casey Foundation, KIDS COUNT Data Center, <https://datacenter.kidscount.org>

³ Hawaii Department of Health. 2019. Youth Risk Behavior Surveillance System, Teens Who Attempted Suicide. Available at <https://www.hawaiihealthmatters.org/indicators/index/view?indicatorId=2500&localeId=14>

To address the rising mental health needs in Leilehua/Mililani/Waiialua school complex , we are requesting funding to specifically expand and focus on behavioral health services provided to school aged children, their families and school staff. Services to include:

- a. Mental Health In-Service and Education provided by our Behavioral Health Team and School Health Partnership Lead Family Nurse Practitioner
- b. Screenings for Depression and Anxiety
- c. Counseling and Therapy for school aged children and their families, as well as school staff.
- d. Psychological services (such as counseling and therapy)
- e. Wrap -around support services to address Social Determinants of Health including: e.g. food insecurity, medication delivery, transportation , accessing medical care, service coordination, and language assistance.
- f. Family engagement and involvement
- g. Social and emotional support
- h. Community engagement and involvement

2. **The goals and objectives related to the request;**

Goal: Develop, expand, and strengthen a sustainable relationship with the Department of Education and Hawaii Keiki Nurses to address the mental health consequences of the COVID-19 pandemic in the Leilehua/Mililani/Waiialua Complex. Wahiawa Health will work with the superintendent and school principals to develop a Memorandum of Agreement (MOA) in order to provide needed behavioral health services to school aged children, their families and school staff within a school or schools in the Leilehua/Mililani/Waiialua Complex Area.

Objectives:

- a. Facilitate early identification of mental health concerns by appropriate screening, assessment, and follow-up.
- b. Improve efficiency and coordination of mental health services and medical services among school-based professionals and Wahiawa Health pediatrics, family medicine, behavioral health providers and clinical support services.
- c. Reduce the stigma associated with mental health treatment by providing behavioral health services in environments where children are located (e.g. telehealth at school), with visits on-site at Wahiawa Health as recommended by behavioral health and medical team.
- d. Provide school staff training and support by sharing knowledge, skills and information.
- e. Provide Wrap -around support services to address Social Determinants of Health including: e.g. food insecurity, medication delivery, transportation, accessing medical care, service coordination, and language assistance.

3. The public purpose and need to be served;

The public purpose is to increase access to behavioral health services, in partnership with Department of Education and Hawaii Keiki Nurses, to our school-aged children, their families and school staff in the Leilehua/Mililani/Waialua complex. Increasing access to behavioral services will help to address the raising concerns about mental health needs among children in Hawaii.

4. Describe the target population to be served; and

Based on the DOE 2022-2023 enrollment report⁴, the Leilehua -Mililani-Waialua Complex is comprised of twenty schools and serves approximately 15,062 students.

Wahiawa (zip code: 96789)

| | |
|---|-------------|
| All Wahiawa Elementary Schools | 3,173 Keiki |
| Wahiawa Middle School) and Wheeler Middle School (6th-8th grades | 1296 Keiki |
| Leilehua High School (9 th -12 th) | 1625 Keiki |

Mililani (zip code: 96789)

| | |
|---|-------------|
| All Mililani Elementary Schools | 3,075 Keiki |
| Mililani Middle School (6 th -8 th grades) | 1,580 Keiki |
| Mililani High School (9 th -12 th) | 2,565 Keiki |

Waialua (Zip Code 96791)

| | |
|--|-----------|
| Haleiwa and Waialua Elementary Schools | 670 Keiki |
| Waialua High and Intermediate | 621 Keiki |

⁴Hawaii State Department of Education 2022-2023 School Enrollment Report available at : <https://www.hawaiipublicschools.org/DOE%20Forms/Enrollment/HIDOEenrollment2022-23.pdf> accessed on 1/16/2023

5. Describe the geographic coverage.

Wahiawā Health's service area is home to 108,323 residents, of which 22.3% live at or below 200% of Federal Poverty Guidelines. The service area covers Mililani, Mililani Mauka, Wahiawā, Whitmore Village, Poamoho Village, Upper Kunia, Waialua, Mokuleia. Wahiawā Health serves a Medically Under-served Population (MUP) with the highest MUP score on O'ahu - 64.1. This unique community is comprised of Indigenous Peoples- Kanaka Maoli (Native Hawaiian), multi-generational plantation workers and farmers (majority identify as Japanese, Chinese, Portuguese, and Filipino), and more recently migrated groups of Pacific Islanders, identified by some as "Micronesians", who are more respectfully known in the community as Chuukese, Pohnpeian, Marshallese, and Yapese.

Wahiawā (population 17,555) is located 21 miles north of Honolulu and sits in the center of the island, on the plateau or central valley between the two volcanic mountains that compose the island's surface. Mililani lies just five miles south of Wahiawā, while Waialua lies 9.8 miles northwest of Wahiawā. Lakes and reservoirs are rare in Hawai'i; therefore, Wahiawā is a unique place being that it is surrounded on three sides by Lake Wilson (aka the Wahiawā Reservoir or Kaukonahua). Lake Wilson is the second largest reservoir in the state, spanning 302 acres. The reservoir feeds irrigation for many agricultural fields in the area, including the Dole Pineapple Plantation fields located north of the city. The Wahiawā Public Fishing Area includes a portion of the privately-owned Wahiawā Reservoir (Lake Wilson) in the central portion of O'ahu. The Wahiawā State Freshwater Park is located along the South Fork of the Reservoir and includes a boat launching ramp and vehicle-trailer parking areas. The O'ahu Metropolitan Planning Organization sums up the geographical isolation of Wahiawā, stating, "while the coastal plains are relatively flat, O'ahu's interior terrain is divided by two primary mountain ranges that make access between communities difficult. Many of the established communities on the island have only one roadway into and out of the area." The town can only be accessed by either of two bridges on the Kamehameha Highway (State Rte. 80) across the narrow north and south arms of the reservoir. The Karsten Thot Bridge provides access to the north while the Wilson Bridge provides access to the south. Should these two bridges close, which they often do for construction, homeless encampment sweeps or inclement weather, residents are isolated to the town until the bridge/s can be repaired and reopened. The Schofield Barracks lie west of Wahiawā and house approximately 20,229 service members and their family members. The Wheeler Army Airfield lies south of Wahiawā and the Schofield Barracks East Range – an Army training area – extends into the hills south and east of town, separating Wahiawā from Mililani and Mililani Mauka. Schofield Barracks alone is larger than

Wahiawā in population, however, several service men and women and their families come to Wahiawā for healthcare services. Wahiawā is also home to the US Navy's Naval Computer and Telecommunications Area Master Station Pacific. This base provides operational direction and management to all Pacific Naval Telecommunication System users of the US Navy. Mililani (population 28,343) sits west of H-2, just south of Wahiawā, off Route 99. Mililani is a bedroom community, developed in the mid-1960s atop an old plantation. Mililani is home to a more affluent population than Wahiawā harbors. There is a distinct difference between Mililani's double-wall construction track housing, shopping malls, American chain restaurants, and a Starbucks; to Wahiawā's single-wall plantation style homes, small mom and pop shops and restaurants and no Starbucks. Many residents of Mililani commute to work in Honolulu or work at Mililani retailers. In 1976, the Interstate H-2 opened, cutting travel time from Mililani to Honolulu in half. In 1986, Mililani was named an All American City. It is the only community in Hawai'i ever to receive this distinction. Mililani is the third wealthiest zip code (96789) in the state of Hawai'i, according to the 2006 ranking by Pacific Business News.

Waiialua (population 3,700), which lies northwest of Wahiawā, is a North Shore community of roughly 3,700 people. Waiialua is a former sugar mill town and residential area that is quieter and less frequented by tourists than Hale'iwa, its neighbor town to the east. Like Wahiawā, many families living in Waiialua are direct descendants of immigrants brought in to work in the sugarcane plantations. Historically, the lands in the core area around Waiialua and Kaiaka Bay are believed to have supported 6,000-8,000 Native Hawaiians prior to Western contact. One important element of the cultural landscape of Waiialua is its strong connective force to the traditional understandings of spiritual realms and forces linked to physical tangible sites. The overall concentration of archaeological sites throughout the moku (district) indicate that, Waiialua was viewed as an important area to invoke and sustain mana (spiritual force and energy) for purposes of political and social order.

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;

Scope of Work:

Develop, expand, and strengthen a sustainable relationship with the Department of Education and Hawaii Keiki Nurses to address the mental health consequences of the COVID-19 pandemic in the Leilehua/Mililani/Waiialua Complex. Wahiawa Health will work with the superintendent and school

principals to develop a Memorandum of Understanding (MOU) in order to provide needed behavioral health services to school aged children, their families and school staff within a school or schools in the Leilehua/Mililani/Waiialua Complex Area.

Task and Responsibilities:

- A. Increase access to behavioral, medical and social services to school children, their families and school staff. Health services will be delivered on-site at schools , on-site school health clinics and programs, mobile clinics, in the community, and/or other venues or events serving school-aged youth and families, and school staff.

Services Include

- ✓ Facilitate early identification of mental health concerns by appropriate screening, assessment, and follow-up.
- ✓ Improve efficiency and coordination of mental health services and medical services among school-based professionals and Wahiawa Health pediatrics, family medicine, behavioral health providers and clinical support services.
- ✓ Reduce the stigma associated with mental health treatment by providing behavioral health services in environments where children are located (e.g. telehealth at school), with visits on-site at Wahiawa Health as recommended by behavioral health and medical team.
- ✓ Provide counseling, psychological services, and social services to address the growing mental health consequences of the COVID-19 pandemic.
- ✓ Provide school staff training and support by sharing knowledge, skills and information.
- ✓ Wrap-around support services to address the social determinants of health that affect the overall health of children, their families and school staff (e.g., food; medication delivery; transportation; accessing care assistance; service coordination; language assistance)
- ✓ Social and emotional support.
- ✓ Family engagement and involvement.
- ✓ Student and family wellness

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

(Pre-Award) Feb- June 2023: Preplanning and Project Management Phase this is anticipated to be funded by DOH/DOE/CDC grant, pending award. Meeting and working with Department of Education leadership to develop a sustainable partnership and begin the process of developing a Memorandum of Understanding (MOU) with one or more schools in the Leilehua/Mililani/Waiialua school complex.

July- September 2023:

1. Project Officer and Director of Behavioral Health to start working closely with executive leadership, CEO, CMO, CCO, COO to create this program. Begin hiring process to hire the following positions: Licensed Clinical Social Worker, Social Services Coordinator, Population and Community Health Coordinator, Community Health Worker, Patient Services Representative, Licensed Mental Health Counselor (LMHC) and psychologists. Develop training for Department of Education staff on program goals, activities.
2. Wahiawa Health continues to work with the superintendent and school principals to develop a Memorandum of Agreement (MOA) in order to provide needed behavioral health services to school aged children, their families and school staff within a school or schools in the Leilehua/Mililani/Waiialua Complex Area.
3. Project Manager meets with Director of Behavioral Health, school staff, principals, Hawaii Keiki Nurses to develop mental health services.

September 2023- June 2024

1. Program begins and aligns with the start of the school year
2. Wahiawa Health continues to work with the superintendent and school principals to develop a Memorandum of Understanding (MOU) in order to provide needed behavioral health services to school aged children, their families and school staff within a school or schools in the Leilehua/Mililani/Waiialua Complex Area.
3. Project Manager meets with Director of Behavioral Health, school staff, principals, Hawaii Keiki Nurses to develop mental health services program.
4. Training School Staff on Program, goals, activities, screenings tools and referral processes.
5. Facilitate early identification of mental health concerns by appropriate screening, assessment, and follow-up.
6. Provide comprehensive health screenings at Wahiawā Health, designated school sites, mobile clinics, in the community, and/or other venues. These screenings will be conducted by Wahiawā Health staff and school health nurses and aides to screen for the following:
 - a. Depression/Anxiety and/or any other Behavioral Health problem
 - b. Chronic Diseases that could be affecting mental health, such as Diabetes, Obesity, Hypertension Vision/Hearing/Dental
 - c. Other deterrents to health that can affect mental health , such as food and housing insecurity that could be the cause of poor health outcomes.
7. Connect children (and their families and staff) and Department of Education staff to mental health services as identified by screening to Wahiawā Health.
8. Provide counseling, psychological services, and social services to address the growing mental health consequences of the COVID-19 pandemic

9. Providing primary care services to improve overall health and wellbeing of school aged children, their families : Family Medicine and/or Provider will provide comprehensive medical services to school aged children, adolescents, teenagers, family, and school staff. Services includes health promotion, disease prevention, health maintenance, counseling, patient education, diagnosis and treatment of acute and chronic illnesses.
10. Connect children (and their families and staff) and Department of Education staff to any health and social services needed as identified by screening to Wahiawā Health and/or other agencies.
11. Connect children (and their families and staff) and Department of Education staff to social and emotional supportive services provided by Wahiawa health or community partners (e.g. church).

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

A. Monitoring the Program

- a. Bi-Weekly meetings with executive leadership for the first six months of the program to review program progress and to address any area of concern, identify areas in need of improvement, strengths and weaknesses of the program.
- b. Weekly staff meeting in the first one month of the program to discuss areas of improvement, concern, problems that have arises during delivery of health services at mobile clinics and onsite at Wahiawā Health.
- c. Monthly Staff Meeting to give staff updates on the progress of the program, review monthly plan and goals to ensure that we are meeting our program goals and objectives.
- d. Reviewing monthly standard performance measures that evaluates at minimum:
 1. Type and number of activities and services provided to school aged children, families and staff.
 2. Number of school-aged children, their families and staff receiving screenings for:
 - a. Depression/Anxiety and/or any other Behavioral Health problem
 - b. Chronic Disease such as Diabetes, Obesity, Hypertension
 - c. Vision/Hearing/Dental
 - d. Other deterrents to health that affects mental health, such as food and housing insecurity.

B. Improving the Program

Identifying and selecting performance measures:

Reviewing the Health services and programs delivered to school-aged youth, families and school complex staff. At minimum this will include:

Creating a standard set of performance measures that evaluates:

- a. Type and number of activities and services provided to school-aged children, families and staff
- b. Depression/Anxiety and/or any other Behavioral Health problem screenings completed
- c. Chronic Disease such as Diabetes, Obesity, Hypertension screenings completed
- d. Vision/Hearing/Dental screenings completed
- e. Other deterrents to health contributing to health inequities such as food and housing insecurity screenings completed.

C. Analyzing the Program

- a. Identifying the strengths of the program
- b. Identify challenges of the program
- c. Identify weaknesses of the program
- d. Promising outcomes of the program

D. Evaluation

a. Collaboration and partnerships

1. What schools is Wahiawā Health is working with?
2. Do some schools require more services than others?
3. What community partnerships have been established as a result of this program?

b. Situational assessment

1. Assess current capacity to deliver school health services from the perspectives of Hawaii Department of Education, Hawaii Keiki Nurses and Wahiawa Health.
2. Identify best practices in school health services and programs.
3. Identify gaps that delay early identification of mental health concerns by appropriate screening, assessment, and follow-up.
4. Identify gaps that decrease efficiency and coordination of mental health services and medical services among school-based professionals and Wahiawa Health pediatrics, family medicine, behavioral health providers and clinical support services.

5. Identify successful school and community health center communication strategies and tools to increase access to mental services, medical services and clinical support services
6. Identify gaps in school and community health center communication strategies and tools.

c. Capacity building

1. Reviewing the program to improve short term effectiveness.
2. Reviewing the program to review long- term effectiveness.
3. Reviewing the continuous progress of the program to create a sustainable and effective partnership with a Memorandum of Understanding (MOU) with Wahiawa Health, Department of Education and one or more schools in the Wahiawa/Waiialua/Mililani School complex.
4. Develop and increase communication, education, and training capacity to provide technical assistance for the delivery and implementation school health services and programs.
5. Develop and increase capacity for community and partner engagement and outreach, both traditional and non-traditional.
6. Develop and increase capacity for media engagement and outreach via traditional, non-traditional, and social media channels.

