

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

Type of Grant Request:

Operating Capital

Legal Name of Requesting Organization or Individual: DbA:
Neighborhood Housing Community Dev. Corp. PAL Hawaii Org.

Amount of State Funds Requested: \$ 289,336.00

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

PAL Hawai'i is seeking funding for general operating support to be able to carry out our affordable housing projects and programs.

Amount of Other Funds Available:
State: \$ _____
Federal: \$ _____
County: \$ _____
Private/Other: \$ 1,200,000.00

Total amount of State Grants Received in the Past 5 Fiscal Years:
\$ 300,000.00
Unrestricted Assets:
\$ 1,901,836.00

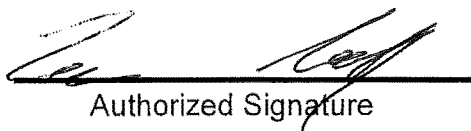
New Service (Presently Does Not Exist): Existing Service (Presently in Operation):

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

Mailing Address:
PO Box 2197
City: State: Zip:
Kapa'a HI 96746

Contact Person for Matters Involving this Application	
Name: Lawrence Graff	Title: Executive Director
Email: larry@pal-hawaii.org	Phone: (808) 720-1011 ext. 404

Federal Tax ID#: [REDACTED]	State Tax ID# [REDACTED]
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Authorized Signature

Lawrence Graff, Executive Director

Name and Title

1/16/24

Date Signed

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.

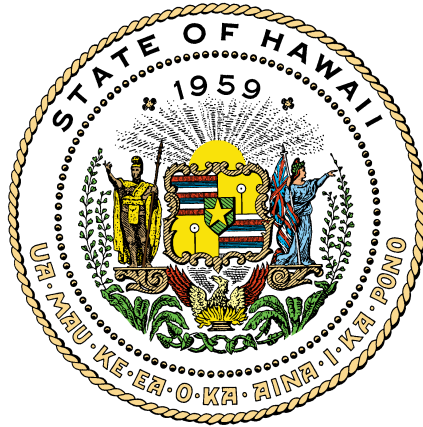
- 1) Hawaii Compliance Express Certificate (If the Applicant is an Organization)
- 2) Declaration Statement
- 3) Verify that grant shall be used for a public purpose
- 4) Background and Summary
- 5) Service Summary and Outcomes
- 6) Budget
 - a) Budget request by source of funds ([Link](#))
 - b) Personnel 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

LAWRENCE GRAFF, EXECUTIVE DIRECTOR

PRINT NAME AND TITLE

1/16/24
DATE



Department of Commerce and Consumer Affairs

CERTIFICATE OF GOOD STANDING

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

NEIGHBORHOOD HOUSING COMMUNITY DEVELOPMENT CORPORATION

was incorporated under the laws of Hawaii on 11/14/2018 ;
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 04, 2024

Director of Commerce and Consumer Affairs

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

The undersigned authorized representative of the applicant certifies the following:

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

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

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

Neighborhood Housing Community Development Corporation
(Typed Name of Individual or Organization)

 (Signature) 1/16/23 (Date)

Lawrence Graff (Typed Name) Executive Director (Title)



Application for Grants Public Purpose Certification

The grant will be used for Public Purpose pursuant to Section 42F-102, Hawai'i Revised Statutes.

Name of requesting Organization: PAL Hawai'i

The Public Purpose for the grant: Establishing a foundation of hope by providing affordable homes and services for the people of Hawai'i.

Services to be supported by the grant: Development of affordable for-sale single-family and multi-family homes, management of affordable rental housing, Ho'omaluhia Community Land Trust, and a service-enriched housing program.

Target Group: Houseless and very low to middle-income workforce households.

Cost of the grant: \$289,336

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. Hawaii Compliance Express Certificate (If the Applicant is an Organization)

If the applicant is an organization, the applicant shall submit one (1) copy of a Hawaii Compliance Express Certificate from the Comptroller of the Department of Accounting and General Services that is dated no earlier than December 1, 2023.

2. Declaration Statement

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

3. Public Purpose

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

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;

Neighborhood Housing Community Development Corporation DBA Permanently Affordable Living Hawai'i (PAL) is a 501(c)(3) affordable housing nonprofit. Founded in 2018, our mission is to establish a foundation of hope by providing affordable homes and services for the people of Hawai'i. We are fighting against the displacement of Native Hawaiians and multigenerational, local families who are the lifeblood of our island culture. We do so by changing the paradigm from affordable housing to affordable living. We design projects and create programs that help our tenants thrive in their homes.

2. The goals and objectives related to the request;

Our goal is to provide permanently affordable living for houseless and extremely-low to middle-income workforce residents with generational ties to Hawai'i. We do this through developing housing projects that provide various pathways: (1) Rental Housing, (2) Fee Simple

Homeownership, and (3) Leasehold Homeownership via our Ho'omaluhia Community Land Trust. These diverse offerings allow us to provide equitable and accessible housing that meets our applicants' needs within each income bracket. We have also created a points and preferences application system to ensure that local, generational households have priority.

When developing our projects, we don't just plan for affordable housing, we plan for affordable living. True affordability includes all basic needs — food, utilities, transportation, healthcare, and employment. Our projects are designed to make these essential components accessible through location, sustainable architectural design, amenities, and service enrichment.

Our Beyond Housing Program (BHP) provides service enrichment to all our rental housing projects. This program helps tenants maintain stability in housing by providing case management, referrals to social services, and workshops in life-skills education that improve their social and economic mobility, leading to increases in quality of life and self-sufficiency. The program also has a center that includes a community space for tenant meetings and workshops, a computer lab, and an office for case management.

Our PAL Construction arm allows us to schedule construction with an elevated level of predictability and control costs to build affordably. PAL's crew is engaged in our mission and dedicated to building affordable housing for the community. Familiar with our designs and building techniques, they can construct units efficiently using innovative techniques such as those used by Habitat for Humanity. This increases savings in construction so that we can meet our target price of \$225 per sq ft.

