

DECLARATION STATEMENT OF APPLICANTS FOR GRANTS FOR SEAST TIA

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

LEILANI FARINAS, EXECUTIVE DIRECTOR, TRUE INITIATIVE

PRINT NAME AND TITLE

DATE

1/18/24

**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:

TRUE Initiative

Amount of State Funds Requested: \$ 1,477,463

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

Grant will be used to expand TRUE's work with IHS to serve more homeless. TRUE delivered a homeless care coordination tool (app) that helps case workers administer and track servicing for the homeless. The app uses facial recognition, eliminates redundancies, and provides data and visibility across IHS. TRUE provides training, change management, improvements, and on-going maintenance and support. The grant builds on the homeless care coordination platform by integrating additional service providers and installing biometric stations at (2) IHS facilities. +

Amount of Other Funds Available:

State: \$ _____

Federal: \$ _____

County: \$ _____

Private/Other: \$ 300,000

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

\$ N/A

Unrestricted Assets:

\$ 172,088

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:

643 Ilalo St.

City:

Honolulu

State:

HI

Zip:

96813

Contact Person for Matters Involving this Application

Name:
Leilani Farinas

Title:
Executive Director, TRUE Initiative

Email:
leilanif@truehawaii.org

Phone:
(213) 705-0025

Federal Tax ID#:

██████████

State Tax ID#

██████████



Authorized Signature

Leilani Farinas, Executive Director

Name and Title

1/18/24

Date Signed



STATE OF HAWAII
STATE PROCUREMENT OFFICE

CERTIFICATE OF VENDOR COMPLIANCE

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

Vendor Name: TRUE INITIATIVE

Issue Date: 01/16/2024

Status: Compliant

Hawaii Tax#:

New Hawaii Tax#:

FEIN/SSN#:

XX-XXX5707

UI#:

No record

DCCA FILE#:

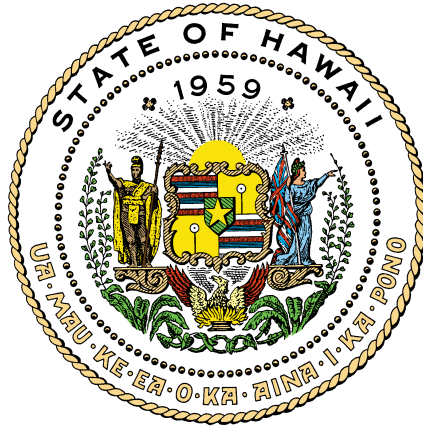
322056

Status of Compliance for this Vendor on issue date:

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

Status Legend:

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



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

TRUE INITIATIVE

was incorporated under the laws of Hawaii on 06/03/2022 ; 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 16, 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, Hawaii Revised Statutes:
 - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant is awarded;
 - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
 - c) Agrees not to use state funds for entertainment or lobbying activities; and
 - d) Allows the state agency to which funds for the grant were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant.
- 2) If the applicant is an organization, the applicant meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is incorporated under the laws of the State; and
 - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant is awarded shall be conducted or provided; and
- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
 - b) Has a governing board whose members have no material conflict of interest and serve without compensation.
- 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, Hawaii Revised Statutes, for grants used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant was awarded and disposes of the land in fee simple or by lease, the organization shall negotiate with the expending agency for a lump sum or installment repayment to the State of the amount of the grant used for the acquisition of the land.

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

TRUE INITIATIVE

(Typed Name of Individual or Organization)



(Signature)

January 18, 2024
(Date)

Leilani Farinas
(Typed Name)
Rev 8/30/23

Executive Director
(Title)

Application for Grants

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

I. Certification – Please attach immediately after cover page

1. 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](#).

Requests for grants shall be submitted to the appropriate standing committees of the legislature at the start of each regular session of the legislature. Each request shall state:

- (1) The name of the requesting organization or individual;
- (2) The public purpose for the grant;
- (3) The services to be supported by the grant;
- (4) The target group; and
- (5) The cost of the grant and the budget. [L 1997, c 190, pt of §3; am L 2014, c 96, §6]

(1) Requesting organization: TRUE Initiative

(2) Public purpose for the grant:

Grant will be used to expand TRUE’s work with IHS to serve more homeless. TRUE delivered a homeless care coordination tool (app) that helps case workers administer and track servicing for the homeless. The app uses facial recognition, eliminates redundancies, and provides data and visibility across IHS. TRUE provides training, change management, improvements, and on-going maintenance and support.

Our community bears huge social and financial costs associated with **chronic homelessness**.