- 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.**

PERFORMANCE MEASURES:

Reviewing the Health services and programs delivered to school-aged youth, families and school complex staff.

At minimum this will include:

Standard set of performance measures that evaluates:

- a. Type and number of activities and services provided to school-aged children, families and staff. Services that will be tracked include: Behavioral Health / Mental Health services, Medical or Social Services. Activities that will be tracked include outreach, community/school wellness fairs, in-services, training for school staff and Wahiawa Health staff.
- b. Depression/Anxiety and/or any other Behavioral Health problem screenings completed.
- c. Chronic Disease Screenings to identify conditions that can affect mental health, such as Diabetes, Obesity, Hypertension screenings completed
- d. Other screenings that can affect mental health: Vision/Hearing/Dental screenings completed
- e. Other deterrents to health that can be affecting mental health, such as food and housing insecurity screenings completed.
- f. Schools served by Wahiawa Health with name, full address, type (elementary, middle/intermediate, high school)
- g. Number of students enrolled in or served by Wahiawa Health on-site school health program and listed by school
- h. Number of Memorandum of Understanding (MOU) developed, executed and implemented.
- i. Provide success stories, lessons learned, barriers, and innovations to activities, services, and programs.

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)- **Attachment C**
 - b. Personnel salaries and wages (Link)- **Attachment D**
 - c. Equipment and motor vehicles (Link)- **Attachment E**
 - d. Capital project details (Link)- **Attachment F**
 - e. Government contracts, grants, and grants in aid (Link)- **Attachment G**
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 |
|--------------|--------------|--------------|------------|-------------|
| \$149,977.50 | \$149,977.50 | \$149,977.50 | 149,977.50 | \$599,910 |

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2024.
 - a. **CDC/DOH/HPCA School Health Partnership Program \$100,000**
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. **N/A**
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. **Please see Attachment G**
6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2022.
\$740,854.77

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.

Wahiawā Health's Key Management Staff CVs Attachment H :

Chief Operations Officer and Pharmacy Director: Ku'upua "Pua" Akana, PharmD, BC-ACP

Dr. Akana Provides leadership, day-to-day management and oversight of the organization's clinical, pharmacy, facilities, operations and grant projects. Provides direct oversight of organizational development, design and improvement to ensure that quality medical and pharmacy services are aligned with the mission, values and objectives of Wahiawa Health. Responsible for managing grant programs that total average over one million dollars a year. Writes grants that align with the organization's operational goals. Responsible for the overall operation, management, compliance and the strategic direction of Wahiawa Health 340 B Pharmacy. Plans, manages, organizes and coordinates 340 B pharmacy services for Wahiawa Health. Oversees nineteen contract pharmacies , total revenue of pharmacy one million dollars per year.

Chief Medical Officer: William "Paul" Berg, MD

Dr. Berg provides leadership, day -to -day management and oversight of the medical and behavioral health providers. He has worked with schools specifically targeting high risk youths, addressing high rates of STDs. He has also created programs for teenagers advocating for health behaviors and access to health care via telehealth.

Chief Executive Officer: Bev Harbin

Bev established the Health Center 2012. She secured large grants to open Wahiawa Health. She has years of experience in community organizing and running grant funded programs. Bev is responsible for setting and executing the organization's strategy, allocating capital and building, overseeing the executive team and leading the overall performance of the organization.

Accountant: Shekinah Tolentino

Shekinah has manages all financial aspects of all grant-funded programs in coordination with our CFO, CEO and COO. Assist CFO with projects related to accounting and administrative tasks. Maintain accurate and timely record of grant income and expenditures. Perform procedures for efficient and confidential processing

of invoices, timesheets, accounting data entry into accounting software. Assists in conducting regular budget review of programs. Reconciles and performs grant closeout functions required by contract administration.

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.

Wahiawā Health will be utilizing existing space at 302 California Ave, Suites 106 , 214 and 216. We provide a hybrid of appointment types to meet the needs of the community, this includes face-to-face appointments , telehealth appointments, visits onsite at schools utilizing our outreach van, which is used for community outreach events, outreach to homeless populations and encampments, and for home visits.

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.

To address the rising mental health needs in Leilehua/Mililani/Waiialua school complex , the *SCHOOL HEALTH EVOLUTION AND EXPANSION FOR KEIKI (SHEEK)* Program will specifically expand and focus on behavioral health services provided to school aged children, their families and school staff. This program will require an integrative health care team to provide behavioral health services.

This program will be an extension of clinical operations at Wahiawa Health. Administrative direction will be provided by the Chief Executive Officer (CEO), Chief Medical Officer (CMO) and the Chief Operations Officer (COO). The Chief Operations Officer oversees and implements all grant programs at Wahiawa Health. The COO also oversees all support staff, including Patient Service Representatives, Medical Assistants, Community Health Workers (CHW), Population and Community Health Coordinator and Clinical Operations Manager. Together with the support staff, the COO ensures all grant deliverables and activities are completed on time and at the highest level of quality. The Chief Medical Officer (CMO) oversees all providers including the Director of Behavioral Health, psychologists, physicians, Nurse Practitioner's (APRN), Licensed Clinical Social Worker and Mental Health Counselor to ensure high quality medical care.

Please see attachment I- For Specific Job Descriptions Related to this Project

2. Organization Chart- Attachment J

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.

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.

\$180,000 **Chief Executive Officer**

\$ 240,000 **Chief Operating Officer and Director of Pharmacy**

\$ 290,000 **Chief Medical Officer**

VII. Other

1. Litigation

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

None

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.

Wahiawā Health is a Federally Qualified Health Center licensed and certified by Health Resources and Services Administration (HRSA) through the federal government. In addition, all providers are fully licensed and in good-standing with their affiliated professional organizations and the State's licensing oversight offices (DCCA and DOH).

3. Private Educational Institutions

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

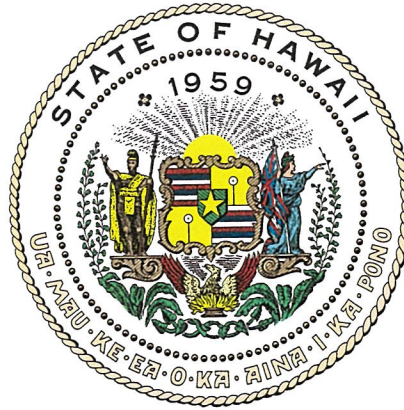
4. Future Sustainability Plan

The applicant shall provide a plan for sustaining after fiscal year 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.

Wahiawā Health is continuously learning and researching billing methods to provide sustainable services to school aged children and adolescents. Billing methods are vital to sustain the program. We will be researching on how to bill for vaccines, wellness exams, physicals and mental health services on-site at the school or via telehealth. We have mix of Med-Quest , Private Pay and Military families in our service area. We will be reaching out to each insurance company to identify allowable billable services.

Wahiawā Health will continue to write grants and look for opportunities for funding to provide and expand Behavioral Health services so desperately needed in Central O'ahu and North Shore regardless of our state's support. The reason is morally simple - Wahiawā Health is the only source of comprehensive medical, behavioral health and enabling services in Central O'ahu and North Shore. Now, more than ever, is the time for support.



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

THE WAHIAWA CENTER FOR COMMUNITY HEALTH

was incorporated under the laws of Hawaii on 01/25/2012 ; that it is an existing nonprofit corporation; and that, as far as the records of this Department reveal, has complied with all of the provisions of the Hawaii Nonprofit Corporations Act, regulating domestic nonprofit corporations.



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

Dated: January 13, 2023

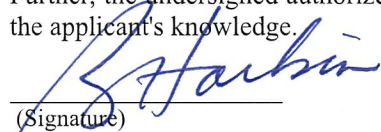
Director of Commerce and Consumer Affairs

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

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants pursuant to Section 42F-102 and 42F-103, Hawai'i Revised Statutes:
 - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant is awarded;
 - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
 - c) Agrees not to use state funds for entertainment or lobbying activities; and
 - d) Allows the state agency to which funds for the grant were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant.
- 2) The applicant's name, public purpose for the grant, and the services and target groups are outlined within the application. The application also includes the cost of the grant and the budget pursuant to Section 42F-102.
- 3) If the applicant is an organization, the applicant meets the following requirements pursuant to Section 42F-102 and 42F-103, Hawai'i Revised Statutes:
 - a) Is incorporated under the laws of the State; and
 - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant is awarded shall be conducted or provided.
- 4) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawai'i Revised Statutes:
 - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
 - b) Has a governing board whose members have no material conflict of interest and serve without compensation.

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


(Signature)

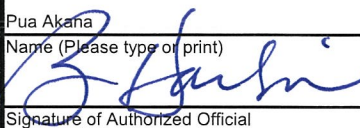
1/19/2023
(Date):

Beverly Harbin, CEO
The Wahiawa Center for Community Health dba Wahiawa Health

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2023 to June 30, 2024

Applicant: The Wahiawa Center for Community Health

| BUDGET CATEGORIES | Total State Funds Requested (a) | Total Federal Funds Requested (b) | Total County Funds Requested (c) | Total Private/Other Funds Requested (d) |
|---|------------------------------------|--|-------------------------------------|--|
| A. PERSONNEL COST | | | | |
| 1. Salaries | 599,910 | | | |
| 2. Payroll Taxes & Assessments | | | | |
| 3. Fringe Benefits | | | | |
| TOTAL PERSONNEL COST | 599,910 | | | |
| B. OTHER CURRENT EXPENSES | | | | |
| 1. Airfare, Inter-Island | | | | |
| 2. Insurance | | | | |
| 3. Lease/Rental of Equipment | | | | |
| 4. Lease/Rental of Space | | | | |
| 5. Staff Training | | | | |
| 6. Supplies | | | | |
| 7. Telecommunication | | | | |
| 8. Utilities | | | | |
| 9 | | | | |
| 10 | | | | |
| 11 | | | | |
| 12 | | | | |
| 13 | | | | |
| 14 | | | | |
| 15 | | | | |
| 16 | | | | |
| 17 | | | | |
| 18 | | | | |
| 19 | | | | |
| 20 | | | | |
| TOTAL OTHER CURRENT EXPENSES | | | | |
| C. EQUIPMENT PURCHASES | | | | |
| D. MOTOR VEHICLE PURCHASES | | | | |
| E. CAPITAL | | | | |
| TOTAL (A+B+C+D+E) | 599,910 | | | |
| SOURCES OF FUNDING | | Budget Prepared By: | | |
| (a) Total State Funds Requested | | Pua Akana | 808-622-1618 | |
| (b) Total Federal Funds Requested | | Name (Please type or print) | Phone | |
| (c) Total County Funds Requested | |  | | 1/19/2023 |
| (d) Total Private/Other Funds Requested | | Signature of Authorized Official | Date | |
| TOTAL BUDGET | | Beverly Harbin, CEO | | |
| | | Name and Title (Please type or print) | | |

BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2023 to June 30, 2024

Applicant: The Wahiawa Center for Community Health

| POSITION TITLE | FULL TIME EQUIVALENT | ANNUAL SALARY A | % OF TIME ALLOCATED TO GRANT REQUEST B | TOTAL STATE FUNDS REQUESTED (A x B) |
|---|----------------------|--------------------|---|--|
| PROJECT MANAGER | 0.25 | \$145,000.00 | 25.00% | \$ 36,250.00 |
| LICENSED CLINICAL SOCIAL WORKER (LCSW) | 1 | \$85,000.00 | 100.00% | \$ 85,000.00 |
| SOCIAL SERVICES COORDINATOR | 1 | \$70,000.00 | 100.00% | \$ 70,000.00 |
| DIRECTOR OF BEHAVIORAL HEALTH | 0.25 | \$152,000.00 | 25.00% | \$ 38,000.00 |
| CHIEF OPERATIONS OFFICER | 0.25 | \$240,000.00 | 25.00% | \$ 60,000.00 |
| POPULATION AND COMMUNITY HEALTH COORDINATOR | 1 | \$45,760.00 | 100.00% | \$ 45,760.00 |
| COMMUNITY HEALTH WORKER | 1 | \$48,000.00 | 100.00% | \$ 48,000.00 |
| PATIENT SERVICE REPRESENTATIVE | 2 | \$44,000.00 | 100.00% | \$ 44,000.00 |
| LICENSED MENTAL HEALTH COUNSLER (LMHC) | 1 | \$88,000.00 | 80.00% | \$ 70,400.00 |
| PSYCHOLOGIST | 0.5 | \$75,000.00 | 50.00% | \$ 37,500.00 |
| PSYCHOLOGIST | 0.5 | \$130,000.00 | 50.00% | \$ 65,000.00 |
| | | | | \$ - |
| | | | | \$ - |
| | | | | \$ - |
| TOTAL: | | | | 599,910.00 |

JUSTIFICATION/COMMENTS:

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Period: July 1, 2023 to June 30, 2024

Applicant: The Wahiawa Center for Community Health

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

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

BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS

Period: July 1, 2023 to June 30, 2024

Applicant: The Wahiawa Center for Community Health

| FUNDING AMOUNT REQUESTED N/A | | | | | | |
|------------------------------|--|---------------|-----------------------|----------------------------------|--------------------------------------|---------------|
| 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 | | | | | | |
| TOTAL: | | | | | | |
| JUSTIFICATION/COMMENTS: | | | | | | |

Attachment G - Government Contracts, Grants, and Grants in Aid

GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID

Applicant: The Wahiawa Center for Community Health

Contracts Total: \$ 5,908,563.00

| CONTRACT DESCRIPTION | EFFECTIVE DATES | AGENCY | GOVERNMENT ENTITY (U.S./State/Hawaii/ Honolulu/ Kauai/ Maui County) | CONTRACT VALUE |
|--|-------------------------|---|---|-----------------|
| 1 City and County Grants-in-Aid (GIA) | 01/01/2021 - 12/31/2021 | City & County of Honolulu | Honolulu County | \$ 125,000.00 |
| 2 Telehealth Expansion Grant | 12/01/2020 - 12/31/2021 | Centere and NACHC | Federal | \$ 150,000.00 |
| 3 Medication Therapy and Management | 01/01/2021 - 12/31/2021 | Direct Relief and BD | Private | \$ 149,975.00 |
| 4 1815 Diabetes and Hypertension Management | 06/30/2020 - 06/29/2021 | CDC and HPCA | Federal & State | \$ 26,000.00 |
| 5 COVID-19 Response | 04/29/2020 - 07/28/2020 | Hawaii Community Foundation | Private | \$ 100,000.00 |
| 6 Cares Act | 03/01/2020 - 12/30/2020 | HPCA | Federal | \$ 750,000.00 |
| 7 ARPA | 07/01/2021 - 06/30/2023 | HRSA | Federal | \$ 1,172,750.00 |
| 8 School Health Program | 11/22/2021 - 11/21/2023 | HPCA, DOE, DOH | State | \$ 390,917.00 |
| 9 ECT | 07/01/2020 - 06/30/2021 | HRSA | Federal | \$ 167,929.00 |
| ## Comprehensive Primary Care Services | 01/01/2013 - 06/30/2021 | State, Family Health Services Div | State | \$ 156,669.00 |
| ## PPP | 4/7/2020 | SBA | Federal | \$ 318,800.00 |
| ## Telehealth Support | 01/01/2020 - 12/31/2020 | HMSA | Private | \$ 100,000.00 |
| ## WH Medical Building Renovation | 2017-2020 | State, Accounting, and General Svcs. | State | \$ 700,000.00 |
| ## BD Helping Build Health Communities | 03/15/2022 - 03/30/2023 | Direct Relief | State | \$ 270,000.00 |
| ## City and County Grants-in-Aid (GIA) | 10/01/2022 - 09/30/2023 | City & County of Honolulu | Honolulu County | \$ 199,984.00 |
| ## Health Equity in COVID-19 Prevention and Mitigation | 04/11/22 - 11/30/2023 | Hawaii Public Health Institute | State | \$ 150,000.00 |
| ## 1815 Diabetes and Hypertension Management | 06/30/2021 - 06/29/2022 | CDC and HPCA | Federal & State | \$ 31,000.00 |
| ## Family Planning and Related Preventive Health Svcs. | 02/01/2022 - 03/31/2023 | Essential Access Health | Federal | \$ 108,000.00 |
| ## Expanding Access to High Quality Patient Family Planning Services | 10/01/2022 - 03/31/2023 | Essential Access Health | Federal | \$ 30,000.00 |
| ## Tobacco Cessation Program | 07/01/2022 - 06/30/2023 | Hawaii Community Foundation | Private | \$ 150,000.00 |
| ## Malama Kupuna Expansion | 12/8/2022-12/07/2023 | Atherthon Family Foundation | Private | \$ 100,000.00 |
| ## 2022 Implementation, Infusion and Investment Initiative | 12/16/2022-12/31/2023 | AlohaCare | Private | \$ 75,000.00 |
| ## Wahiawa Health H8G ECV FY 2022-2023 | 12/1/2022-5/31/2023 | HRSA | Federal | \$ 86,539.00 |
| ## State Grants-in-Aid (GIA) 2022-2023 | TBA | State, Department of Labor and Industrial Relations | State | \$ 400,000.00 |
| ## | | | | |
| ## | | | | |
| ## | | | | |
| ## | | | | |
| ## | | | | |
| ## | | | | |
| ## | | | | |