3. The public purpose and need to be served;

Housing is the number one expense for families. Aloha United Way 2022 study has shown that 41% of Kaua'i's population is Asset Limited, Income Constrained, Employed (ALICE). ALICE represents the growing number of families who are earning above the Federal Poverty Level but not enough to afford the basics of housing, childcare, food, transportation, health care, and technology. These workers often struggle to keep their own households from financial ruin, while keeping our local communities running. On Kaua'i, 34% of households are "just getting by" or "finding it difficult to get by." These households do not have the financial resilience to able to sustain a crisis and are vulnerable to homelessness. That is roughly 24k people. By offering affordable housing opportunities, we greatly reduce families' economic burdens.

In 2019 the Hawai'i Housing Planning Study identified that the island of Kaua'i needed 4,281 new affordable housing units by 2025. We are acting as urgently as possible to close this quickly widening gap. With limited affordable housing supply, many Hawaiian families and families with multigenerational ties to the island can no longer afford to live here. We need to prevent the displacement of the people who are our culture's lifeblood.

4. Describe the target population to be served; and

We focus on houseless and extremely low to middle-income workforce households (<30%-120% AMI).

5. Describe the geographic coverage.

All our current projects serve the County of Kaua'i.

III. Service Summary and Outcomes

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

1. Describe the scope of work, tasks and responsibilities;

The overall scope of work for 2024-2025 includes (1) providing affordable rental housing through management of our two apartment complexes, Kauhale O Kekaha and Kauhale O Kapa'a, (2) building and selling five affordable single-family homes at our Kauhale O Namahana project and arranging the financing and pre-development activities on the remainder of our construction projects, and (3) raising funds to place all of our units into our Ho'omaluhia Community Landtrust and managing those assets.

1) Rentals (Multi-Family Buildings (50%-120% AMI)).

Kauhale O Kekaha is a 13-unit apartment complex purchased in February 2022. Shortly after purchase, we entered into an affordable housing agreement with the County of Kaua'i, limiting residents to 120% Area Median Income (AMI) or below. However, we chose to focus this project on houseless individuals and families earning 50% AMI or below. We collaborate with Family Life Center, Women in Need, Catholic Charities, Kauai Economic Opportunity, and US Vet to refer eligible consumers from the Coordinated Entry System By Name List For Tenancy.

Kauhale O Kapa'a is a 13-unit studio apartment complex purchased in January 2023. This project is focused on serving middle-income workforce households at 120% AMI or below. This apartment complex is under rehabilitation to bring it in compliance with zoning and building codes.

Our Beyond Housing Program provides service-enriched housing through onsite case management, referring tenants to social services as necessary. Our case manager meets at least once a month with each household. They hold workshops at least once a quarter in life skills such as financial literacy and planning, entrepreneurship, and small business management. Our case manager also holds weekly hours in the Beyond Housing Center.

The scope of work for our rental division consists of day-to-day property management - financial planning and sustainability, ensuring physical aspects of the property assets meet industry standards, as well as operation and management of our housing programs - developing and implementing programs and practices that support the achievement of long-term housing stability for our beneficiaries and ensuring program's compliance with agency procedures and government regulations.

2) Fee Simple Homeownership (Single and Multi-Family Homes (80-120% AMI)).

We are currently working on three development projects. Kauhale O Namahana is a community in Kilauea of 11 single-family homes. Kauhale O Kalaheo is a community in Kalaheo of 17 single-family homes. Kauhale O Waipouli is a community in Kapa'a of 17 single-family homes. All projects are being co-developed with Habitat for Humanity.

The scope of work for our Fee Simple Homeownership projects includes financial forecasts, feasibility studies, lending and financing reviews, advancing new housing projects and initiatives, pre-construction activities, grant management, neighborhood relations, on-site supervision and technical management for all construction projects - including but not limited to:

- Planning, coordinating, supervising, and documenting daily on-site activities.
- Understanding all plans, specifications, and contract documents.
- Identifying and helping resolve conflicts with contract documents, unforeseen conditions, and all other construction issues impacting schedule and cost.
- Generating RFPs/RFQs, reviewing submittals, completing daily logs, conducting safety meetings, and updating overall and look-ahead schedules.
- Maintaining a safe and clean job site.
- Assisting with construction schedules, meeting minutes, and change orders.
- Interfacing with all stakeholders

3) Leasehold Homeownership (Single-Family Homes (80-140% AMI)).

Ho'omaluhia Community Land Trust (HCLT) was established in 2022 to create a more affordable homeownership option, keeps housing in the affordability stock, and ensure donations invested make an impact for generations. Our HCLT homes will be leasehold, removing the cost of land to the purchase price and applying resale restrictions that balance equity and affordability. We have raised enough funds to place two of the Kauhale O Namahana units in the HCLT.

The scope of work for our HCLT homeownership program includes programmatic and administrative management of the Land Trust consistent with the policies approved by Executive Director and Board, developing and executing marketing and communication strategies to engage donors, managing the organization's events, fund development, and the coordination of sponsorships.

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

For our rental housing programs productivity, the Kauhale O Kekaha complex is anticipated to stabilize approximately 50 individuals and 20 families annually from houselessness. In addition, Kauhale O Kapa'a is anticipated to stabilize approximately 28 individuals annually. The rental housing projects and Beyond Housing Program are ongoing throughout the year (12 months).

In new construction of for-sale homes restricted at 120% AMI and below, we have three projects in the pipeline; 11 units in Kilauea, 17 units in Kapa'a, and 17 units in Kalaheo. Because collaborations are essential to our business model, these projects will be co-developed with Habitat for Humanity and Affordable Housing Kauai. PAL Kaua'i & PAL Construction will be directly responsible for building a total of 19 of the 45 units of housing.

- (1) Select and qualify low to middle-income families (3 months)
- (2) Produce and complete affordable homes (7 months)
- (3) Close mortgages (2 months)

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

The goal of PAL Hawai'i's quality assurance coordination is to ensure that participants receive the most effective and efficient services through the rental housing pathway and Beyond Housing Program. PAL Hawai'i continuously monitors their programs, identifying the strengths and deficiencies of services, and taking appropriate corrective actions. PAL Hawai'i's quality assurance plan has procedural guidelines for staff and describes responsibilities in monitoring services. Staff meet quarterly to review, evaluate, and implement improvements. The Executive Director oversees the execution of the Quality Assurance Plan (QAP) and assigns responsibilities for monitoring key indicators of quality to various staff who present regular reports. The review identifies areas for improvement, which results in corrective action in those areas.