According to the U.S. Dept of Housing and Urban Development (HUD), there was an **estimated 5,967 people experiencing homelessness in Hawaii in 2022 which is 41.4 homeless for every 10,000 residents, the 4th most among the 50 states**. 1,495 are chronically homeless, 306 veterans and 223 youth. 62.7% are unsheltered, the 12th highest state. 66% have reported a mental illness, 50% chronic illness, 45% substance use disorder and 36% physical disorder. 37% are Native Hawaiian or Pacific Islander. 66% reside on Oahu.

The cost of medical care for treating homeless individuals puts an economic strain on our community. In Hawaii, 3.6% of patients use 61% of our nearly \$3 billion annual Medicaid budget — that's 13,000 people, many who are homeless, who consume **over \$1 billion** in Medicaid, or an average of \$82,000 per person per year.

Providing permanent housing to a homeless person can reduce the cost to the state by 43-73%, saving as much as \$60,000 in Medicaid per person per year.

These facts begin to show the scale of both the human and social costs of chronic homelessness in Hawaii, and the urgent need for effective rehabilitation solutions.

(3) Services supported by the grant:

TRUE started up the development of a homeless care coordination platform which began with the delivery of a mobile app for The Institute for Human Services (IHS). The mobile app enables IHS outreach workers to document outreach engagements with homeless individuals. While out in the field, the case worker can now use facial recognition to identify the client, view prior data, document the encounter, take photos and videos, and capture the exact location with GPS. The data can be accessed and updated across the network of homeless service providers. Greater detailed information is shared in real time enabling better continuity of care.

The mobile app addresses the challenges outreach case workers are facing while out in the field/streets - enabling IHS to service homeless without identification, eliminating redundant outreach efforts, and providing accurate data that will improve visibility across the homeless care system.

The grant builds on the homeless care coordination platform by:

1/ integrating additional service providers
 2/ installing on-premise “biometric verification stations” at controlled entrances to (2) IHS facilities:

- Sumner Men’s Shelter
- Women’s & Family Shelter

“Biometric verification stations” at these facilities will further expand case management capabilities and optimized care.

Case workers will have information on their clients regarding services delivered out in the field (logged via the mobile app) **plus** on-prem activity/services delivered at facilities (logged via the biometric verification stations).

Linking client encounters from the field with client encounters on-site at facilities will enable case workers to better assess clients and provide managed care from initial encounter to permanent housing with higher quality, integrated information.

(4) Target group:

According to the U.S. Dept of Housing and Urban Development (HUD), there was an **estimated 5,967 people experiencing homelessness in Hawaii in 2022 which is 41.4 homeless for every 10,000 residents, the 4th most among the 50 states**. 1,495 are chronically homeless, 306 veterans and 223 youth. 62.7% are unsheltered, the 12th highest state. 66% have reported a mental illness, 50% chronic illness, 45% substance use disorder and 36% physical disorder. 37% are Native Hawaiian or Pacific Islander. 66% reside on Oahu.

Hawaii also suffers from cost-of-living inequities identified in the 2020 Asset Limited, Income Constrained, Employed (ALICE) Report. **Nearly half of Hawai'i's residents are struggling**, with 33% identified as ALICE and 9% living in poverty. According to the report:

- *Hawaii's 2018 GDP reflected community spending of \$4 billion on assistance to the state's households below the ALICE Threshold.*
- *Many jobs, across all job types, will require an increasing ability to incorporate new technologies, work with data, and make databased decisions. **ALICE workers will need to gain new skills** rapidly.*
- *The economic benefit to Hawaii of bringing all households to the ALICE Threshold would be approximately \$19.3 billion, meaning that the state GDP would grow by 21%.*

Homelessness is a top priority for Governor Green. The Governor has a 10-point plan of action to implement a statewide, comprehensive approach to addressing homelessness.

The first point in the Governor's plan is to **dramatically increase outreach** to the chronically homeless, improving trust and communication with the unhoused community and creating a compassionate, clear, and effective protocol to identify each individual's needs for healthcare, social services, and temporary shelter, and a pathway to help them move toward permanent housing.

In his 2023 state of the city address, **Mayor Blangiardi cited affordable housing and homelessness as the top two "wicked problems" for his administration**. The

Mayor's plan calls for the city to provide housing in collaboration with wrap-around services from the State.

The grant activity is directly aligned with the action plan established by the Governor and the Mayor and provides technology training to ALICE workers.

(5) Cost of the grant and budget: \$1,477,463

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;

TRUE Initiative is a non-profit launched in 2019 dedicated to solving Hawaii's cost-of-living inequities. Our goal is to strengthen local businesses with technology, creating more, higher-paying jobs in Hawaii. TRUE facilitates events, internships, and demonstration projects, is funded by its 26 public/private member organizations and in 2023 has helped create 10 jobs to date with an average salary of \$120k.