Ku'upua Akana, PharmD, BC-ACP

47-252 Ahuimanu Rd, Kaneohe, HI 96744
pakana@wahiawahealth.org – Cell: (808) 333-9290

EDUCATION

| | |
|--|----------|
| University of Hawaii at Hilo- Daniel K Inouye College of Pharmacy Doctor of Pharmacy PharmD | May 2011 |
| Old Dominion University, Norfolk, VA Major: Pre- Medical/ Dental/Pharmacy Sciences Track Science GPA: 3.75 | May 2006 |
| Old Dominion University, Norfolk, VA Bachelor of Science Major: Dental Hygiene Minor: Business Management Magna Cum Laude | May 2003 |

LICENSURE AND CERTIFICATION

| | |
|---|------|
| Board Certified Ambulatory Care Pharmacist (BC-ACP) Board of Pharmacy Specialties | 2017 |
| Pharmacist Hawaii Pharmacist License PH-3222 | 2011 |

EMPLOYMENT

| | |
|--|---------------|
| Chief Operations and Director of Pharmacy <i>Wahiawa Center for Community Health</i> <i>Wahiawa, Hawaii</i> Provides leadership, day-to-day management and oversight of the organization's clinical, pharmacy and facilities operations. Assists the Chief Executive Officer (CEO) with implementation of the organization's plan, and quality programs. Provides direct oversight of organizational development, design and improvement to ensure that quality medical and pharmacy services are aligned with the mission, values and objectives of Wahiawa Health. Responsible for the overall operation, management, compliance and the strategic direction of Wahiawa Health 340 B Pharmacy. Plans, manages, organizes and coordinates 340 B pharmacy services for Wahiawa Health. Oversees nineteen contract pharmacies , total revenue of pharmacy one million dollars per year. Responsible for managing grant programs that total average over one million dollars a year. Writes grants that align with the organization's operational goals. | 2021- Present |
|--|---------------|

Ambulatory Care Clinical Pharmacy Manager

2012-2020

*Waianae Coast Comprehensive Health Center**Waianae, Hawaii*

Anticoagulation Clinic Manager- responsible for three anticoagulation clinics within the health center. Ensures annual compliance with Federal and State Statutory requirements, rules and regulation. Monitors and reviews prescribed medication therapy for inappropriate doses, possible adverse drug reactions, and adherence concerns.

Evaluates and documents clinical responses to therapy including adverse reactions and efficacy. Collaborates with prescribers, interdisciplinary care teams, patients and/or caregivers to identify and develop patient-specific disease state therapy goals
Coordinates medication reconciliation across the continuum of care by providing comprehensive reviews, addressing adherence concerns, assisting with patient education and monitoring clinical outcomes to help prevent unnecessary readmissions, gaps in care and adverse drug reaction. Served as a Drug Information specialist in the Primary Clinic Setting. Provided medication therapy management for a variety of chronic diseases including but not limited to, Atrial Fibrillation, Asthma, Hypertension, COPD, Hyperlipidemia, Heart Failure and Diabetes. Performed patient-centered medication adherence monitoring to help patients identify barriers with adherence and develop solutions to overcome those barriers. Orders appropriate laboratory tests necessary to monitor and support patients drug therapy based on established protocols. Analyzed laboratory test data to modify drug therapy and dosing as necessary. Recommended medications, including initiation, continuation, discontinuation to improve medication related outcomes.

Outpatient 340-B Staff Pharmacist

2011-2012

*Waianae Coast Comprehensive Health Center**Waianae, Hawaii*

Collaborated with colleagues, technicians and leading pharmacists in effective prioritization and filling of orders. Educated patients on possible drug interactions, potential side effects and optimal methods of administration. Developed network of medical professionals whose referrals led to increase of prescriptions. Reviewed patient medication profiles and medical records to screen for appropriate drug selection, dosing, contraindications, side effects and therapeutic outcomes. Verified safety and accuracy of physician orders. Verified patient data and billing information to discover and resolve erroneous bills due to system errors
Interpreted prescriptions from healthcare providers to properly dispense medications and health products. Evaluated appropriateness of drug therapy based on patient-specific factors and drug information. Achieved and maintained top customer satisfaction and retention by cultivating productive relationships with patients. Verified safety and efficacy of medication usage by reporting adverse drug effects, medication errors and other quality issues. Ensured compliance with strict health, industry and organizational regulations. Assisted patients with over-the-counter medication recommendations and responded to questions concerning drug interactions.

ACCOMPLISHMENTS, HONORS AND AWARDS

- Expanding Care and Improving Outcomes in Kupuna, Co-author, Project Manager** 2022
Project Summary: Expansion of our current Malama Kupuna Program to address mental health, social determinants of health, medication safety, reduce and inappropriate medication use and polypharmacy.
Organization: *Hawaii Community Foundation; Atherton Community Grant*
- Reducing COVID-19 -Related Health Disparities by applying principals of Cultural Safety and Cultural Humility at Wahiawa Center for Community Health. Grant Writer, Project Manager** 2022
Project Summary: Increase community capacity to prevent and control COVID infections and transmission by using a layered prevention approach that expands education, communication, and outreach strategies to promote healthy behaviors that prevent and control the spread of COVID.
Organization: *Hawaii Institute of Public Health*
- School Health Partnership Program: School Health Evolution and Expansion for Keiki (SHEEK), Co-author, Project Manager** 2022
Project Summary: Develop, expand and strengthen a sustainable relationship with the Department of Education address the consequences of the COVID-19 pandemic in school aged youth, their families and school staff in the Leilehua/Mililani/Waiialua School Complex.
Organization: *Hawaii State Grant In- Aid (GIA).*
- Tobacco Cessation Services in Vulnerable Populations:** 2022
Project Summary: Create tobacco cessation program that provides Nicotine Replacement Services to Native Hawaiians, individuals with Substance Use Disorder (SUD), patients of low- socioeconomic status and psychiatric patients.
Organization: Hawaii Community Foundation
- Comprehensive Medication Management , Co-author , Project Manager** 2022
Project Summary: Received year two of funding to continue the Innovative model of care that addresses Type 2 Diabetes and Hypertension in our community . Our integrated care team includes a Pharmacist, Pharmacy Technician and Community Health Worker. This team utilizes our mobile outreach van and a Community Health Worker to provide more individualized, culturally sensitive care that addresses the social determinants of health to improve medication adherence.
Organization: *BD Helping Build Healthy Community and Direct Relief*
- Vaccination Capacity Grant Program, Grant Writer, Project lead** 2021
Project Summary: Expanded community-based efforts to reduce barriers to

COVID-19 vaccination.

Organization: *Hawaii Community Foundation*

Kaiser Safety Net Vaccine Equity Initiative, Grant Writer, Project lead 2021

Project Summary: COVID -19 vaccination outreach program to increase equitable access to the COVID-19 vaccine in our most vulnerable populations.

Organization: *Kaiser Foundation and Hawaii Primary Care Foundation*

Wahiawa Health Pharmacy Capacity Grant, Co-author 2021

Project Summary: Pilot a mobile pharmacy program that aims to increase medication adherence for vulnerable patients whose chronic health conditions have been exacerbated during the COVID-19 pandemic. Our mobile pharmacy team includes: clinical pharmacist, clinical pharmacy technician and a community health worker.

Organization: *Hawaii Community Foundation*

Medication Therapy Management Grant, Co-author 2020

Project Summary: Innovative model of care that addresses Type 2 Diabetes and Hypertension in our community. Our integrated care team includes a Pharmacist, Pharmacy Technician and Community Health Worker. This team utilizes our mobile outreach van and a Community Health Worker to provide more individualized, culturally sensitive care that addresses the social determinants of health to improve medication adherence.

Organization: *BD Helping Build Healthy Community and Direct Relief*

Pharmacist of the Year 2018

Hawaii Pharmacist Association

Integrated Medication Management Award Nominee- Finalist 2014

U.S. Department of Health and Human Services Administration

Project Lead, WCCHC Anticoagulation Clinic 2013

Project Title: Establishment of Pharmacist managed Anticoagulation Clinic to improve Medication Safety.

Project Summary: Developed business plan and collaborated with physician's and medical administration to write clinical pharmacy service protocols. Implemented Point-of- Care Testing INR Program. Performed Quality Control Study to evaluate Point of Care Testing Meter in comparison to Laboratory testing.

Organization: *Waianae Coast Comprehensive Health Center (WCCHC)*

Young Distinguished Pharmacist of the Year 2012

Hawaii Pharmacist Association

| | |
|---|---------------|
| <p>HRSAs Patient Safety and Clinical Pharmacy Services Collaborative, Project Lead – Waianae Coast Comprehensive Health Center</p> <p>Project Summary: Patient- centered services that promote the appropriate Selection and Utilization of medications to optimize individualized therapeutic Outcomes.</p> <p>Project Activities: Medication Access, patient counseling, preventive care programs, Drug information services to patients, Medication Reconciliation Services, Provider Education, Retrospective Drug Utilization Review, Medication Therapy Management, Disease State Management, Prospective Chart Review and Provider Consultation</p> <p>Organization: U.S. Department of Health and Human Services Administration</p> | 2012 |
| <p>Principle Investigator, Project Lead, Grant Writer</p> <p>Project Title: Expanding the Role of the Pharmacist to improve: Safe Reduction in Hemoglobin A1c and Blood pressure.</p> <p>Project Summary: Evaluation of expanded pharmaceutical services will increase the amount of current diabetic patients receiving regular A1c, cholesterol, and blood pressure readings, Foot checks, Influenza and pneumococcal vaccinations and Diabetes self-management education.</p> <p>Organization: American Pharmacist Association</p> | 2011 |
| <p>Principle Investigator, Project Lead, Grant Writer</p> <p>Project Title: Multidisciplinary Team Approach to Improve Outcomes in Native Hawaiians with Type 2 Diabetes:</p> <p>Project Summary: Expanding the role of the pharmacist to improve the following measurable outcomes: Safe Reduction in A1c, Lipid Reduction and Blood Pressure Control.</p> <p>Organization: Office of Hawaiian Affairs</p> | 2011 |
| <p>Walgreens Pharmacy Scholarship</p> | 2008-2010 |
| <p>Who's Who is Americas Colleges</p> <p>Acknowledged as one of the top college graduates in 2003</p> | 2003 |
| <p>Gene Hirschfeld Dental Hygiene Scholarship</p> <p>Selected as one of the recipients of a partial scholarship for Old Dominion University School of Dental Hygiene Program</p> | 2001 |
| <p>American Association of Health System Pharmacist</p> | 2012-Present |
| <p>American College of Clinical Pharmacists</p> | 2021- Present |

WILLIAM PAUL BERG, M.D.

1683 S Landview Dr • Saratoga Springs, UT • 305-619-4266 • williambergmd@gmail.com

EDUCATION

University of Texas - Houston, Houston, Texas

Family and Community Medicine Residency, July 2013 - 2016

- Concentration in Community Medicine, with elective emphasis in dermatology and procedures
- QI project/research on new digital method of enhancing resident education and collegial interaction. Research submitted to NAPCRG and presented at 2015 annual conference.

Ross University School of Medicine, Dominica, West Indies

Medical Doctorate, M.D., May 2013

GPA 3.4

Arizona State University, Tempe, Arizona

Bachelor of Arts, Interdisciplinary Studies; Concentrations: Family Studies & Biology, May 2009

GPA 3.5

EXPERIENCE

Wahiawa Health - Wahiawa, HI (Non-Profit FQHC Look Alike Organization)

Chief Medical Officer / Quality Improvement Director / Primary Care Physician, April 2021 - Present

- Provide oversight of providers care quality and compliance while improving work life satisfaction
- Quality Improvement Director responsible for creating and operating the department for HRSA compliance
- Developed and implemented unique programs including UDS Care Gap Call Campaigns, Care Gap EMR Curriculum, Diabetes / Lifestyle Clinic, OB-Peds Warm Handoff Integration, DOE Collaborative Services

Revere Health - Eagle Mountain, UT (For Profit Community Care / NextGen Medicare Organization)

Urgent Care / Primary Care Physician, July 2020 - October 2021

- Physician owned and operated clinic. Acting as both an urgent and primary care physician.
- Provide Physician Assistant chart review and care collaboration for 5 mid-level providers.

Puna Community Medical Center - Paho, HI (Non-Profit FQHC Organization)

Urgent Care / Primary Care Physician, July 2018 - June 2020

Ho'ola Lahui Health Center - Kapa'a, HI (Non-Profit FQHC Organization)

Primary Care Physician, July 2017 - July 2018

TeleHealth-HI - Kapolei & Hilo, HI (Telehealth for the Hawaii Youth Challenge Programs)

TeleHealth Urgent Care Physician / Owner, Sept 2017 - June 2020

Waianae Coast Comprehensive Health Center - Waianae, HI (Non-Profit FQHC Organization)

Primary Care Physician, July 2016 - July 2017

TRAINING, VOLUNTEER WORK, AND AWARDS

CERTIFICATIONS

- American Board of Family Medicine, BLS, Suboxone

VOLUNTEER WORK

- Creator, founder, president of GuerillaRoots, 501©3 Corp., non-profit organization 2007 - 2009
- Boy Scouts of America: Cub Scout Master 2007 - 2008, Boy Scout Master 2008 - 2009, 2012 - 2013
- Served a two year mission for the LDS Church January 2003 - December 2004

AWARDS

- Family Medicine Resident Award for Scholarship (AFMRD / NAPCRG) 2015
- District Service Leadership Award / Spark Plug Leadership Award (Boy Scouts of America), 2009 / 2008
- Eagle Scout Award, 2000

BEVERLY WOLFF HARBIN

PROFESSIONAL CREDENTIALS

The Wahiawa Center for Community Health (WCCH). January 1, 2016 – present. Became CEO hired by the Board of Directors in January 2016. Wahiawa Health was opened and services for the community.