PAL Hawai'i's QAP and Continuous Improvement Process are designed to meet all requirements of quarterly and/or annual contract monitoring and to ensure compliance with all administrative and fiscal aspects of the contract. PAL Hawai'i provides documentation of all QAP activities and participant records for audits scheduled by oversight agencies as needed. Evaluation in the form of surveys, feedback, and closure forms are used in creating new programs and for application and compliance purposes required by funding agencies. All quarterly findings and information are reviewed by the Quality Assurance Committee and are conveyed to the Board of Directors and Executive Director.

Record Review

The Associate Director and Chief Operating Officer meet quarterly to review a random sample of active case files, utilizing established review criteria. Indicators reviewed include

completeness of documentation, meeting of program standards, and presence-required documents. A report summarizing findings is generated, and deficiencies are communicated to program managers for corrective actions. Corrective Action Plan timelines are then followed up for completion.

Satisfaction Surveys

Satisfaction Surveys are intended to be an important part of PAL PAL Hawai'i's Quality Assurance process. Surveys will be conducted of consumers twice a year. Analysis of results produces corrective actions, as required, which are re-evaluated through subsequent surveys to demonstrate improvement.

Consumer Complaints, Grievances and Appeals

All consumers' complaints, appeals and grievances, are maintained in a secure data file and reviewed monthly with the management team. Responses to such complaints, appeals and grievances are submitted to the appropriate persons in writing within the required time frame.

Quality Management Policies and Procedures

PAL Hawai'i has established policies and procedures to include: Consumer Complaints, Grievances and Appeals; Consumer Satisfaction; Disaster Preparedness; Emergency Evacuation; Compliance; Consumer Rights and Orientation; Secure Record Maintenance; Individualized Service Plans; Referrals participants to other programs; and additional policies and procedures. These policies and procedures are available for review upon request.

Outcome Measures and Performance Indicators

PAL Hawai'i is set up to provide regular monthly, quarterly, and yearly reporting of well defined outcome measures and performance indicators of its delivery system. These are consistent with the professional standards of the discipline involved in the delivery of services. PAL Hawai'i focuses on the quality indicators of Program Efficiency, Program Effectiveness, Access to Services, and Consumer Satisfaction. It is PAL Hawai'i's policy that data collecting, timely reporting, and monitoring are key components in measuring the success of the program and for making continuous improvements in the effectiveness and delivery of services.

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.

PAL Hawai'i will collect data on the following performance measures. For our Beyond Housing Program – Stabilization Track, which serves those coming from houselessness, our key performance indicators are:

- Each year, 80% of households maintain housing.
- Each year, 80% of households maintain rental compliance with Occupancy Agreements, receiving zero notices of violations.
- Each year, 80% of households are satisfied with the program exhibited in our annual tenant survey.
- Each year, 80% of households participate in at least one workshop.
- Each month, 80% of households pay for their separately metered utilities on time.
- 80% of tenants will apply for housing subsidy within the first two months of residency.
- 80% of households who are employment eligible will be employed within six months of residency.
- 80% of households who are eligible for disability will apply within six months of residency.
- 80% of eligible households will receive SNAP benefits within six months of residency.
- 80% of eligible households will receive Quest medical insurance coverage within six months of residency.
- 80% of households will get a checking and savings account with a Credit Union within six months of residency.
- 80% of households will have begun a financial consultation within one year of residency.

We measure these indicators through observations, interviews, surveys, and DoorLoop (our property management software) and attendance reports.

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 (attached)
 - b. Personnel salaries and wages (attached)
 - c. Equipment and motor vehicles (N/A)
 - d. Capital project details (N/A)
 - e. Government contracts, grants, and grants in aid (attached)

2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2025.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
72,334	72,334	72,334	72,334	289,336

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2025.

Atherton Family Foundation	50,000
Healy Foundation	50,000
First Hawaiian Bank Foundation	25,000
Bank of Hawaii Foundation	100,000
AARP	50,000
McInerney Foundation	50,000
Alexander & Baldwin Foundation	25,000
G.N. Wilcox Trust	50,000
Nareit Foundation	100,000
Annie Sinclair Knudsen Memorial Fund	10,000
Elsie H. Wilcox Foundation	10,000
Chan-Zuckerberg Kaua'i Community Fund	50,000
Kosasa Foundation	50,000
FHLB Des Moines	500,000
Clarence TC Ching Foundation	50,000
Hawaii Hotel Industry Foundation	10,000
Cooke Foundation	20,000

4.

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.

PAL Hawai'i has not been given any state or federal tax credits within the past three years. PAL Hawai'i has not applied for any state or federal tax credits, nor do we anticipate applying for any.

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 2025 for program funding.

PAL Hawai'i received two grants in aid in 2023, \$100k for operating and \$200k for CIP.

6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2023.
1,901,836.00

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.

Our leadership has years of experience in real estate, affordable housing development, program management, and non-profit administration. The collective experience of our executive team and talented staff enables our organization to execute projects and programs seamlessly, responding to the affordable housing crisis quickly and effectively.

Kauhale O Kekaha is a 13-unit affordable living apartment community owned and operated by PAL Hawai'i since February 2022. We entered an affordable housing agreement with the County of Kaua'i, limiting residents to 120% Area Median Income (AMI) or below. However, we chose to focus this project on households earning 50% AMI or below by providing service-enriched housing for the houseless population of Kaua'i in collaboration with Family Life Center, Women in Need, Catholic Charities, Kauai Economic Opportunity, and US Vets. Kauhale O Kekaha's goal is to take households from houselessness to homeownership. Our apartment community serves as a starting point for families to eventually transition into one of our for-sale single-family homes. Our Beyond Housing Program, helps prepare our tenants for homeownership through social services and life skills workshops, covering topics such as financial literacy and planning, entrepreneurship, and small business management. Since opening Kauhale O Kekaha we have taken 11 families directly out of houselessness. We are continuously working to provide more sustainable amenities at the project, such as aerobic wastewater treatment, solar roofing, EV charging stations, low-water use laundry facilities, and a community garden.

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.