The Wahiawa Center for Community Health (WCCH). September, 2011 – December 31, 2015. Contracted consultant with WCCH to complete community health needs assessments; completed designation for MUP and pending HPSA; worked with board of directors and executive team to develop the process to becoming a community health center; oversee administrative consultants for board support, accounting, grant writing; outreach to healthcare industry for financial, data and other support. Provided all other needs of board of directors including various trainings. Ongoing work with local provider for transfer of medical practices. Assisted committees of the board such as government affairs, executive committee, cultural competence and finance committee. Collaborate with board in ongoing community outreach to communicate growth of the WCCH to community and political leaders. All other work as required to complete the opening of a community health center.

FACE HRSA Grant Application and Implementation. March, 2011 coordinated the development and concept of a HRSA grant application to compete for a federal HRSA grant to study the feasibility of a Community Health Center in Wahiawa. Coordinated with a grant writer and submitted formal grant application in May, 2011, which included timeline, method of collection of data and process of completing community input and organizing. Grant awarded to FACE in September, 2011.

September, 2011 – August, 2012: Coordinated and completed required HRSA grant community organizing, focus groups and health assessment/needs surveys. Assisted the community with developing the first annual Wellness Event, as part of the grant requirements for a public community health forum.

Responsible for all HRSA fund disbursements for grant period as the Project Coordinator. Obtained additional private funds to expand public outreach. Responsible for all HRSA and PMS financial and other required quarterly and final reports.

FACE (Faith Action for Community Equity). 2007 – 2013 -. FACE State-wide Healthcare Coordinator. Worked to create a collaborative relationship with the network of Community Health Centers Hawaii, the inter-faith community, other community organizations and public housing to provide social justice in health care, affordable/workforce housing, and foreclosures.

Assisting FACE in developing funding and grants for the Maui and Oahu Branches. Assisting in development and advocacy of healthcare issues on all islands

including State FACE issues and presentations to the health care committees as needed on all islands.

Community Organizer, OH-NO (Ohana Housing Network, Oahu). 2007 to 2011. Community organizer with a focus of Preservation of existing City and County affordable housing Projects.

Coordinated and organized affordable housing buildings and tenants in the City and County of Honolulu Affordable Housing Portfolio for preservation and affordability in perpetuity. Further completed research in identifying other HUD Project based housings projects that will require assistance to keep affordability in perpetuity.

Successfully coordinated in the drafting and passing of a City and County Resolution to develop a City Policy what will include the residents and tenant organizations in the decision making process of the eventual sale of the City and County of Honolulu Housing Portfolio. Resolution identifies the profile of any proposed purchaser. This policy and resolution will mandate that the Office of the Mayor include the tenant organization in the process of selection, criteria, and tenant participation in repair, rehabilitation and development.

Tenant Organizer, Kahuku Elderly Housing. 2007 to 2011. Successfully coordinated and assisted in protecting the HUD Section 8 based funding for a 64 elderly/disabled project in Kahuku Hawaii in 2008. Worked Pro Bono for tenant organization to assist elderly in tenant rights due to an impending sale of the property to a for-profit entity. Coordinating sale protections for elders with office of Honolulu Mayor Peter Carlisle, Office of Community Services, City and County Housing Office and City Council member Ernie Martin and new purchaser to protect rights of elder residents.

FACE (Faith Action for Community Equity). Independent contractor to FACE on issues of Affordable Housing and Healthcare in the State of Hawaii. Work directly with Executive Director in education of members, creation of a Healthcare Summit and issues in healthcare that FACE undertook as action items for 2007 – 2009. Wrote legislative bills and coordinated testimony and passage of bills to protect healthcare in Hawaii. Coordinator and the Hawaii contact for HCAN, Healthcare for American Now!

House of Representatives, State of Hawaii: 2006. Appointed by Governor Linda Lingle to fill a one term vacancy as a member of the State House of Representatives. Represented the district of Honolulu, Downtown/Chinatown/Sheridan/Lower Kalihi/Kakaako.

Voyager Schools. Board member for the Voyager Charter School in Kaka'ako.

Prepaid Health Care Council. Appointed to the State Department of Labor and Industrial Relations Department (DLIR), Prepaid Health Care Council. Responsibilities

to review and approve prepaid health care policy changes and make approval/disapproval recommendations to the Director of DLIR

William S. Richardson School of Law, University of Hawaii at Manoa. Independent contractor to the Hawaii Procurement Institute (HPI) located at the School of Law. Working directly with Professor Danielle Conway-Jones to develop the HPI and the State of Hawaii as a one-of-a-kind program that is geared for providing instruction and programs focusing on the study and teaching of the policies and practices of state, federal and international procurement law. Developed and executed a 3-day conference on prevailing wage standards with the Federal Department of Labor and the HPI.

Hawaii Independent Physicians Association (HIPA): Assist 800 small business, independent physicians state wide with issues relating to the business of the delivery of health care, relations with health plans, patient involvement with health plans and other aspects of doing business in the State of Hawaii. Developed and coordinated an in depth survey of physicians regarding reimbursement, government affairs, and impacts of doing business in the State of Hawaii.

The Chamber of Commerce of Hawaii. An Independent contractor to the Chamber of Commerce of Hawaii from August 2000 – August 2005. Responsibilities to develop, coordinate and support the Small Business Council of the Chamber. Also review all pending legislation as it affects small business. Draft, coordinate and present testimony to legislature. Develop educational forums for small business community to understand issues that relate to their businesses. The specific areas of concern are Health Care (costs and benefits), workers' compensation, Regulatory Barriers, Tort Reform.

Coordinate with other councils and committees in the Chamber. Work with outside agencies such as the Military, Department of Defense. Worked with the Western Region of the Department of Defense for Small Business Advocacy to offer more opportunities for Federal contracts to Local Hawaii small businesses.

Participated on two working groups with the Hawaii Uninsured Project, funded by Robert Wood Johnson and the Federal Department of Health. Focus was to address the working uninsured such as the part-time employee and the independent contractors and the Prepaid Health Care Act.

PROJECT JOBS (Join Our Business Success): Created and managed the Business Retention and Expansion Program, (PROJECT JOBS). Program which is housed in the Foundation of the Chamber of Commerce. Responsibilities included grant proposals, contract negotiations with consultants, development of business survey, development of business support group, development of outreach and coordination with workforce development agencies and additional funding.

Established and managed Hon/Hawaii Auto Repairs in Aiea and Kakaako. Hon/Hawaii was the largest independent auto repair facility in the State of Hawaii from

1990 to June, 2001. Managed 22 employees at 2 locations with sales in excess of 1.5 million. Negotiated and made all decisions on expenses, human resources, financial analysis, IT, operations and marketing.

Established and owned Express Auto Imports, an automobile brokerage company. In 1983 to 1988 imported European Automobiles to Hawaii. Also worked with Auto Brokers in Florida, Texas, New York, and Canada for the import of Japanese Autos from Guam. Represented brokers in establishing Letters of Credit with First Hawaiian Bank in Hawaii and Guam. Coordinated the purchase price, shipping instructions and financial disbursements of Toyota, Honda and Suzuki automobiles from Guam to United States. Purchases were usually a minimum of \$50 million.

Horsemanship. Worked with and trained horses from 1956 to 1990. While this was always a hobby, in 1988 to 1990 began to professionally train horses for owners. Also worked with The Women's and Children's Counseling Center, and its Director Dr. Katrina Digman, PHD. In this capacity worked with handicapped children and abused women in coordination with horse therapy for mental and physical confidence building. This was a pilot program in the State of Hawaii for horse therapy for women and children.

Past President & Board Member, Kaka'ako Improvement Association (KIA). Worked closely with Hawaii Community Development Authority (HCDA) in considering community concerns relating to decisions that affect Kakaako; most recently notably the development of the Makai Area, and the infrastructure improvements throughout Kakaako on both Mauka and Makai. In this capacity for three years, worked with major landowners in overall development and business concerns.

Worked with President Evan Dobbelle, University of Hawaii and Dean Ed Cadman, Dean of the UH Medical School regarding a move of the Medical School to Kakaako and develop a Bio Tech park and Medical School Complex. Assisted in obtaining \$150 Million in public funds from the 2001 Legislature.

Worked with Kajima, USA and the Hawaii Community Development Agency to coordinate community support and input for the Kewalo Marine Science Center at Kakaako.

Past President, Hawaii Auto Repair & Gasoline Dealers Association (HARGD). From 1997 to September, 2001 as the President, represented and testified on behalf of the association members at the state legislature on issues that affects the trade. Presently coordinating a legislative interim study group comprised of the Department of Defense, Hawaii, Defense Logistics Agency, State of Hawaii Department of Health and the automotive industry to try to resolve a used oil and tires issue in our state. This was by direction of the Chair of the Environmental Committee of the State House, Representative Hermina Morita.

In 1998 to 1999, case managed then Texaco Dealers (now ARCO) in negotiations regarding sale of divested assets to USRP. Employed by the Law firm of Brooks, Tom, Miller and Porter. In this contract dealt with communications with clients, news media and assisted in strategic planning of lawsuit. Represented dealers in a 3-day mediation with Texaco to resolve dealers concerns with the loss of PMPA and HRS Chapter 486H rights. Further dealt with the Attorney General on issues of the consent agreement for divestiture of the assets and the financial impact on the dealers as small businesses. Did financial analysis of project losses of the dealers businesses good will, investment and future earnings for settlement purposes.

First Vice-President & Membership Committee Chair, The Outdoor Circle. Member of the board for 8 years. The Outdoor Circle is a 90-year-old organization formed to protect the green open spaces of Hawaii and the control of the visual environment.

Created the Small Business Economic Revival Force (SBER), which successfully formed a liaison among legislators, the state administration and small-business owners to address concerns of the small-business community in the introduction and progress of pertinent legislation. Established a communications network to keep business owners involved and solicit their input.

Created and leads the Eye on Makai community-planning group, made up of Kakaako residents and business owners, concerned groups and citizens statewide and other interested parties to establish a community-based advisory body to help form a responsible body of thinking for the development of the Makai Area.

PAST LEGAL EXPERIENCES

Law office of Ronald Endrizal. Was the office manager, Para legal and case manager of cases from 1968 to 1982. Areas of law included, Family Law, Bankruptcy, and Plaintiff litigation. Did child and women advocacy in Family Court.

Also worked with community issues such as fundraising and case managing environmental lawsuits on the H-3 Freeway and the Kalaniana'ole Highway expansion. Dealt with City and County Development plans and represented East Honolulu on development control issues.

Worked as independent contractor in case management with numerous Hawaii attorneys in cases which required mediation, arbitration, wrongful death civil law suit settlement and class action settlements.

PERSONAL INFORMATION

Born and raised in Honolulu. Member of a three-generation family with strong political, business, social justice and historical roots. Graduated from Kalani High School in 1962 and the University of Hawaii.. Areas of Study: Political Science, Hawaiian Studies,

Western Religion Studies and Environmental Studies/Law. Graduated from the University of Hawaii at Hilo. Graduated with an Arts & Science degree in Political Science and Women's Studies.

Married to Earl C. Harbin.

Shekinah Tolentino

shekinahbtolentino@gmail.com

195 Karsten Dr. Wahiawa HI 96786

(808) 741-1446

OBJECTIVE:

To utilize my accounting education, while displaying my devotion to work hard and learn as a respectful accountant.

EDUCATION:

University of Hawai`i – West O`ahu

Bachelor of Arts in Business Administration

Concentration in Accounting

Planning to finish 150 credits for the State of Hawaii CPA license.

Completion: December 2021

Cumulative GPA: 3.89/4.0

Dean's List: 2018 – 2021

Completed Relevant Coursework: Intermediate Financial Accounting I and II, Auditing, Federal Tax: Individual Income (CCH Software), Estate and Gift Taxation, Corporate and Partnership Tax, Governmental Accounting, and Accounting Information Systems

WORK EXPERIENCE:

McDonald's Corporation, Mililani, HI

Crew Trainer (August 2017 – Present)

- Responsible for handling petty cash, cash receipts, and credit card payments.
- Provide excellent customer care to ensure food and services exceed customers' expectations.
- Train crew to ensure they comply with food preparation and hygiene regulations.
- Manage being a full-time student with an emphasis of learning and retaining accounting knowledge while working.
- Balance various tasks simultaneously, including caring for customers, preparing food, and training new hires.

Wahiawa Health, Wahiawa, HI

Staff Accountant (August 2021 – Present)

- Assist CFO with projects related to accounting and administrative tasks.
- Help maintain that general ledger is accurate by performing calculations, accrual entries and bank reconciliations
- Generates Account receivable and payables for planning.
- Maintain accurate and timely record of grant income and expenditures.
- Assists with month-end closing.
- Perform procedures for efficient and confidential processing of invoices, timesheets, accounting data entry into accounting software.
- Assist on projects regarding taxation, billing, and collections.
- Assist on conducting regular budget review of programs.
- Reconcile and perform grant closeout functions required by contract administration.

ACADEMIC INVOLVEMENT:

Accounting Club at the University of Hawai`i – West O`ahu

Member (August 2020 – December 2021)

ADDITIONAL SKILLS:

- Written and oral communication skills in English and Tagalog/Ilokano
- Proficient in Microsoft Office especially Word, Excel, and PowerPoint
- Proficient in MIP software
- Ability to collaborate and interact with healthcare professionals.



| | |
|-----------------------|-------------------------------------|
| Job Title: | Community Health Worker |
| Supervisor: | Chief Operations Officer |
| Exempt Status: | Non-Exempt |
| Location: | Suites 106, 208, 214, 215, 216, 217 |

| | |
|---|---|
| Patient Centered Medical Home (PCMH) | Wahiawā Health is committed to ensuring the delivery of quality care through continuous evidence-based improvements. The Patient Centered Medical Home (PCMH) model standards, a nationally recognized evidence-based model for quality improvement and quality care, are used to demonstrate quality at WH. All employees are a part of PCMH and are required to actively participate in quality initiatives, including trainings and evaluation projects. Employees are expected to demonstrate and promote team-based and patient centered interactions with other staff members and patients/members/clients. |
|---|---|

Job Summary

As a Community Health Worker, you will engage people in emotionally powerful ways. Your ability to build trusting relationships and connections are foundational to improving health outcomes and making a positive difference.

The Community Health Worker (CHW) is responsible for partnering with members and their families to understand, navigate, access community services/resources, and to promote the adoption of healthy behaviors. The CHW acts as a liaison between the community, patients and the Wahiawa Health team through an integrated approach to care management and community outreach. Your actions will directly promote, maintain, and improve the health of members and their families.

Position requires the ability to work primarily in the community or in a mobile office environment at outreach events, and to a lesser extent at various unassigned workstations within the health center.

Duties and Responsibilities

- Manages community health by establishing and maintaining trusting relationships with children, adolescents, teens, young adults, teachers, families, and providers to promote health, recovery, resiliency, and wellness. Advocating in members and families best interests to ensure needs/choices are accurately represented/supported, and that timely care/services are delivered.
- Performs screenings/assessments regarding health risk factors and barriers to accessing appropriate care and makes appropriate referrals to licensed clinical staff, as indicated. Deviating when justified/necessary from established screening protocols to ultimately deliver the best care for the situation/individual.
- Utilizes effective communication skills such as motivational interviewing to gain agreement from member to be compliant with routine provider appointments and other medical services to maintain and improve health.



- Communicates and collaborates with members and families to identify key health concerns and options for removing barriers that affect service delivery, member satisfaction, cost, and ultimately the community's health. Leading to the overall improvement of coordination of care for the member.
- Provides in depth education, resources, referrals, and linkages to health-related services in the community. Introduces new or under-utilized programs or services to the community.
- Guides community members with complex health cases to navigate the healthcare systems. This will include but not be limited to home visits, shadowing appointments, and assisting with community events as necessary. Paying careful attention to the clinical/license scopes and using professional judgement to take the appropriate actions necessary in the best interest of the community member(s).
- Assists with health care eligibility and enrollment.
- Tailors and delivers culturally appropriate health education and instruction on how to use the existing health care and social service programs. Delivering the information in a simple, helpful, and effective manner.
- Performs all other miscellaneous responsibilities and duties as assigned or directed.
- Occasional exposure to Biomedical/Environmental Hazards may require the use of the following protective equipment: mask, face shield, goggles, gloves, booties, gown, and jumpsuit.

Exempt or Non-Exempt

Non-Exempt

Minimum Qualifications

- Associates degree and/or three years of relevant healthcare/social services experience, or equivalent combination of education and/or work experience.
- Valid U.S. driver's license, access to an automobile with current license, registration and no fault insurance.
- Requires safely operating an insured automobile for travel to off-site locations to conduct and accomplish business related activities.
- Basic knowledge of Microsoft Office applications. Including but not limited to Word, Excel, and Outlook.
- Effectively preserve sensitive and confidential patient information. While maintaining clear and professional boundaries with patients/community members.
- Strong written and verbal communication skills.
- Excellent interpersonal, problem-solving, and organizational skills.
- Strong planning, organization, and time management skills.
- Effectively solve practical problems and deal with a variety of unique situations where only limited standardization exists.
- Exhibit cultural sensitivity to people of various ethnic origins and socioeconomic backgrounds.
- Preferably fluent in other languages of prevalent cultural groups in health center service area.



| | |
|-----------------------|---|
| Job Title: | Chief Operations Officer and Director of Pharmacy |
| Supervisor: | Chief Executive Officer and Chief Financial Officer |
| Exempt Status: | Exempt |
| Location: | Suite 106, 208, 214, 217 |

| | |
|---|---|
| Patient Centered Medical Home (PCMH) | Wahiawā Health is committed to ensuring the delivery of quality care through continuous evidence-based improvements. The Patient Centered Medical Home (PCMH) model standards, a nationally recognized evidence-based model for quality improvement and quality care, are used to demonstrate quality at WH. All employees are a part of PCMH and are required to actively participate in quality initiatives, including trainings and evaluation projects. Employees are expected to demonstrate and promote team-based and patient centered interactions with other staff members and patients/members/clients. |
|---|---|

Job Summary

The Chief Operations Officer (COO) provides leadership, day-to-day management and oversight of the organization’s clinical, pharmacy, facilities and school health partnership operations. Assists the Chief Executive Officer (CEO) with implementation of the organization’s plan, and quality programs. Provides direct oversight of organizational development, design and improvement to ensure that quality medical and pharmacy services are aligned with the mission, values and objectives of Wahiawa Health. The COPO is responsible for the overall operation, management, compliance and the strategic direction of Wahiawa Health 340 B Pharmacy. COO plans, manages, organizes and coordinates 340 B pharmacy services for Wahiawa Health. The COO will strive to eliminate the opportunity for medical and pharmacy errors by organizing and implementing effective protocols and procedures. The COO works with other executives to align clinical operations with the health centers overall strategic vision.

Duties and Responsibilities

Operation Officer Essential Functions:

1. In conjunction with the CEO and management team, participates in the development and implementation of the mission, vision and values of the organization, including high quality, patient focused health care.
2. Assist CEO and management team in new clinical program development, ensuring participatory decision making and appropriate design and implementation.
3. In conjunction with the Chief Medical Officer, works to enhance provider efficiency and, when necessary, assists in resolving clinic-related issues.



4. Assists staff with the implementation of departmental goals, policies, procedures.
5. Promotes a team approach to delivering high quality, cost-efficient care where patient satisfaction and improved health outcomes are the primary goals.
6. Develops and establishes operating policies consistent with the CEO's overall policies and objectives and ensures their adequate execution. Appraises and evaluates the results of overall operations regularly and systematically, and reports these results to the CEO.
7. Implements effective tools to improve operational efficiency and control costs.
8. Responsible for ensuring that Wahiawa Health is in compliance with policies and procedures, as well as with those external regulatory bodies such as HRSA, HIPPA, OSHA, CLIA and other professional review and standards boards.
9. Participates and ensures the development of organizational guidelines, policies and procedures in accordance with funding source requirements, as well as State and Federal law.
10. Participates in the development of long-range strategic plans, governance structure and objectives for practice management.
11. Provides leadership, day-to-day management and oversight of the organization's clinical, pharmacy and facilities operations.
12. Provides direct oversight of organizational development, design and improvement to ensure that quality medical and pharmacy services are aligned with the mission, values and objectives of Wahiawa Health.
13. Oversees and implements grant funded programs in the health center to ensure that grant deliverables and reports are completed in a professional and timely matter.

Clinic Functions:

1. Oversee the day-to-day operations of the health center including addressing operational problems as they arise, resolving staffing issues as appropriate, submitting expenditure requests to finance, coordinating staff support or contractors for facility issues, orienting new staff to space, resolving patient complaints, and coordinating facility needs such as ordering equipment, supplies and information technology.
2. Coordinate with Chief Financial Officer (CFO) to ensure that the revenue cycle is implemented effectively beginning with the front desk staff to providers coding services properly.
3. Coordinate the patient greeting, registration, payment, scheduling and all front desk operations in close collaboration with the leadership team
4. Responsible for the development and implementation of operational and clinical policies and procedures; to include monitoring and evaluating their effectiveness
5. Maintains open communication with all leadership staff to ensure that the administrative operational processes are appropriately integrated into the clinical areas to promote operational efficiency in the provision of patient care



6. Facilitate regular staff meetings and multi-disciplinary team staffing (ie. patient care rounding, huddles, case studies).
7. Responsible for patient recruitment and retention, customer service improvement initiatives and coordinating efforts to engage patients who have fallen out of care
8. Reports on the operational aspects of the organization to senior administration, assisting with the preparation of governing board reports, as needed
9. Advises CEO and management team in helping to advance the mission, goals, objectives and programs of the health center
10. Lead and assist in the preparation of all operational and clinical audits and surveys
11. Responsible for the overall management of patient care related operations to ensure efficient, effective, quality and patient-centered care at Wahiawa Health (WH).
12. Ensure proper administration and management of day-to-day operations while achieving and maintaining compliance with local, state and federal (particularly HRSA) regulations.
13. Oversees all frontline, patient care support staff (PSRs, MAs, community health workers, care coordinators).

STAFF OVERSIGHT

14. Responsible for staffing activities in coordination with the HR department such as recruiting, hiring, training, supervising, disciplining and terminating
15. Coordinate with the HR department to ensure that all clinical staff have current immunizations, certifications and licenses and are “fit for duty” in order to perform their job duties.
16. Oversight of primary care related operations, including staff (MAs, Patient Services Representatives, care coordinators, community health workers)
17. Responsible for staff scheduling, providing adequate coverage and ensuring optimal safety of staff and health center facility, from morning opening to end-of-day closing, ensuring optimal patient care coverage with regards to appointment schedule, walk-in’s and other operational needs
18. Responsible for attendance and work performance monitoring, performance evaluations and other personnel actions for staff supervised
19. Responsible for contributing and leading (as assigned) in the following subcommittees within the Quality Department:
 - a. Employee Health & Wellness
 - b. Patient and Employee Satisfaction
20. Work with team members to develop step-by-step procedures for complex processes. Train staff in related policies and procedures
21. Ensure compliance with local, state and federal regulations relative to the accreditation and licensing requirements and quality improvement programs/initiatives - including



standards of HRSA, CMS, DOH, HIPAA, OSHA, funder requirements and MCO quality initiatives

Pharmacy Department:

1. Plans, directs, and monitors all financial, operational, professional, and clinical activities of the department. Develops and implements policies and procedures that ensure the pharmacy department provides optimal pharmaceutical services that meet all legal, accreditation, and certification requirements.
2. Monitors and assesses 340B guidance and/or rule changes, including, but not limited to, HRSA/OPA rules and Medicaid changes to ensure that the 340B pharmacy program is continuously compliant with 340B federal regulations.
3. Develops and implements policies and procedures that ensure the pharmacy department provides optimal pharmaceutical services that meet all legal, accreditation, and certification requirements.
4. Oversees and maintains the operation of 340 B pharmacy, ensuring safe, accurate, and efficient dispensing of medications. Responsible for inventory management, security of drug inventory and storage of medication.
5. Ensures compliance with all contractual requirements of payers including but not limited to: Medicaid, Medicare, Private insurance and all federal, state and local government contracts.
6. Ensures compliance with wholesale purchasing agreement(s) and maintains close contact with vendor(s) for ordering, inventory and billing purposes
7. Works closely with the Chief Finance Officer to develop and manage comprehensive business plan for the Pharmacy including analysis of potential business opportunities, anticipated margins, forecasts of future sales and performance metrics
8. Works closely with the Chief Finance Officer to maintain and develop all vendor and payer contracts
9. Responsible for managing the operational budget of the Pharmacy
10. Strategic Planning: Assesses the ever-changing healthcare environment for emerging trends that will influence the pharmacy enterprise. He or she identifies opportunities to leverage pharmacy expertise to improve quality, safety, the patient's experience, patient access to quality healthcare across the continuum of care, and the economic performance of the organization.
11. Continually assess healthcare-related trends and discoveries to ensure that the value of pharmacy and pharmacists is advocated for and advanced in overall efforts to improve patient care.



12. Purchasing/Inventory Oversight:
 - Manages and tracks 340 B inventory,
 - Tracks, trends and reports 340 B pharmaceutical sales
 - Reviews data to ensure patient eligibility.
 - Ensures compliance with regulations related to 340 B purchasing
 - Monitors utilization records and 340 B purchasing reports
13. Oversees and adjusts all workflow, space and systems processes as needed to meet operational requirements
14. Monitors, analyzes and reports on established performance metrics on a regular basis
15. Ensures that all information systems (e.g pharmacy software) are operational and accurate.
16. Develops competence assessment programs that ensure all pharmacy staff performs all duties and responsibilities with utmost efficiency and safety, as well as, complies with all applicable policies, procedures and standards.
17. Provides medical staff with timely information relative to new drugs, policies and standards of care that relate to medication use/safety.
18. Keeps current with State regulations regarding the practice of Pharmacy and implements changes as necessary to maintain compliance.
19. Process, fill and dispense prescriptions: Verify safety and accuracy of prescriptions, verify patient data and billing information to prevent and/ or resolve billing errors, accurately interpret prescriptions from prescribers to properly dispense medications and health products. Evaluate appropriateness of drug therapy based on patient- specific factors and drug information
20. Support clinical departments to ensure that patients receive their medication in a timely, professional and efficient manner with all the necessary practical and clinical information.
21. Process, fill and dispense prescriptions: Verify safety and accuracy of prescriptions, verify patient data and billing information to prevent and/ or resolve billing errors, accurately interpret prescriptions from prescribers to properly dispense medications and health products.
22. Lead and motivate the pharmacy department to new heights and be a great role model for the staff.
23. Supervise and direct staff to ensure their responsibilities are performed accurately effectively.



24. Develop and ensure an effective performance tracking and feedback system/process is in place, which includes comprehensive metrics for the Pharmacy staff.
25. Perform various administrative duties, such as time off requests, developing staff schedules, enforcing disciplinary procedures, etc.
26. Establish effective communication to and between all staff in the Pharmacy department (i.e., effectively facilitate staff meetings to communicate important information, as well as to receive staff input, ideas, concerns, etc.).
27. Maintain and review departmental work resources and supplies and ensure resources are sufficient and updated, as necessary.
28. Conduct formal and informal performance reviews of all Pharmacy staff.

Exempt or Non-Exempt

Non-Exempt

EDUCATION/EXPERIENCE:

1. Doctor of Pharmacy Degree from a school recognized by American Council of Pharmaceutical Education (ACPE) with a background in business management.
2. PGY1 residency OR licensed Pharmacist who have not completed a PGY1 residency but demonstrates mastery of the knowledge, skills and attitudes and abilities expected of who has completed a PGY1 residency.
3. Must Complete 340 B pharmacy drug pricing program training when hired
4. Minimum of five years clinical pharmacy and management experience in a hospital or health care center setting.

CERTIFICATION/LICENSURE :

1. Hawaii Pharmacist License
2. Be a Board Certified Pharmacotherapy Specialist (BCPS) or Board Certified Ambulatory Care Pharmacist (BC-ACP)

OTHER REQUIREMENTS:

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS



1. Must have excellent interpersonal skills and empathy towards patients, as well as have excellent communication skills, critical thinking skills, the ability to handle stressful situations, the capacity to function independently, have varied clinical experience, and the ability to document meticulously.
2. Must have excellent process improvement skills and able to understand clinic functions and department interactions.
3. Knowledge of practice management components, particularly in cost constrained environments.
4. Knowledge of regulatory compliance i.e., HIPPA, FQHC, OSHA, CLIA, etc.
5. Ability to manage and supervise various positions and relate well to people from diverse ethnic and cultural backgrounds, as well as have a passion for working with at-risk, culturally diverse populations.
6. Basic understanding of information technology and ability to organize, analyze and synthesize complex data from various sources.
7. Able to read and interpret financial statements, develop and nurture vendor relationships for purchasing optimization.
8. Able to adapt process improvement in accordance with organization objectives.
- Experience
9. Willingness to work flexible hours in order to meet the organization's needs/demands.
10. Must be physically capable of standing and/or sitting for extended periods of time and physically capable of performing all services. Must be able to lift and carry up to 10 pounds.
11. Attention and Focus: The ability to concentrate on a task over a period of time without being distracted
12. Customer Service Orientation: Actively look for ways to help people, and do so in a friendly manner .Notice and understand customers' reactions, and respond appropriately
13. Communication Skills: Use and understand verbal and written communication to interact with customers and colleagues
14. Actively listening: Give full attention to what others are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
15. Mathematical Reasoning: The ability to use math to solve a problem.
16. Problem Resolution: Is able to judge when something is wrong or is likely to go wrong; recognizing there is a problem and choosing the best course of action when faced with a complex situation with several available options
17. Ability to effectively preserve sensitive and confidential patient information. While maintaining clear and professional boundaries with patients/community members.
18. Ability to exhibit cultural sensitivity to people of various ethnic origins and socioeconomic backgrounds.



I have read and acknowledge this job description: _____ Date: _____



| | |
|-----------------------|-------------------------------|
| Job Title: | Director of Behavioral Health |
| Supervisor: | Chief Medical Officer |
| Exempt Status: | Exempt |
| Location: | Suite 106, 208, 214, 217 |

| | |
|---|--|
| Patient Centered Medical Home (PCMH) | <p>Wahiawā Health is committed to ensuring the delivery of quality care through continuous evidence-based improvements. The Patient Centered Medical Home (PCMH) model standards, a nationally recognized evidence-based model for quality improvement and quality care, are used to demonstrate quality at WH. All employees are a part of PCMH and are required to actively participate in quality initiatives, including trainings and evaluation projects. Employees are expected to demonstrate and promote team-based and patient centered interactions with other staff members and patients/members/clients.</p> |
|---|--|

Job Summary

Wahiawā Health’s Director of Behavioral Health collaborates closely with the executive leadership team- Chief Medical Officer, Chief Executive Officer, Chief Operating Officer and Chief Compliance Officer. The Director of Behavioral Health will oversee all behavioral health department professionals, including Psychologists, Licensed Mental Health Counselors and Licensed Clinical Social Workers. The Director of Behavioral Health will perform in an 80% clinical/20% administrative capacity. Administrative duties are focused on revising, improving productivity and expanding the Behavioral Health Department. Other key job responsibilities include grant writing and recruitment. The Director will work closely with the Chief Compliance Officer to write department policies.