Rental Housing

PAL Hawai'i owns two apartment buildings where we conduct our Rental Housing Program. Kauhale O Kekaha is located at 4517 Kala Road, Kekaha, HI 96752. It has 13 units. Kauhale O Kapa'a is located at 4585 Lehua Street, Kapa'a, HI, 996746. It has 13 units.

PAL Hawai'i Administration

Our office space is located at the Anahola Marketplace (4523 Ioane Road, Anahola, Hawaii 96703). This facility provides an office space for all the administrative tasks and meetings that allow us to complete our development projects.

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.

All PAL Hawai'i staff providing the proposed services shall possess the knowledge, skills, and experience of working with the targeted population. The administrative staffing pattern provides for adequate, efficient administrative support that allows for effective delivery of service, and for a variety of credentialing categories to ensure a multi-disciplinary team approach to service delivery.

PAL Hawai'i's organizational structure is equipped with features that ensure the successful delivery of services. PAL Hawai'i staff has extensive experience with real estate, affordable housing development, program management, service-enriched housing, and non-profit administration. PAL Hawai'i is equipped to ensure the successful delivery of services through:

- A well-credentialed, highly trained, diverse staff with experience in providing service-enriched housing, case management, affordable housing development, and property management.
- Ongoing training and supervision program for staff.
- A strong quality assurance program.
- Accountability ensured through quality assurance.
- An Advisory Board consisting of affordable housing specialists, community members and consumers that provide crucial input and feedback regarding PAL Hawai'i services.

Our Board of Directors consists of seven professionals passionate about providing housing for the consumers of the agency. Each dedicated member actively participates in fundraising events, and they assist through financial contributions, product donations, professional expertise, and time. Each member's professional and personal networks help to spread awareness about PAL Hawai'i's cause and upcoming events and meet every month.

Training

We ensure that staff are carefully supervised and offered training opportunities in the provision of affordable housing, fair housing, income certification, and property management. PAL Hawai'i staff regularly research best practices for affordable housing and service-enriched housing and apply this knowledge base to its service delivery and training programs. PAL Hawai'i's staff possesses and utilizes a wide range of higher-level interpersonal observational skills and has experience in client assessment. They demonstrate motivational skills and the ability to direct clients to appropriate resources. They work effectively with individuals of diverse backgrounds, cultures, religious beliefs, and lifestyles. PAL Hawai'i has the capacity to build rapport and work with substance abuse clients, survivors, houseless persons, and individuals who may have criminal history in their backgrounds, a history of violence, and those who may at times find it hard to trust and cooperate within structured services and systems. Staff composition is representative of the cultural diversity in Hawai'i and includes supervision in the area of

delivery. The strengths brought by cultural competence form the foundation of our service to Kaua'i's diverse cultural population.

The following staff are intended to be funded through this GIA grant:

1.0 FTE: Chief Operating Officer, Taylor Kaluahine Lani

1.0 FTE: Development & Communications Director, Racquel Segato-Figueroa

1.0 FTE: Accounting Administrator, April Giraldi

1.0 FTE: Administrative Assistant, Ka'iulani Kauahi

See resumes attached.

2. Organization Chart

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

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.

Construction Superintendent \$89,676

Executive Director \$87,565.15

Chief Operating Officer \$86,582.58

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.

PAL Hawai'i is not currently under and pending litigation or outstanding judgment.

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.

N/A

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.

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

4. Future Sustainability Plan

The applicant shall provide a plan for sustaining after fiscal year 2024-25 the activity funded by the grant if the grant of this application is:

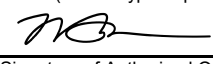
- (a) Received by the applicant for fiscal year 2024-25, but
- (b) Not received by the applicant thereafter.

There are three sources that fund PAL Hawai'i operations: donations, income from rentals, and income from the sale of homes from our single-family residential projects. We assumed ownership of Kauhale O Kekaha in February 2022 and Kauhale O Kapa'a in January 2023, both of which have required significant rehabilitation, limiting net operating income. We anticipate our repairs to be completed and our first construction projects to be sold in 2024. The GIA funding will supplement our operating costs for our program until our anticipated income streams will be able to support our staff positions.

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2024 to June 30, 2025

Applicant: Neighborhood Housing Community Development Corporation

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	232,958			247,100
2. Payroll Taxes & Assessments	35,451			
3. Fringe Benefits	20,927			7,000
TOTAL PERSONNEL COST	289,336			254,100
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island				
2. Insurance				1,000
3. Lease/Rental of Equipment				2,000
4. Lease/Rental of Space				
5. Staff Training				
6. Supplies				2,500
7. Telecommunication				
8. Utilities				1,100
9. Maintenance & Repairs				1,500
10. Information Systems				3,500
11. Marketing				300
12. Mileage				2,500
13. Professional Services				5,000
14. Participant Incentives				1,500
15				
16				
17				
18				
19				
20				
TOTAL OTHER CURRENT EXPENSES				20,900
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
E. CAPITAL				925,000
TOTAL (A+B+C+D+E)	289,336			1,200,000
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	289,336	Moana Waipa 808-634-4328		
(b) Total Federal Funds Requested		Name (Please type or print) Phone		
(c) Total County Funds Requested		 1/16/24		
(d) Total Private/Other Funds Requested	1,200,000	Signature of Authorized Official Date		
TOTAL BUDGET	1,489,336	Moana Waipa - Controller		
		Name and Title (Please type or print)		

BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2024 to June 30, 2025

Applicant: Neighborhood Housing Community Development Corporation

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
Chief Operating Officer	2080	\$86,583.00	100.00%	\$ 86,583.00
Development & Communications Director	1560	\$64,642.00	100.00%	\$ 64,642.00
Administrative Assitant	1560	\$47,327.00	100.00%	\$ 47,327.00
Accounting Administrator	1560	\$34,406.00	100.00%	\$ 34,406.00
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
TOTAL:				232,958.00
JUSTIFICATION/COMMENTS:				

GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID

Applicant: Neighborhood Housing Community Development Corporation

Contracts Total: 300,000

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (U.S./State/Hawaii/ Honolulu/ Kauai/ Maui County)	CONTRACT VALUE
1	Grant-In-Aid Operating	07/01/2023-06/30/2024	SOHHS	State	100,000
2	Grant-In-Aid CIP	07/01/2023-06/30/2024	DLIR	State	200,000
3					
4					
5					
6					
7					
8					
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18					
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20					

TAYLOR KALUAHINE LANI

PROFILE

Resourceful and accomplished candidate with notable administration, information technology and customer service expertise gained in a variety of settings. Consistently recognized for improving operational procedures and producing successful, timely results. Unique ability to multi-task in dynamic environments while maintaining primary focus on priority assignments. Proven ability to maintain strict confidentiality and exercise discretion in all business-related matters and interactions. Reputation for displaying professionalism and high levels of integrity.

EXPERIENCE

CHIEF OPERATING OFFICER

PERMANENTLY AFFORDABLE LIVING KAUAI (PAL KAUA'I), DEC. 2023 - PRESENT

A key member of Leadership team, serving as a direct, trusted advisor to the Executive Director (ED). Charged with leading, managing, and overseeing the overall business performance and functions of the organization. Responsible for financial management and oversight, human resources, people and company culture, legal/compliance, and property assets. Works closely with the ED, other senior staff, the Board of Directors, Committees of the Board of Directors, and other stakeholders.

ASSOCIATE EXECUTIVE DIRECTOR

PERMANENTLY AFFORDABLE LIVING KAUAI (PAL KAUA'I), JAN.2021 - DEC. 2023

Responsible with leading the organization to greater impact and effectiveness. As a trusted thought partner to the Executive Director (ED) and Chief Operating Office (COO), the Associate Executive Director provided strategic leadership to the organization's staff and engages with key stakeholders including the Board of Directors. Leads organization in the implementation of its strategic vision and goals, building alignment across all teams, initiatives, and staff. Understands and articulates with the Leadership Team to operationalize/implement the ED's ideas and perspectives in pursuit of the organization's objectives and operational/programmatic excellence.

INFORMATION TECHNOLOGY & MARKETING COMMUNICATIONS ASSISTANT,

PERMANENTLY AFFORDABLE LIVING KAUAI (PAL KAUA'I), JAN.2019 - DEC. 2020

Executes IT assignments and issues for 501c3 non-profit affordable housing organization. Weekly tasks include meeting with Board Members and Staff to discuss and resolve any IT concerns and inquiries. Advises the Executive Director and President on how they can utilize information technologies to meet quarterly funding objectives, overcome operational issues, and increase team production. Supervises one team member responsible for managing all social media platforms and community outreach campaigns. Creates and maintains all aspects of PAL website, which includes publishing content, page design, ongoing user-functionality, and performance analytics.

RESEARCH SPECIALIST & SALES ASSOCIATE, EMERALD ISLE PROPERTIES,KAUAI JAN 2016-JAN 2019

Responsible for providing administrative support and assistance to Principal Broker and Lead Sale Associate. Oversees all aspects of both Seller and Buyer transactions from initial contact to executed purchase agreement (contract) to closing. Coordinates the preparation of all office property listing including but not limited to, disclosure statements, pertinent infrastructure information, and marketing materials. Produces clear, accurate and concise emails, memos, and requested sales reports. Performs in-depth research on the web, written or by telephone contact with experts in the field of interest. Retains knowledge of Hawaii real estate laws, County and State land use regulations and development rules. Executes multiple project proposals for potential investors and stakeholders including cover letters, background information, financial projections, and home specifications.

ADMINISTRATIVE SUPPORT, ALI'I WINDOWS,KAUAI MAY 2015-PRESENT

Handles organizational and clerical support tasks for window detailing service company. Acts as direct correspondent to company emails and phone calls. Generates all incoming estimates and outgoing invoices. Creates all promotional material including brochures, t-shirts, and seasonal advertisements. Manages content of company website and social media accounts. Facilitates monthly equipment and product ordering.

EDUCATION

UNIVERSITY OF HAWAII MANOA – B.A. IN COMMUNICATIONS 2015 GPA 3.78

Magna Cum Laude Graduate with Lambda Pi Eta Honors (National Honor Society for Communication)

COLDWELL BANKER REALTY SCHOOL–KAIMUKI 2015

Active Real Estate Sales Associate in State of Hawaii

SKILLS

TYPE: 60 WPM, POS REGISTER SYSTEMS, CASH HANDLING

MICROSOFT OFFICE – WORD, POWERPOINT, EXCEL

MICROSOFT 365 – ONEDRIVE, OUTLOOK, SHAREPOINT

FRESHBOOKS ACCOUNTING, BENCHMARK EMAIL SERVICE

MINDBODY: ONLINE BUSINESS MANAGEMENT SOFTWARE

FIRST AID/AED/BLS CERTIFIED

CORE COMPETENCIES

INFORMATIONAL RESEARCH DOCUMENT PROCESSING ATTENTION TO DETAIL

INTERNAL AND EXTERNAL COMMUNICATION ADMINISTRATIVE WRITING

CLIENT RELATIONSHIPS CONFLICT RESOLUTION CLIENT CONFIDENTIALITY

VOLUNTEER WORK

VISITOR'S INDUSTRY CHARITY WALK (KAUAI) 2010-2023

YEARS OF VOLUNTEER WORK FOR PAL KAUAI AND STARWOOD HOTELS (MARRIOTT). MY POSITIONS WITH THE TEAM VARIED AS I WAS PUT WHEREVER THEY NEEDED EXTRA HANDS.

SURFRIDER FOUNDATION- KAUAI CHAPTER 2021-2023

PARTICIPANT IN THE ANNUAL BEACH CLEAN UP HOSTED BY BOTH PAL KAUA'I AND SURFRIDER ON JULY 5TH AT ANAHOLA BEACH PARK TO MITIGATE TRASH AND DEBRIS GETTING INTO THE OCEAN/SURROUNDING ENVIRONMENT AFTER THE FORTH OF JULY FESTIVITIES.

WAIPĀ FOUNDATION 2022, 2023

WORK DAYS IN THE LO'I (TARO PATCH) CLEANING OUT OVERGROWN PATCHS AND INVASIVE SPECIES MITIGATION. POUNDING KALO FOR COMMUNITY DISTRIBUTION.