Director of Behavioral Health Duties and Responsibilities:

1. Directs the day-to-day operations of the department and implements programmatic and administrative policies and procedures to attain program goals and objectives.
2. Supervises the Psychologists, Licensed Mental Health Counselors and Licensed Clinical Social Workers, Post- Doctoral students and other graduate students, evaluates employee performance, and makes recommendations for human resources actions to leadership.
3. Works with Clinical Operational Manager and Chief Operations Officer to ensure that the department is adequately supported with properly trained patient service representatives and other support staff as needed.
4. Works with leadership and Clinical Operational Manager to create a consist training and protocol for all support staff working in the department.
5. Works with leadership and Clinical Operational Manager to create and maintain a transparent scheduling system to ensure that patients have access to appointments



6. Works with leadership and SHEEK Project Manager to develop and provide behavioral health services to school aged youth, families and school staff.
7. Makes programmatic and administrative recommendations to leadership in accordance with Wahiawa Health's goals and objectives.
8. Develops and implements programmatic and administrative policies and procedures to attain program goals and objectives.
9. Oversees quality assurance in the program's service delivery including clinical care and documentation.
10. Oversees the program's productivity to meet established standards and to ensure continuity of care in the provision of comprehensive services.
11. Coordinates communication with other service components of the clinic and outside agencies involved with clinics clients.
12. Adheres to the clinics policies and procedures.
13. Serves on committees, working groups, and other bodies as assigned.
14. Adheres to the clinics code of ethics, policies, and complies with the state mental health code.

Clinical Duties and Responsibilities

Clinical Psychologist provides a variety of ambulatory behavioral health services including evaluation, diagnosis, treatment planning, case management and psychotherapeutic intervention to variety of ages in the primary care setting, including but not limited to children, adolescents, teens, families, adults, elderly, groups and/or Intensive Outpatient Programs. The psychologist also functions as a behavioral health consultant on the primary care treatment team where s/he identifies, triages and manages patients presenting with medical and behavioral health needs.

1. Interviews patient and evaluates their psychological and mental status. Utilizes the latest Diagnostic and Statistical Manual of Mental Disorders (DSM) to diagnose patients. Determines if member is in crisis, at-risk, or suicidal/homicidal. Refers patients in need of immediate or urgent care to appropriate level of services.
2. Provides psychotherapy and counseling for individuals, families, groups and/or Intensive Outpatient Programs. Utilizes a wide range of latest evidence-based interventions and modalities. Provides services such as crisis intervention, brief therapy, cognitive and behavioral therapies, skills training, supportive therapy, stress management, and family therapy.
3. Assesses urgent or high-risk clinical situations and makes appropriate interventions. Coordinates referral of patient.
4. Plans, develops, implements, and leads therapeutic and educational groups to address needs of patient. Evaluates outcomes and effects of treatment for patients and programs.



5. Researches, collects and records data and information relating to diagnosis. Formulates evidence-based treatment interventions and approaches for identified diagnosis. Assists in establishing clinical best practices and guidelines for delivery of service.
6. Assists and empowers patients to participate in their treatment plan. Engages patients in therapeutic relationship. Educates patients regarding mental health services. Makes recommendations and referrals for patients to obtain information, support, services and assistance they may need from Wahiawa Health or community resources related to their behavioral health needs.
7. Collaborates and consults with physicians and other interdisciplinary clinical team members to support assessments and decision making. Reviews difficult cases or quality assurance concern with clinical team. Acts as consultant to team members and others in organization.
8. Acts as liaison between behavioral health services and primary care.
9. Maintains high level of clinical expertise. Is knowledgeable of current clinical conditions, methods, medications, theoretical frameworks and interventions. Utilizes best practices in delivery of behavioral health services in accordance with professional and clinical guidelines established by professional bodies. Understands rationale and theory for interventions. Utilizes evidence-based interventions and modalities with sound theoretical base, which are clinically feasible and have demonstrated clinical effectiveness.
10. Carry out other duties as assigned by the Director of BH and Chief Medical Officer that is within the psychologist scope of practice and license.

Exempt or Non-Exempt

Exempt

EDUCATION/EXPERIENCE:

1. PsyD or PhD degree in clinical psychology from an APA accredited school and be licensed to practice in Hawaii.
2. The following knowledge, skills, and abilities are required: Working knowledge of evidenced-based psychotherapy treatments for medical and mental health conditions presented in both adults and children.
3. High level of efficiency in conducting accurate clinical assessments of behavioral health conditions.
4. High level of comfort working within an integrated healthcare model on a multidisciplinary team of providers in a primary care setting.
5. Ability to exercise sound judgment in managing patient crises in a calm, consistent, and equitable manner.
6. Ability to manage a large case-load of clients presenting with a complex range of needs within a community health setting.



KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

1. Clinical expertise in crisis intervention, skill in working with the mentally ill population, and with individuals undergoing acute episodes of psychiatric distress; skill in diagnosis and assessment.
2. Ability to work as part of a comprehensive community mental health team and to represent the agency in the community.
3. In a professional manner, has the ability to work with leadership and other members of the management and/ or administration team
4. Skills in supervising, evaluating, and disciplining staff of professionals and paraprofessionals.
5. Familiarity with community support systems, health care and human service resources, court and police activities, etc.
6. Good organizational skills and administrative abilities.
7. Flexibility in days and hours available for scheduled work including weekends.
8. Knowledge of and the ability to adhere to a professional code of ethics.
9. Knowledge of and the ability to comply with the state's mental health code.
10. Must have excellent interpersonal skills and empathy towards patients, as well as have excellent communication skills, critical thinking skills, the ability to handle stressful situations, the capacity to function independently, have varied clinical experience, and the ability to document meticulously.
11. Must have excellent process improvement skills and able to understand clinic functions and department interactions.
12. Knowledge of practice management components, particularly in cost constrained environments.
13. Knowledge of regulatory compliance i.e., HIPPA, FQHC, OSHA, etc.
14. Basic understanding of information technology and ability to organize, analyze and synthesize complex data from various sources.
15. Able to adapt process improvement in accordance with organization objectives.
Experience
16. Willingness to work flexible hours in order to meet the organization's needs/demands.
17. Must be physically capable of standing and/or sitting for extended periods of time and physically capable of performing all services. Must be able to lift and carry up to 10 pounds.
18. Attention and Focus: The ability to concentrate on a task over a period of time without being distracted
19. Customer Service Orientation: Actively look for ways to help people, and do so in a friendly manner .Notice and understand customers' reactions, and respond appropriately
20. Communication Skills: Use and understand verbal and written communication to interact with customers and colleagues



21. Actively listening: Give full attention to what others are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
22. Problem Resolution: Is able to judge when something is wrong or is likely to go wrong; recognizing there is a problem and choosing the best course of action when faced with a complex situation with several available options
23. Ability to effectively preserve sensitive and confidential patient information. While maintaining clear and professional boundaries with patients/community members.
24. Ability to exhibit cultural sensitivity to people of various ethnic origins and socioeconomic backgrounds.

I have read and acknowledge this job description: _____ Date: _____



| | |
|---|---|
| Job Title: | Licensed Mental Health Counselor |
| Supervisor: | Chief Medical Officer |
| Exempt Status: | Exempt |
| Location: | Suite 106, 208, 214, 217 |
| Patient Centered Medical Home (PCMH) | Wahiawā Health is committed to ensuring the delivery of quality care through continuous evidence-based improvements. The Patient Centered Medical Home (PCMH) model standards, a nationally recognized evidence-based model for quality improvement and quality care, are used to demonstrate quality at WH. All employees are a part of PCMH and are required to actively participate in quality initiatives, including trainings and evaluation projects. Employees are expected to demonstrate and promote team-based and patient centered interactions with other staff members and patients/members/clients. |

Job Summary

Wahiawā Health’s Licensed Mental Health Counselor works with a multidisciplinary team health, including our psychologists and Psychiatric APRN, family medicine, women’s health and pediatric providers, specialists, community health worker, social worker, case manager and other support staff to provide integrated behavioral health services including evaluation, diagnosis, treatment planning, case management and psychotherapeutic intervention to individuals, children, adolescents, families, groups and/or Intensive Outpatient Programs.

Duties and Responsibilities

1. Interviews patient and evaluates their psychological and mental status. Utilizes the latest Diagnostic and Statistical Manual of Mental Disorders (DSM) to diagnose patients. Determines if member is in crisis, at-risk, or suicidal/homicidal. Refers patients in need of immediate or urgent care to appropriate level of services.
2. Provides psychotherapy and counseling for individuals, children, adolescents, families, groups and/or Intensive Outpatient Programs. Utilizes a wide range of latest evidence-based interventions and modalities. Provides services such as crisis intervention, brief therapy, cognitive and behavioral therapies, skills training, supportive therapy, stress management, and family therapy.
3. Assesses urgent or high-risk clinical situations and makes appropriate interventions. Coordinates referral of patient.
4. Plans, develops, implements, and leads therapeutic and educational groups to address needs of patient. Evaluates outcomes and effects of treatment for patients and programs.
5. Collects and records data and information relating to diagnosis. Formulates evidence-based treatment interventions and approaches for identified diagnosis. Assists in establishing clinical best practices and guidelines for delivery of service.



6. Assists and empowers patients to participate in their treatment plan. Engages patients in therapeutic relationship. Educates patients regarding mental health services. Makes recommendations and referrals for patients to obtain information, support, services and assistance they may need from Wahiawa Health or community resources related to their behavioral health needs.
7. Collaborates and consults with physicians, psychologists, psychiatric APRN and other interdisciplinary clinical team members to support assessments and decision making. Reviews difficult cases or quality assurance concern with clinical team. Acts as consultant to team members and others in organization.
8. Acts as liaison between behavioral health services and primary care.
9. Maintains high level of clinical expertise. Is knowledgeable of current clinical conditions, methods, theoretical frameworks and interventions. Utilizes best practices in delivery of behavioral health services in accordance with professional and clinical guidelines established by professional bodies. Understands rationale and theory for interventions. Utilizes evidence-based interventions and modalities with sound theoretical base, which are clinically feasible and have demonstrated clinical effectiveness.
10. Carry out other duties as assigned by the Chief Medical Officer that is within the psychologist scope of practice and license.

Exempt or Non-Exempt

Exempt

EDUCATION/EXPERIENCE:

1. Master's degree in Clinical Mental Health Counseling, from an APA accredited school and be licensed to practice in Hawaii as a Licensed Mental Health Counselor.
2. The following knowledge, skills, and abilities are required: Working knowledge of evidenced-based psychotherapy treatments for medical and mental health conditions presented in both adults and children.
3. High level of efficiency in conducting accurate clinical assessments of behavioral health conditions.
4. High level of comfort working within an integrated healthcare model on a multidisciplinary team of providers in a primary care setting.
5. Ability to exercise sound judgment in managing patient crises in a calm, consistent, and equitable manner.
6. Ability to manage a large case-load of clients presenting with a complex range of needs within a community health setting.

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS



1. Must have excellent interpersonal skills and empathy towards patients, as well as have excellent communication skills, critical thinking skills, the ability to handle stressful situations, the capacity to function independently, have varied clinical experience, and the ability to document meticulously.
2. Must have excellent process improvement skills and able to understand clinic functions and department interactions.
3. Knowledge of practice management components, particularly in cost constrained environments.
4. Knowledge of regulatory compliance i.e., HIPPA, FQHC, OSHA, etc.
5. Basic understanding of information technology and ability to organize, analyze and synthesize complex data from various sources.
6. Able to adapt process improvement in accordance with organization objectives.
- Experience
7. Willingness to work flexible hours in order to meet the organization's needs/demands.
8. Must be physically capable of standing and/or sitting for extended periods of time and physically capable of performing all services. Must be able to lift and carry up to 10 pounds.
9. Attention and Focus: The ability to concentrate on a task over a period of time without being distracted
10. Customer Service Orientation: Actively look for ways to help people and do so in a friendly manner. Notice and understand customers' reactions, and respond appropriately
11. Communication Skills: Use and understand verbal and written communication to interact with customers and colleagues. Conversations and clear communication between the counselor and their clients. Being able to educate clients about the treatment process and implement treatment plans requires effective understanding of verbal and non-verbal communication.
12. Actively listening: Give full attention to what others are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
13. Problem Resolution: Is able to judge when something is wrong or is likely to go wrong; recognizing there is a problem and choosing the best course of action when faced with a complex situation with several available options
14. Ability to effectively preserve sensitive and confidential patient information. While maintaining clear and professional boundaries with patients/community members.
15. Ability to exhibit cultural sensitivity to people of various ethnic origins and socioeconomic backgrounds.

I have read and acknowledge this job description: _____ Date: _____



| | |
|---|---|
| Job Title: | School Health Partnership Program Project Manager |
| Supervisor: | Executive Leadership Team (CEO, CMO, COO, CCO) |
| Exempt Status: | Exempt |
| Location: | Suite 106, 208, 214, 217 |
| Patient Centered Medical Home (PCMH) | Wahiawā Health is committed to ensuring the delivery of quality care through continuous evidence-based improvements. The Patient Centered Medical Home (PCMH) model standards, a nationally recognized evidence-based model for quality improvement and quality care, are used to demonstrate quality at WH. All employees are a part of PCMH and are required to actively participate in quality initiatives, including trainings and evaluation projects. Employees are expected to demonstrate and promote team-based and patient centered interactions with other staff members and patients/members/clients. |

Job Summary

School Partnership Program Project Officer works closely with the Chief Executive Officer (CEO) and Chief Medical Officer (CEO) and Chief Operations Officer (COO) to ensure effective and high-quality school health partnership program and delivery of care. Assists Executive Management with building and sustaining school health services and programs that will be delivered at Wahiawa Health, on-site school health clinics and programs, mobile clinics, in the community, or other venues or events serving school-aged youth and families aimed to increase access to medical, behavioral and social services and to strengthen sustainable school health partnerships between Wahiawa Health and the Department of Education.

Duties and Responsibilities

Program Coordination and Support:

1. Establishes a strong and sustainable relationship between Department of Education, School Staff, Hawaii Keiki Nurses, parents and families of school aged youth and Wahiawa Health
2. Supports the delivery of health services and programs to school-aged youth and families to increase access to medical, behavioral and social services. Including vaccination and testing.

This includes:

- a. Preventive and clinical health services, including child wellness exams, sports physicals, childhood vaccinations, providing COVID-19 vaccinations and testing.
- b. Psychological services (such as counseling and therapy).
- c. Wrap -around support services to address Social Determinants of Health including: e.g. food insecurity, medication delivery, transportation, accessing medical care, service coordination, and language assistance.
- d. Family engagement and involvement.
- e. Social and emotional support.
- f. Community engagement and involvement.



Program Collaboration and Partnership

1. Assist Executive leadership in developing a collaborative and coordinated School Health Project for delivery of school health services and programs by Wahiawa Health to Hawaii Department of Education schools, students, staff, families, and communities.
2. Helps set direction and priorities for School Health Partnership Project to develop a sustainable and successful program
3. Facilitate meetings, working groups, technical advisory groups, and/or collaborative activities between Wahiawa Health and Hawaii Department of Health.
4. Assist Executive Leadership in developing and executing a strategic high-level plan and timeline with milestones for a School Health Partnership Program
5. Identify successful school and community health communication strategies and tools to increase access to COVID-19 mitigation measures, including vaccination and testing, to reduce SARS-CoV-2 transmission and address health inequities.
6. Identify gaps in school and community health communication strategies and tools.