CAMP AGAPE, KAUA'I 2017, 2016

GAVE SURF LESSONS TO OVER 30 KIDS IN A HAWAII BASED PROGRAM WHO'S MISSION IS TO HELP CHILDREN WHOM HAVE ONE OR BOTH PARENTS INCARCERATED. THESE CHILDREN RANGE FROM AGES 7-19. IT IS AN ALL DAY EVENT WHERE THE KIDS LEARN ABOUT OCEAN SAFETY AND GET ONE-ON-ONE SURF LESSONS WITH INSTRUCTORS.

NĀ KŪPUNA A ME NĀ KĀKO'O O HĀLAWA 2014

PERFORMED WORK DAYS WITH MY HAWAIIAN STUDIES CLASSMATES TO HELP CLEAR BRUSH AND WEEDS AROUND NATIVE HAWAIIAN CULTURAL AND SACRED SITES AND TO HELP MAINTAIN NATIVE HAWAIIAN GARDENS IN HĀLAWA VALLEY ON OAHU.

MARCH OF DIMES 2014

SET UP AND BREAK DOWN OF EVENT IN KAPIOLANI PARK ,AS WELL AS, HELPED WITH OVERNIGHT SECURITY.

JUST ADD WATER 2014

PERFORMED VOLUNTEER WORK FOR TWO SEMESTER IN THE *JUST ADD WATER* COMMUNITY GARDEN BEHIND WAIMANALO ELEMENTARY SCHOOL. WE LEARNED ABOUT NATIVE HAWAIIAN PLANTS, PERMACULTURE, AND HELPED CLEAR BUSH AND CREATE NEW PLANTING BEDS.

MĀLAMA MANALUA 2013

DURING MY OCEANOGRAPHY COURSE AT KAPIOLANI COMMUNITY COLLEGE WE PERFORMED VOLUNTEER WORK AT PAIKO BEACH PARK REMOVING INVASIVE OGO ALGAE FROM THE REEF AND REPLANTED NATIVE HAWAIIAN SEAGRASS IN THE CLEARED AREAS.

RACQUEL JACLYN SEGATO-FIGUEROA, MDP



PERSONAL PROFILE

A multilingual amplifier of equity and environmental sustainability within urbanization and social enterprise. International experience in program management and research development in Latin America & Africa. Harnesses the power of communication to drive positive change. A self-starter, creative problem solver, enthusiastic collaborator, and compassionate coworker.

EDUCATION

Emory University

Master in Development Practice, 2019

Concentration in Urban Sustainability and Social Enterprise.

Skidmore College

BA in Environmental Science, 2013

Minored in Spanish. Graduated Cum Laude. Senior Capstone project focused on Environmental Communication. Wrote and directed public service announcements for Skidmore Energy Conservation Campaign. Ran video campaign, advertising, and distribution. Conducted focus groups, surveys, and interviews to test the effectiveness of the videos in influencing energy-saving behavior.

School for International Training

Semester Abroad, 2012

Panama: Tropical Ecology, Marine Ecosystems & Biodiversity Conservation program. Performed independent qualitative research project focused on Environmental Art. Interviewed musicians and key actors in to understand their messages and motivations. Conducted a surveys to test the effectiveness of the their campaigns on behaviour.

School Year Abroad - Spain

Year Abroad, 2008

High school Spanish immersion program in Zaragoza.

Development Professional

PROFESSIONAL EXPERIENCE

Development & Communications Director

PAL Hawai'i, Remote ~ Apr '22-Current

Raised \$600k+ in program and capital grants from private foundations and government funds. Vetted and implemented donor management software. Designed automated email journeys for donors. Built relationships with key donors. Carried out fundraising campaigns through email, print, and social media. Designed monitoring and evaluation for programs. Provided copywriting and design for web, social media, emails, printed materials, swag, proposals, presentations, press releases etc. Edited videos and animations. Engaged our community through digital forums. Designed information system for filing, internal communications and project management.

Keiki Program Manager & Fundraiser

Hale Halawai 'Ohana O Hanalei, Remote ~ Apr '21-Feb '23

Managed administrative aspects of the Keiki Program including registration, billing, advertising, and reporting. Raised \$200k+ in grants for program and capital campaigns. Vetted and customized program management software to increase team productivity. Designed the Hale Halawai logo and other advertising materials. Developed monitoring and evaluation plan and surveys. Led team in the development of the organization's theory of change and program log frames. Managed facility rentals.

Marketing Manager

Common Ground, Remote ~ May '21-Feb '21

Graphic designer for internal documents, external communications like handouts and signage, social media content, website, presentations and product labeling. Stylist for product and lifestyle photoshoots. Copywriter for website, advertisements and social media. Performed social media engagement and community outreach. Managed social media influencer and newsletter/email campaigns. Maintained media database. Created short videos and reels for social media.

Director of Communications

NYADO, Remote ~ Nov '19-Jun '20

Led the communications strategy for a startup focused on impact entertainment. Managed general external and internal communications as well as targeted campaigns. Responsibilities included email campaigns, press kits, social media management, video and graphic content creation, creation of internal documents and presentation decks, web design, and social media and web copy writing.

NATIONALITY

United States Citizen
Italian Resident

LANGUAGES



HARD SKILLS

Communications

Videography
Photography
Film Editing
Graphic Design
Web Design
Copy Writing

Business

Business Strategy
Business Development
Market Research
Competitive Analysis

Management

Bookkeeping
Financial Reporting
Project Management
Logistics
Facilitation

SOFT SKILLS

Organized & Efficient
Attentive to Detail
Manages Time Effectively
Honest & Communicative
Independent & Team Worker
Performs Under Pressure
Flexible & Adaptable
Multitasker
Leader
Dependable
Quick Learner & Memorizer
Creative Problem Solver
Motivated Self-Starter
Systems Thinker
Technology Savy
Compassionate & Empathetic
Openminded

Racial Equity Fellow

Partnership for Southern Equity, Atlanta ~ Oct '18-Oct '19

Assigned to the Just Growth portfolio focused on creating equitable development in the Atlanta area. Created animated videos outlining the organization's research to the public. Executed a GIS research project examining the history of development in Atlanta and how to track it. Designed websites, presentations, infographics, social media posts and other communications materials. Coordinated meetings and venue logistics for multi-stakeholder groups and educational programs. Conducted social network analysis of the Just Growth Circle community.

Management Intern

Habitat for Humanity, Monrovia-Liberia ~ May '19-Aug '19

Assisted the Chief of Party in implementing the Liberia Country Program. Designed internal management systems for tracking the progress of interventions using SmartSheets. Facilitated sessions of the Participatory Access to Safe Shelter Awareness program. Led capacity building sessions in administrative skills for government partners. Managed government and NGO partnerships, attending meetings and monitoring communications.

Business Development Intern

Watly, Bogotá-Colombia ~ May '18-Aug '18

Performed initial reconnaissance for international expansion of a European technology startup creating micro-grid solutions for developing countries. Conducted market research and designed an entry strategy into the Colombian market. Translated marketing materials to Spanish. Edited a promotional video for social media. Held meetings with potential clients, investors, and partners. Wrote pilot project proposals and conducted site visits. Scouted a country office location.

Business Consulting Intern

WildArk, Atlanta ~ Jan '18-May '19

Advised the strategy of a social enterprise startup focused on wildlife conservation funded by e-commerce. Performed market research for target millennial audience. Devised membership & events package to increase audience engagement. Provided recommendations for procurement of environmentally sustainable products. Analyzed website design and social media content, suggesting improvements to increase engagement. Performed competitor analysis. Analyzed potential e-commerce partners.

Bookkeeper

Self-Employed, Remote Position ~ Apr '16-Feb '19

Provided remote bookkeeping services to multiple clients, guarding their sensitive confidential information. Managed electronic filing system. Input and categorized transactions. Implemented payroll. Filed taxes. Reconciled accounts. Paid bills.

Front End Web/Graphic Designer

Responsibly Envisioned Marketing, Atlanta ~ Apr '16-Sep '17

Worked as a freelance designer at a small marketing firm. Built and designed websites. Designed infographics and logos. Created brand templates. Designed and managed CRM system.

TRAININGS

Adobe AfterEffects Animation Workshop
Mediation & Conflict Management
Geographic Information Systems (GIS)
Social Network Analysis
Climate Reality Leadership Corps
Organizing for Opportunity
Statistics
Monitoring & Evaluation
Qualitative Research Methods
Quickbooks Online
Landmark Curriculum for Life

HOBBIES

Cycling, Singing, Dancing, Acting,
Modeling, Creative Writing,
Filmmaking, Gardening, & Yoga

REFERENCES

Jennifer Luck
COO, Common Ground
+18083469419
jen@commongroundkawaii.com

Suzanne Burnes

Just Growth Portfolio Manager,
Partnership for Southern Equity
+14047347865
sburnes@pssequity.org

Mathew Ndote

Liberia Country Program
Manager, Habitat for Humanity
+231880913688
mndote@habitat.org



Manager

Rhythm Studios, Atlanta ~ Aug '15-Apr '16

Wildlife Conservation Intern

Networked within the art community to expand programming of a small dance studio. Managed bookings. Scheduled weekly classes and events. Provided phone and email customer service. Managed social media accounts, created content and ran digital marketing campaigns. Regularly updated website content and refined web copy and design. Designed marketing materials like posters and flyers. Arranged studio cleanings and maintenance. Purchased studio supplies. Organized large events. Managed groups of performers during gigs.

Kilauea Point National Wildlife Refuge, Kilauea ~ Jul '13-Oct '13
Contributed to the maintenance of a wildlife refuge. Provided customer service to park visitors, sharing information about wildlife and history of the site. Worked in the ticket booth. Performed ecological surveys.

GIS Teaching Assistant

Skidmore College, Saratoga Springs ~ Jan '13-May '13

Held office hours in the GIS Center to be able to assist students with their class work.

Ecosystem Restoration Intern

Waipa Stream Project, Waipa ~ Jun '12-Aug '12

Aided a stream restoration project. Cultivated native plants. Maintained site by regularly weeding and planting. Manually altered the stream channel. Performed water quality and land surveys. Lead volunteer groups.

Executive Assistant

JSL Rentals, Anahola ~ Jul '08-Oct '13

Provided support to a multi-business owner. Managed passwords, accounts, card numbers and other sensitive information. Installed and troubleshot hardware and software. Purchased project supplies. Digitized and organized multimedia. Designed branded content for businesses. Filled and organized records.

RACQUEL JACLYN SEGATO-FIGUEROA

racqueljaclyn.figueroa@gmail.com

+18086343663



racqueljaclyn.figueroa

APRIL JOY GIRALDI
P.O. Box 1371, Kilauea, HI 96754
Cell: (727) 215-7323
ajoy2@verizon.net

EDUCATION

Kauai Community College, Puhi, HI August 2022 – present
Associate of Science in Applied Business

St. Petersburg College, St. Petersburg, FL June 2018
Associate of Science in Business Administration

Study Abroad Experience

SPC International Program, Spain June 2017 – July 2017

Certificates & Licenses

SPC, *Certificate in Higher Education Customer Service* March 2017

EXPERIENCE

PAL Hawai'i December 2023 - present

Accounting Administrator

- Administrative and clerical duties in Accounts Payable, Accounts Receivable, and Bookkeeping
- Perform day-to-day accounting procedures and entry into DoorLoop software
- Respond to tenant maintenance requests and posts work orders
- Engage in critical confidential aspects of accounting and ensure compliance of financial procedures
- Manage accounts payable and accounts receivable for tenant-related transactions
- Compile data and prepare a variety of reports upon request of the Financial Controller
- Prepare credit card reconciliations and report discrepancy found in records
- Maintain inventory records by unit in and property as appropriate
- Ensure insurance policies are up to date and saved
- Enter and maintain accuracy of data, new vendor information, process work orders and invoices
- Maintain credit card transactions and collect receipts
- Other job-related duties as assigned

Papaya's Natural Foods April 2022 - November 2023

Assistant Store Manager/Deli Manager

- Managed daily store operations
- Responsible for daily accounting procedures
- Managed Deli inventory, daily assignments, production and personnel
- Manager on duty with strong customer service, retail merchandising, inventory