Program Evaluation:

1. Assist Executive Leadership with the development of a monitoring and evaluation plan for the School Health Partnership Project. The monitoring and evaluation plan shall include activities, expected results, and measures to track progress in each of the following areas:
 - a. Collaboration and partnerships.
 - b. Program assessment - Develop a standard set of performance measures

Program Reporting:

1. Track persons-tested metrics such as, relevant aggregated demographics, including Uniform Data System (UDS) race and ethnicity categories for purposes of assessing effectiveness of the testing program, particularly in reaching underserved populations and populations with a high social vulnerability index
2. Provide a report of key metrics, reported quarterly, including the following, to Executive Management:
 - a. Number of school-age youth , their families and school staff served



- b. Age, Race and Demographics of the population served
 - c. Type and number of activities and services provided to school-aged children, families and staff
 - d. Number of Depression/Anxiety and/or any other Behavioral Health problem screenings completed
 - e. Number of Chronic Disease Screenings completed such as Diabetes, Obesity, Hypertension screenings
 - f. Number of Vision/Hearing/Dental screenings completed
 - g. Number of Social Determinants of Health Screenings completed and other deterrents to health contributing to health inequities such as food and housing insecurity screenings completed.
 - h. Type of COVID-19 related activities and services provided to school-aged children and families
 - i. Number of COVID-19 related activities and services provided to school-aged children and families
 - j. Number of school-aged children diagnosed with COVID-19 (i.e., positive SARS-CoV-2 test)
 - k. Number of school-aged children initiating COVID-19 vaccination
 - l. Number of school-aged children completing COVID-19 vaccination
 - m. Schools served with name, full address, type (elementary, middle/intermediate, high school)
3. Number of students enrolled in or served by Wahiawa Health, age, grade and school. Location of services: Onsite at Wahiawa Health or off-site at school or other mobile location
 4. Provide a short quarterly summary describing activities, services, and programs delivered and success stories, lessons learned, barriers, and innovations to activities, services, and programs.
 5. To the extent possible, utilize existing COVID-19 and health service data sources for collection and report generation (e.g., electronic health records; electronic laboratory reports, Uniform Data System [UDS]) to reduce the reporting burden.

Clinical Services



1. Provides clinical services in the scope of licensure, including but not limited to: health screenings, vaccinations, counseling, therapy, wellness exams and sports physicals.

General Expectations:

2. Communicates regularly and proactively.
3. Actively participates in leadership activities (meetings, reports, functions, etc.), as assigned
4. Provides leadership in an enthusiastic and open manner consistent with the health center's strategic vision, mission and values
5. Demonstrates commitment to making things better – for health and welfare of the patient, the health center and the community at large
6. Other general duties as assigned

Exempt or Non-Exempt

Exempt

EDUCATION/EXPERIENCE:

1. Doctor of Medicine (MD), Doctor of Psychology (PsyD or PhD), Doctor of Nursing (DNP), Doctor of Pharmacy Degree, Masters in Nursing, or Masters in HealthCare Administration is preferred.
2. Clinical and leadership experience in an FQHC setting or community or school health is required.
3. Commitment to caring for vulnerable and underserved patient populations in a rural setting.
4. Must be aware of their leadership skills and comfortable coaching/mentoring other clinicians. Demonstrated experience in forming and leveraging trust-based relationships with operational leaders.
5. Experience developing and implementing new processes and workflows.
6. Experience using metrics-based quality improvement methodologies.

CERTIFICATION/LICENSURE :

1. Hawaii Pharmacist License, Hawaii APRN License, Hawaii MD License , Hawaii Psychology License

OTHER REQUIREMENTS:

- Must be physically capable of standing and/or sitting for extended periods of time and physically capable of performing all services. Must be able to lift and carry up to 10 pounds.
- Attention and Focus: The ability to concentrate on a task over a period of time without being distracted



- Customer Service Orientation: Actively look for ways to help people, and do so in a friendly manner .Notice and understand customers’ reactions, and respond appropriately
- Communication Skills: Use and understand verbal and written communication to interact with customers and colleagues
- Actively listening: Give full attention to what others are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- Mathematical Reasoning: The ability to use math to solve a problem.
- Problem Resolution: Is able to judge when something is wrong or is likely to go wrong; recognizing there is a problem and choosing the best course of action when faced with a complex situation with several available options
- Ability to effectively preserve sensitive and confidential patient information. While maintaining clear and professional boundaries with patients/community members.
- Ability to exhibit cultural sensitivity to people of various ethnic origins and socioeconomic backgrounds.

I have read and acknowledge this job description: _____ Date: _____



| | |
|-----------------------|---|
| Job Title: | Population and Community Health Coordinator |
| Supervisor: | Chief Operations Officer / Director of Pharmacy |
| Exempt Status: | Non-Exempt |
| Location: | Suite 106, 208, 214, 217 |

| | |
|---|---|
| Patient Centered Medical Home (PCMH) | Wahiawā Health is committed to ensuring the delivery of quality care through continuous evidence-based improvements. The Patient Centered Medical Home (PCMH) model standards, a nationally recognized evidence-based model for quality improvement and quality care, are used to demonstrate quality at WH. All employees are a part of PCMH and are required to actively participate in quality initiatives, including trainings and evaluation projects. Employees are expected to demonstrate and promote team-based and patient centered interactions with other staff members and patients/members/clients. |
|---|---|

Job Summary

Wahiawā Health’s Population Health Coordinator will work under the direction of Wahiawa Health leadership to collect data on multiple grants in order to meet grant deliverables. This position will assist in the coordination of planning and completion of grant projects. The coordinator will help maintain project/ program documentation and communication of timelines, project plans, status reports, and accomplishments and areas that need improvement. The coordinator collaborates with leadership and to establish priorities, execute strategies, and assist leaders in implementing grant programs. The individual in this role is expected to incorporate continuous process improvement into daily work, using critical thinking and problem-solving skills to address opportunities for improvement and development.

Duties and Responsibilities

1. Utilize standard project management tools and principles to define and manage project scope, monitor timelines and deliverables, and communicate and identify pathways to resolve risks and barriers.
2. Identify and resolve constraints between and across projects by working with project leaders, and executive leadership.
3. Effectively plan and facilitate meetings to give grant project/programs updates to leadership and pharmacy staff.
4. Attends all Grant Meetings (e.g. Hawaii Primary Care Association, American Heart Association, DOE etc)
5. Takes meeting notes and updates leadership
6. **Collects and tracks in- depth data , which includes but is not limited to :** A1c, blood pressure, eye exams, foot exams , date of referrals , PHQ2 and PHQ9



7. Works closely with COO to collect data, review charts, schedules tracking all grant deliverables.
8. Assists leaderships in coordinating grant activities on-site and off-site of the health center
9. Participates in weekend outreach events to oversee data collection process
10. Attends webinars, continuing education, and training sessions to learn more about healthcare system, chronic disease states and current issues in community health
11. Works closely with the community health worker to collect and track social determinants of health and other screening tools.
12. Other tasks assigned by leadership that supports the mission and values of Wahiawa Health

Exempt or Non-Exempt

Exempt

EDUCATION/EXPERIENCE:

1. Bachelor's degree in public health, psychology or other health related area of study is preferred but not required. Community and Cultural and work experience may be considered in place of a bachelor's degree.
2. High level of comfort working within an integrated healthcare model within a multidisciplinary team of providers in a primary care setting.
3. Ability to manage multiple projects

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

1. Must have excellent interpersonal skills and empathy towards patients, as well as have excellent communication skills, critical thinking skills, the ability to handle stressful situations, the capacity to function independently, have varied clinical experience, and the ability to document meticulously.
2. Must have excellent process improvement skills and able to understand clinic functions and department interactions.
3. Knowledge of practice management components, particularly in cost constrained environments.
4. Knowledge of regulatory compliance i.e., HIPPA, FQHC, OSHA, etc.
5. Basic understanding of information technology and ability to organize, analyze and synthesize complex data from various sources.
6. Able to adapt process improvement in accordance with organization objectives.
Experience
7. Willingness to work flexible hours in order to meet the organization's needs/demands.



8. Must be physically capable of standing and/or sitting for extended periods of time and physically capable of performing all services. Must be able to lift and carry up to 10 pounds.
9. Attention and Focus: The ability to concentrate on a task over a period of time without being distracted
10. Customer Service Orientation: Actively look for ways to help people and do so in a friendly manner. Notice and understand customers' reactions, and respond appropriately
11. Communication Skills: Use and understand verbal and written communication to interact with customers and colleagues. Conversations and clear communication between the counselor and their clients. Being able to educate clients about the treatment process and implement treatment plans requires effective understanding of verbal and non-verbal communication.
12. Actively listening: Give full attention to what others are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
13. Problem Resolution: Is able to judge when something is wrong or is likely to go wrong; recognizing there is a problem and choosing the best course of action when faced with a complex situation with several available options
14. Ability to effectively preserve sensitive and confidential patient information. While maintaining clear and professional boundaries with patients/community members.
15. Ability to exhibit cultural sensitivity to people of various ethnic origins and socioeconomic backgrounds.

I have read and acknowledge this job description: _____ Date: _____



| | |
|-----------------------|--------------------------------------|
| Job Title: | Patient Service Representative (PSR) |
| Supervisor: | Chief Operations Officer |
| Exempt Status: | Non-Exempt |
| Location: | Suites 106, 208, 214, 215, 216, 217 |

| | |
|---|---|
| Patient Centered Medical Home (PCMH) | Wahiawā Health is committed to ensuring the delivery of quality care through continuous evidence-based improvements. The Patient Centered Medical Home (PCMH) model standards, a nationally recognized evidence-based model for quality improvement and quality care, are used to demonstrate quality at WH. All employees are a part of PCMH and are required to actively participate in quality initiatives, including trainings and evaluation projects. Employees are expected to demonstrate and promote team-based and patient centered interactions with other staff members and patients/members/clients. |
|---|---|

Job Summary

Under the direction of the Chief Operations Officer, School Partnership Project Manager and the Patient Service Representative (PSR) helps to maintain efficient administrative workflow in the day-to-day activities of the health center or mobile clinic registration area. It involves many responsibilities from providing excellent customer service, collecting patient demographic information, verifying, and checking insurance and eligibility, coordinating mobile clinic schedules. The PSR ensures the medical environment is welcoming, calm, and quiet for patients and their families. They provide compassionate service to patients while calmly managing patient communication, registering patients, answering telephones and scheduling appointments. Position requires the ability to work at Wahiawa Health Family Medicine or Pediatric Clinics, Behavioral Health in the community or in a mobile office environment at outreach and school events.

Duties and Responsibilities

1. Creating a welcoming and positive environment in Wahiawa Health Clinics, mobile clinics or outreach event
2. Provides superior customer service to patients and associates in person, on the telephone, and via text-messaging and email.
3. Ability to multitask and critically think through daily workflow, appropriately prioritizing tasks at hand.
4. Answers multi-line phones and either directs the caller to the appropriate party or handles the caller's needs independently.
5. Greets patients upon arrival, signs them in and obtains insurance information and any other necessary data.



6. Provides patients with intake and new patient forms as well as copies of privacy policies and legally required documents
7. Enrolls patients into patient portal for continual communication.
8. Collects photo identification and insurance information
9. Documents photo identification and insurance information in the EMR.
10. Registers patient for a variety of appointment types .
11. Registers patient with Family Medicine Physician, Psychologist, Social Worker or Community Health Worker
12. Explains registration or screening procedures to young patients and their families in a reassuring way.
13. Assisting patients and their families to locate medical , behavioral health or social services areas of care.
14. Provides patients with support and guidance as needed.
15. Follows up on no show appointments and mails patient letters.
16. Monitors and maintains PSRs inbox for daily messages and keeps number to a minimum.
17. Maintains clean, presentable, and safe/clutter free patient care reception area. Assures infection control practices are maintained in waiting room.
18. Continually work with clinical team to identify ways to provide efficient and effective care.
19. Other duties and responsibilities as assigned.
20. Actively participates in quality improvement, patient safety and risk management activities.
21. Demonstrates a cooperative team approach in activities.
22. Continuously promotes and fosters an environment conducive to safety for patients and staff.

Exempt or Non-Exempt

Non-Exempt

Minimum Qualifications

1. High school graduate or equivalent. A minimum of one year working in a medical office with



knowledge of medical terminology and basic knowledge of common medications, insurance contracts, and billing procedures is preferred. Experience with an electronic medical record preferred. CPR is required.

2. Able to communicate effectively with client population.
3. Understands medical terminology and commonly used medications
4. Understands vital sign ranges for all ages. Able to recognize emergency situations.
5. Able to communicate effectively with client population, health care team and community members.
6. Proficient in office software programs such as Microsoft Office, Word, Excel.
7. Ability to learn and use common healthcare software programs such as Athena (electronic medical record) and Azara (population health), and Health information exchange systems.
8. Ability to learn new systems and workflows.

Other Qualifications:

- Effectively preserve sensitive and confidential patient information. While maintaining clear and professional boundaries with patients/community members.
- Strong written and verbal communication skills.
- Excellent interpersonal, problem-solving, and organizational skills.
- Strong planning, organization, and time management skills.
- Effectively solve practical problems and deal with a variety of unique situations where only limited standardization exists.
- Exhibit cultural sensitivity to people of various ethnic origins and socioeconomic backgrounds.
- Preferably fluent in other languages of prevalent cultural groups in health center service area.



| | |
|---|---|
| Job Title: | Clinical Psychologist – Primary Care |
| Supervisor: | Director of Behavioral Health and Chief Medical Officer |
| Exempt Status: | Exempt |
| Location: | Suite 106, 208, 214, 217 |
| Patient Centered Medical Home (PCMH) | Wahiawā Health is committed to ensuring the delivery of quality care through continuous evidence-based improvements. The Patient Centered Medical Home (PCMH) model standards, a nationally recognized evidence-based model for quality improvement and quality care, are used to demonstrate quality at WH. All employees are a part of PCMH and are required to actively participate in quality initiatives, including trainings and evaluation projects. Employees are expected to demonstrate and promote team-based and patient centered interactions with other staff members and patients/members/clients. |

Job Summary

Wahiawā Health’s Clinical Psychologist provides a variety of ambulatory behavioral health services including evaluation, diagnosis, treatment planning, case management and psychotherapeutic intervention to variety of ages in the primary care setting, including but not limited to children, adolescents, teens, families, adults, elderly, groups and/or Intensive Outpatient Programs. The psychologist also functions as a behavioral health consultant on the primary care treatment team where s/he identifies, triages and manages patients presenting with medical and behavioral health needs.

Duties and Responsibilities

1. Interviews patient and evaluates their psychological and mental status. Utilizes the latest Diagnostic and Statistical Manual of Mental Disorders (DSM) to diagnose patients. Determines if member is in crisis, at-risk, or suicidal/homicidal. Refers patients in need of immediate or urgent care to appropriate level of services.
2. Provides psychotherapy and counseling for individuals, families, groups and/or Intensive Outpatient Programs. Utilizes a wide range of latest evidence-based interventions and modalities. Provides services such as crisis intervention, brief therapy, cognitive and behavioral therapies, skills training, supportive therapy, stress management, and family therapy.
3. Assesses urgent or high-risk clinical situations and makes appropriate interventions. Coordinates referral of patient.
4. Plans, develops, implements, and leads therapeutic and educational groups to address needs of patient. Evaluates outcomes and effects of treatment for patients and programs.



5. Researches, collects and records data and information relating to diagnosis. Formulates evidence-based treatment interventions and approaches for identified diagnosis. Assists in establishing clinical best practices and guidelines for delivery of service.
6. Assists and empowers patients to participate in their treatment plan. Engages patients in therapeutic relationship. Educates patients regarding mental health services. Makes recommendations and referrals for patients to obtain information, support, services and assistance they may need from Wahiawa Health or community resources related to their behavioral health needs.
7. Collaborates and consults with Physicians, Nurse Practitioners, and other interdisciplinary clinical team members to support assessments and decision making. Reviews difficult cases or quality assurance concern with clinical team. Acts as consultant to team members and others in organization.
8. Acts as liaison between behavioral health services and primary care.
9. Maintains high level of clinical expertise. Is knowledgeable of current clinical conditions, methods, medications, theoretical frameworks and interventions. Utilizes best practices in delivery of behavioral health services in accordance with professional and clinical guidelines established by professional bodies. Understands rationale and theory for interventions. Utilizes evidence-based interventions and modalities with sound theoretical base, which are clinically feasible and have demonstrated clinical effectiveness.
10. Carry out other duties as assigned by the Director of BH and Chief Medical Officer that is within the psychologist scope of practice and license.