Kilauea Market – Kilauea, HI August 2019 – September 2020

Assistant Store Manager

- Manage all areas of store operations: accounting, personnel, sales, customer service and payroll e-time
- Quarterly inventory, daily cash handling, deposits, and detailed daily financial audits
- Manager on Duty with strong communication, merchandising, oversee daily operations
- Responsible for 50+ employees and all target projections and goals

Department of Education – Kilauea School, Kilauea, HI

July 2018 – November 2019

School Administrative Services Assistant

- Strong customer service, conflict resolution, and school office management
- Accounting reports in compliance with policies and GAAP
- Calculate payroll for various unions provisions
- Reconciliation for grant funded program
- Departmental audits, daily financial functions, and yearly inventory
- Prepared and processed personnel, and provided secretarial services

St. Petersburg College – Business Services, St. Petersburg, FL

March 2013 – April 2018

Accounting Support Technician

- Prepared and processed 50 - 100 daily financial transactions
- Balanced daily cash, petty cash, record ledgers, maintain spreadsheets and databases
- In charge of archived records and other clerical duties
- Strong customer service and office support
- Monitor departmental financial data, verification of funding sources
- Confirm compliance and departmental audits
- Cash management and reconciliation
- Adhered to all federal, state and college policies with regards to FERPA and student privacy
- In-charge of college retirees accounts receivable
- Financial statistical reports, payroll, and timesheet reports
- Created journal entries, correct discrepancies of data and accounts

St. Petersburg College – Humanities & Fine Arts, St. Petersburg, FL

June 2009 – March 2013

Senior Administrative Services Assistant

- Processed business documents, letters, memos, and contracts
- Financial statistical reports, payroll, verification of funding sources and timesheet reports
- Performed administrative duties including: record maintenance, registration, course preparation
- Provided direct support to Program Chair
- Scheduled, transcribed, and managed office calendars and schedules
- Adhered to all federal, state and college policies with regards to FERPA and student privacy
- Provided exemplary customer service
- Recruited and supervised student assistants, and completed work schedules

St. Petersburg College – CE Health, Dual Enrollment, St. Petersburg, FL

July 2004 – June 2009

Administrative Specialist I

- Created and managed student base course offerings
- Provided direct support to Program Director
- In-charge of 3000+ High School student course registrations and records
- Performed routine clerical tasks such as answering incoming calls, mailing, copying, and filing
- Scheduled, transcribed, and managed office calendars and work schedules
- Adhered to all federal, state and college policies with regards to FERPA and student privacy
- Recruited and supervised student assistants, calculated payroll, and processed evaluations
- Directed visitors and provided all requested information

Heartstone Assisted Living – Administration, Carrollwood, FL

June 2003 – July 2004

Assistant General Manager

- In-charge of daily operations of retirement community
- Recruited, trained, managed 50+ employees and set high standards for employees
- Monitored quality of customer service throughout the community
- Processed monthly rent-roll and payroll
- Account Receivable/Account Payable, financial statements, and collections
- Departmental month-end financial budget reports
- Facility Operations within State Rules and Regulations
- Directed visitors, provided tours, maintained exceptional community and customer relations

The Palms of Largo – Administration, Largo, FL

August 2002 – June 2003

Marketing Move-In Manager

- Coordinated moves into 300+ capacity retirement community
- Strong customer service and marketing representative
- In-charge of resident moves, lease, required documents, apartment preparation, and furniture layout
- Marketing competitive analysis database
- Facilities Manager on Duty
- Prepared departmental budget report and updates, cash management and reconciliation
- Provided tours of 96+ acres of retirement community property
- Built and maintained effective relationships with management, staff, and community

VOLUNTEER EXPERIENCE

Share Farm: Produce Distribution Clerk	March 2016
Sustainable Urban Agriculture Coalition: Community Gardener at Faith House	October 2013
Habitat for Humanity of Pinellas County: Home Service Committee Member and Partner	January 2011
Habitat for Humanity of Pinellas County: Volunteer, Florida Friendly Landscaping Team	January 2010
Habitat for Humanity of Pinellas County: Construction and ReStore Participant	January 2008
St. Petersburg College: Special Events Registration, Greeter, and Set-Up Participant	December 2004

INVOLVEMENT

<i>Student Life and Leadership</i> , SGA Senator, St. Petersburg College	April 2018
<i>Elks Lodge #1224</i> , Member, St. Petersburg	August 2016
<i>Women on the Way</i> , Student Member, St. Petersburg College	August 2015

Ka'iulani Kauahi

296 Makani Rd #A
Kapa'a, HI 96746
(808) 754-8991
kaiulani.kauahi@gmail.com

EXPERIENCE

PAL Hawai'i, Anahola— *Administrative Assistant*

August 2023- Current

Triage and direct correspondence, assist leadership as needed

PAL Kaua'i, Kilauea— *Various*

March 2020 (Office Assistant)- August 2022 (Director of Community Relations)

Fundraising, Public Relations, Website Management, Content Creation

Papaya's Natural Foods, Kapa'a— *General Manager*

April 2016- January 2020; Promoted from Shift Manager in March 2017

Oversee Daily Operations, Training, Team Building

HMSA, Honolulu— *Appeals Support Specialist II*

January 2015- April 2016

Intake and preparation of appeals and grievances

Heaven on Earth, Honolulu— *Concierge/Floating Manager*

January 2015- April 2016

Guest Experience Management, Training, Inventory, Purchasing

UH Manoa Faculty Senate, Honolulu— *Research Assistant*

March 2012- August 2013

Research and Analysis, Reports, Website Management

YMCA of Honolulu, Honolulu— *Marketing Assistant*

March 2012- August 2013

Marketing, Event Management, Website Management

EDUCATION

Saint Mary's College of California, Moraga— *B.A.*

August 2005 - May 2009

Liberal Arts

SKILLS

Public Relations, Team Management, Team Building, Branding, Content Creation, Media Management, Event Coordination

LANGUAGES

English, Hawaiian

PROJECTS

Large Gifts

PAL Kaua'i Anniversary Appeal

YMCA Healthy Kids Day

VOLUNTEER WORK

Hawai'i Foodbank
Aloha United Way
YMCA of Honolulu
Habitat for Humanity
Surfrider Kaua'i

Kamehameha Schools, Kapalama— *H.S. Diploma*

August 2001- May 2005

 **PAL HAWAII**
Org Chart