Exempt or Non-Exempt

Exempt

EDUCATION/EXPERIENCE:

1. PsyD or PhD degree in clinical psychology from an APA accredited school and be licensed to practice in Hawaii.
2. The following knowledge, skills, and abilities are required: Working knowledge of evidenced-based psychotherapy treatments for medical and mental health conditions presented in both adults and children.
3. High level of efficiency in conducting accurate clinical assessments of behavioral health conditions.
4. High level of comfort working within an integrated healthcare model on a multidisciplinary team of providers in a primary care setting.
5. Ability to exercise sound judgment in managing patient crises in a calm, consistent, and equitable manner.
6. Ability to manage a large case-load of clients presenting with a complex range of needs within a community health setting.



KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

1. Must have excellent interpersonal skills and empathy towards patients, as well as have excellent communication skills, critical thinking skills, the ability to handle stressful situations, the capacity to function independently, have varied clinical experience, and the ability to document meticulously.
2. Must have excellent process improvement skills and able to understand clinic functions and department interactions.
3. Knowledge of practice management components, particularly in cost constrained environments.
4. Knowledge of regulatory compliance i.e., HIPPA, FQHC, OSHA, etc.
5. Basic understanding of information technology and ability to organize, analyze and synthesize complex data from various sources.
6. Able to adapt process improvement in accordance with organization objectives.
- Experience
7. Willingness to work flexible hours in order to meet the organization's needs/demands.
8. Must be physically capable of standing and/or sitting for extended periods of time and physically capable of performing all services. Must be able to lift and carry up to 10 pounds.
9. Attention and Focus: The ability to concentrate on a task over a period of time without being distracted
10. Customer Service Orientation: Actively look for ways to help people, and do so in a friendly manner .Notice and understand customers' reactions, and respond appropriately
11. Communication Skills: Use and understand verbal and written communication to interact with customers and colleagues
12. Actively listening: Give full attention to what others are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
13. Problem Resolution: Is able to judge when something is wrong or is likely to go wrong; recognizing there is a problem and choosing the best course of action when faced with a complex situation with several available options
14. Ability to effectively preserve sensitive and confidential patient information. While maintaining clear and professional boundaries with patients/community members.
15. Ability to exhibit cultural sensitivity to people of various ethnic origins and socioeconomic backgrounds.

I have read and acknowledge this job description: _____ Date: _____



| | |
|-----------------------|---|
| Job Title: | Medical and Social Services Coordinator |
| Supervisor: | Chief Operations Officer |
| Exempt Status: | Exempt |
| Location: | Suite 106, 208, 214, 217 |

| | |
|---|---|
| Patient Centered Medical Home (PCMH) | Wahiawā Health is committed to ensuring the delivery of quality care through continuous evidence-based improvements. The Patient Centered Medical Home (PCMH) model standards, a nationally recognized evidence-based model for quality improvement and quality care, are used to demonstrate quality at WH. All employees are a part of PCMH and are required to actively participate in quality initiatives, including trainings and evaluation projects. Employees are expected to demonstrate and promote team-based and patient centered interactions with other staff members and patients/members/clients. |
|---|---|

Job Summary

The medical and social services coordinator works in areas of care management and assists children, teens, adolescents and families in understanding patient conditions and treatments. They help patients and family members develop coping strategies . The social services coordinator assess patient needs, assist in the development of treatment plans and provide emotional and mental assessments on the patient. Offers counseling, assist with patients’ needs and coordinate the arrangement of support services.

Duties and Responsibilities

1. Assist in Obtaining Various Healthcare Services

The Medical and Social Services Coordinator is typically involved in helping patients work with health insurance companies, community health agencies, transportation services, housing programs and financial assistance programs. They will help to determine what benefits patients are eligible for and assist in filling out necessary paperwork.

2. Provide Support to Patients

The main role of the Medical and Social Worker Coordinator is to help patients understand, cope with and treat their condition. This position will counsel patients about their illness or disease, participate in treatment plan development, arrange for in-home care personnel and equipment and assist in the scheduling of follow-up visits. They will also help to ensure that patients are adhering to treatment plan and medical recommendations. All social determinants of health are considered in the overall assessment and management of each patient, individually.

3. Educate and Counsel Families



The Medical and Social Services Coordinator is involved in helping families understand the illness or condition that a patient has been diagnosed with and offer counseling to reduce stress and cope with the needs of the patient. The Medical Social Worker will assist in all decision-making processes relating to the care of the patient and make referrals as needed. They also offer grief counseling services to families.

General Expectations:

1. Performing all services under this Agreement in a manner that is consistent with the standards applicable to practitioners with Employee's level of training and certification.
2. Keeping and maintaining appropriate records relating to all professional services rendered.
3. Preparing and attending to all reports, claims, and correspondence necessary and appropriate to the performance of the professional services and ensuring that records and documentation are in compliance with Federal, State and local regulations.
4. Performing other duties assigned by Employer from time to time that are commensurate with professional services normally and customarily performed by an employee

Exempt or Non-Exempt

Exempt

EDUCATION/EXPERIENCE:

- Bachelors of Science in Nursing or Bachelors or Masters of Social Work (Masters is preferred), and minimum of one (1) year of related work experience. At least 3 years of social work in a community health care setting is preferred. 1 year of working with children and families is required.
- Must be an active LSW (Licensed Social Worker), Licensed Clinical Social Worker (LCSW) or Licensed Bachelor Social Worker (LBSW) , Registered Nurse (RN) in the State of Hawaii.

OTHER REQUIREMENTS:

- Must have a strong desire to serve the underserved communities, Wahiawā , Waialua, Kunia, and surrounding service areas with the ability to foster a safe environment where patients feel comfortable to share private pertinent information for effective treatment.
- Must have valid driver's license, access to an automobile with current license, registration, and no-fault insurance.



- Requires safely operating an insured automobile for travel to off-site COVID-19 vaccine and testing locations
- Strong skills with a proactive approach in critical thinking and problem-solving.
- Proficiency with Windows, Microsoft Office
- Ability to communicate with doctors, nurses, home health companies and other healthcare personnel and agencies
- Ability to coordinate healthcare services
- Understands various medical conditions and terminology
- Able to evaluate the mental, emotional and physical status of patients
- Strong social work knowledge, technical expertise, and humanistic values to help patients function effectively.
- A strong knowledge and expertise in consulting complex cases with minimal supervision.
- Must be physically capable of standing and/or sitting for extended periods of time and physically capable of performing all services. Must be able to lift and carry up to 10 pounds.
 - Documentation skills, analyzing information, decision making, research skills, verbal communication, written communication, interpersonal skills, resolving conflict, and integrity.
 - Well organized, ability to multitask and work independently to promote flexibility and teamwork.
 - Provide excellent customer service to external and internal customers.
 - Excellent analytical and problem-solving skills in order to judge medical necessity and appropriateness of patient services and treatments on a case by case basis.
 - Must be able to effectively work in a fast-paced environment with frequently changing priorities, deadlines, and workloads that can be variable for long periods of time.
 - Maintains confidentiality of patient information according to Federal (HIPAA), organizational, and departmental policies.
 - Ability to communicate effectively with providers and other health care team and develop strong and collaborative working relationship
 - Good working knowledge of Microsoft Office applications, includes Outlook, Word, and Excel



- Attention and Focus: The ability to concentrate on a task over a period of time without being distracted
- Customer Service Orientation: Actively look for ways to help people, and do so in a friendly manner .Notice and understand customers’ reactions, and respond appropriately
- Communication Skills: Use and understand verbal and written communication to interact with customers and colleagues
- Actively listening: Give full attention to what others are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- Problem Resolution: Is able to judge when something is wrong or is likely to go wrong; recognizing there is a problem and choosing the best course of action when faced with a complex situation with several available options
- Ability to effectively preserve sensitive and confidential patient information. While maintaining clear and professional boundaries with patients/community members.
- Ability to exhibit cultural sensitivity to people of various ethnic origins and socioeconomic backgrounds.

I have read and acknowledge this job description:

Date: _____



| | |
|-----------------------|---------------------------------------|
| Job Title: | Licensed Clinical Social Worker |
| Supervisor: | Director of Behavioral Health and CMO |
| Exempt Status: | Exempt |
| Location: | Suite 106, 208, 214, 217 |

| | |
|---|---|
| Patient Centered Medical Home (PCMH) | Wahiawā Health is committed to ensuring the delivery of quality care through continuous evidence-based improvements. The Patient Centered Medical Home (PCMH) model standards, a nationally recognized evidence-based model for quality improvement and quality care, are used to demonstrate quality at WH. All employees are a part of PCMH and are required to actively participate in quality initiatives, including trainings and evaluation projects. Employees are expected to demonstrate and promote team-based and patient centered interactions with other staff members and patients/members/clients. |
|---|---|

Job Summary

The LCSW provides behavioral health, case management and social services including evaluation, diagnosis, treatment planning, case management and psychotherapeutic intervention provided to individuals, families, groups and/or Intensive Outpatient Programs.

Duties and Responsibilities

1. Assists with administration, development, implementation, and evaluation of social work programs and policies.
2. Conducts social work consultation.
3. Performs clinical diagnosis or psychotherapy.
4. Provides psychotherapy and counseling for individuals, families, groups and/or Intensive Outpatient Programs
5. Utilizes a wide range of evidence based interventions and modalities. Provides services such as crisis intervention, brief therapy, cognitive and behavioral therapies, skills training, supportive therapy, stress management, and family therapy.
6. Interviews patient and evaluates their psychological and mental status. Utilizes the latest Diagnostic and Statistical Manual of Mental Disorders (DSM) to diagnose patients. Determines if member is in crisis, at-risk, or suicidal/homicidal.
7. Refers patients in need of immediate or urgent care to appropriate level of services.
8. Assesses urgent or high-risk clinical situations and makes appropriate interventions.
9. Coordinates referral of patient to psychiatric provider, psychologist or other clinician.
10. Performs case management, coordination, and monitoring of social work service plans in areas of personal, social or economic resources, conditions, or problems.
11. Assesses treatment and prevention of psychosocial dysfunction, disability, or impairment, including emotional and mental disorders.
12. Conducts preparation and evaluation of psychosocial assessments and development of social work service plans.



13. Helps patients enhance or restore their capacities for personal and social functioning and preventing and controlling social problems.
14. Gathers information and identifies resource and referral services for patient care.
15. Educates patients regarding behavioral health services . Assists patients to use services.
16. Researches, collects and records data and information relating to identification and treatment of behavioral and interpersonal problems of patient.
17. Proposes alternatives for interventions and approaches for resolutions.
18. Researches, collects and records data and information relating to identification and treatment of behavioral and interpersonal problems of patient. Proposes alternatives for interventions and approaches for resolutions.
19. Maintains high level of clinical expertise. Is knowledgeable of current clinical conditions, methods, medications, theoretical frameworks and interventions. Utilizes best practices in delivery of behavioral health services in accordance with professional and clinical guidelines. Utilizes evidence based interventions and modalities with sound theoretical base
20. Participates in clinical team meetings, departmental planning and quality management activities.
21. Other clinical duties as assigned.

General Expectations:

1. Performing all services under this Agreement in a manner that is consistent with the standards applicable to practitioners with Employee's level of training and certification.
2. Keeping and maintaining appropriate records relating to all professional services rendered.
3. Preparing and attending to all reports, claims, and correspondence necessary and appropriate to the performance of the professional services and ensuring that records and documentation are in compliance with Federal, State and local regulations.
4. Performing other duties assigned by Employer from time to time that are commensurate with professional services normally and customarily performed by an employee

Exempt or Non-Exempt

Exempt

EDUCATION/EXPERIENCE:

- Graduate degree in social work from an accredited college or university, passing score on the clinical level national board examination, and supervised clinical social work training, as required by Hawaii Revised Statutes (HRS) 467E-7. Minimum of one (1) year of related work experience. At



least 3 years of social work in a community health care setting is preferred. 1 year of working with children and families is required.

- Valid Hawaii Clinical Social Worker license (LCSW) (must meet education requirement(s) for Hawaii State licensure).
- Current BLS for Healthcare Provider CPR or CPR/AED for the Professional Rescuer Certification upon hire.
- National Provider Identifier (NPI) upon hire.

ADDITIONAL REQUIREMENTS:

- **Experience in providing evidence based treatment including conducting individual, and group therapy, intensive outpatient treatment, and/or partial hospitalization programs for children, and/or adults, including people with serous/chronic mental illness.**
- **Experience in writing treatment plans.**
- **Knowledge and experience in conducting assessments and diagnostic evaluations using the latest Diagnostic and Statistical Manual of Mental Disorders (DSM).**
- **Demonstrated knowledge of and skill in adaptability, change management, conflict resolution, decision making, group process facilitation, influence, interpersonal relations, oral communication, problem solving, quality management, teamwork and written communication.**
- Must have a strong desire to serve the underserved communities, Wahiawā , Waiialua, Kunia, and surrounding service areas with the ability to foster a safe environment where patients feel comfortable to share private pertinent information for effective treatment.
- Must have valid driver's license, access to an automobile with current license, registration, and no-fault insurance.
- Strong skills with a proactive approach in critical thinking and problem-solving.
- Proficiency with Windows, Microsoft Office
- Ability to communicate with doctors, nurses, home health companies and other healthcare personnel and agencies
- Ability to coordinate healthcare services
- Understands various medical conditions and terminology
- Able to evaluate the mental, emotional and physical status of patients



- Strong social work knowledge, technical expertise, and humanistic values to help patients function effectively.
- A strong knowledge and expertise in consulting complex cases
- Must be physically capable of standing and/or sitting for extended periods of time and physically capable of performing all services. Must be able to lift and carry up to 10 pounds.
 - Documentation skills, analyzing information, decision making, research skills, verbal communication, written communication, interpersonal skills, resolving conflict, and integrity.
 - Well organized, ability to multitask and work independently to promote flexibility and teamwork.
 - Provide excellent customer service to external and internal customers.
 - Excellent analytical and problem-solving skills in order to judge medical necessity and appropriateness of patient services and treatments on a case by case basis.
 - Must be able to effectively work in a fast-paced environment with frequently changing priorities, deadlines, and workloads that can be variable for long periods of time.
 - Maintains confidentiality of patient information according to Federal (HIPAA), organizational, and departmental policies.
 - Ability to communicate effectively with providers and other health care team and develop strong and collaborative working relationship
 - Good working knowledge of Microsoft Office applications, includes Outlook, Word, and Excel
- Attention and Focus: The ability to concentrate on a task over a period of time without being distracted
- Customer Service Orientation: Actively look for ways to help people, and do so in a friendly manner. Notice and understand customers' reactions, and respond appropriately
- Communication Skills: Use and understand verbal and written communication to interact with customers and colleagues
- Actively listening: Give full attention to what others are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times
- Problem Resolution: Is able to judge when something is wrong or is likely to go wrong; recognizing there is a problem and choosing the best course of action when faced with a complex situation with several available options



- Ability to effectively preserve sensitive and confidential patient information. While maintaining clear and professional boundaries with patients/community members.
- Ability to exhibit cultural sensitivity to people of various ethnic origins and socioeconomic backgrounds.

I have read and acknowledge this job description:

Date: _____