2. The goals and objectives related to the request;

TRUE chose this grant activity because it offers multiple benefits to the community:

- provides outreach to more homeless individuals
- enables case workers to provide better referrals and track performance
- leads to better outcomes
- helps secure additional federal funding
- demonstrates how technology is used to solve problems
- leads to higher wage jobs with tech-enabled workers

Reducing homelessness:

- decreases government spending on treatment
- reduces the taxpayer's burden
- improves the community for kamaaina and visitors
- improves the business environment for areas struggling with homelessness

As TRUE helps organizations in Hawaii improve through innovation, we become a smarter, stronger, more resilient community. Tech-enabled workers make 20% more than their non tech-enabled counterparts. Our entire community benefits.

3. The public purpose and need to be served;

Chronic homelessness involves many factors - social, economic, medical, and legal - each of which must be addressed to break the cycle and get people into permanent housing. Unaddressed poverty, addiction, and mental illness are at the root of homelessness, and the costs to our community is enormous. Homelessness exposes people to greater risk of injury and infection, often makes existing mental illness and addiction worse, and can inflict long-term traumatic stress.

Services for homeless individuals start with referral sources such as IHS, the City's C.O.R.E. program, the crisis line, etc. The next step is acute stabilization or stabilization services such as the 'Imi Ola Piha triage center, emergency shelters, urgent care health services, detox and substance & abuse treatment, etc. The third step is permanent housing and supportive services such as group/foster/care home, transitional shelter, residential substance abuse treatment, etc.

Outreach and referral services are the critical first step in rehabilitating homeless individuals. Outreach case workers document encounters and capture information such as the client identity, location, name, photos, and case notes. Upon return to the office, they enter the data into their agency case management system and again into the HUD Homeless Management Information Systems (HMIS). The HMIS system captures data to track the inflow and outflow of homelessness and provide demographic breakdowns.

The multiple, manual data entry step process leads to **inconsistent data and offers no data for the case worker in the field.** The HMIS system is designed for documenting cases and community level resource management, not for real-time entry and use. Optimized care requires **field accessible data** from multiple sources to properly assess the client and triage the appropriate services they need. **Referral and case workers are forced to assess and triage clients with limited information.** They subsequently place phone calls or texts to partners that may be able to help the client. This leads to both overlap and gaps in coverage and redundant, inaccessible data.

Furthermore, chronically homeless individuals often **do not have identification.** Case workers often build a new case file for an individual who has previously been encountered. This leads to duplication of effort and inaccurate data.

To dramatically reduce homelessness, **systemic improvements** must be made. **Outreach to more homeless individuals is needed.** The care must be managed from the initial encounter to permanent housing with high quality, complete information.

Effective services have a multiplying positive effect on our community by eliminating the feelings of hopelessness and loss of human potential and productivity. Resources may be reallocated from assistance and treatment to projects and programs that help families and communities thrive, not just survive.

4. Describe the target population to be served; and

According to the U.S. Dept of Housing and Urban Development (HUD), there was an **estimated 5,967 people experiencing homelessness in Hawaii in 2022 which is 41.4 homeless for every 10,000 residents, the 4th most among the 50 states.** 1,495 are chronically homeless, 306 veterans and 223 youth. 62.7% are unsheltered, the 12th highest state. 66% have reported a mental illness, 50% chronic illness, 45% substance use disorder and 36% physical disorder. 37% are Native Hawaiian or Pacific Islander. 66% reside on Oahu.

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Homelessness is a top priority for Governor Green. The Governor has a 10-point plan of action to implement a statewide, comprehensive approach to addressing homelessness.

The first point in the Governor's plan is to **dramatically increase outreach** to the chronically homeless, improving trust and communication with the unhoused community and creating a compassionate, clear, and effective protocol to identify each individual's needs for healthcare, social services, and temporary shelter, and a pathway to help them move toward permanent housing.

In his 2023 state of the city address, **Mayor Blangiardi cited affordable housing and homelessness as the top two "wicked problems" for his administration.** The Mayor's plan calls for the city to provide housing in collaboration with wrap-around services from the State.

The grant activity is directly aligned with the action plan established by the Governor and the Mayor and provides technology training to ALICE workers.

5. Describe the geographic coverage.

The homeless population served will span Districts 4/5/6/7 spanning Waikiki, Makiki, Downtown, Kalihi, Salt Lake with broader reach to other districts. We will increase the number of homeless served and lower the cost per person served.

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 grant will be used to help case workers administer aid and track progress for homeless.

TRUE started up the development of a homeless care coordination platform which began with the delivery of a mobile app for The Institute for Human Services (IHS). The encounter app addresses the challenges case workers are facing while out in the field/streets/in the IHS facilities – enabling them to service homeless without identification, eliminating redundant efforts, and providing accurate data that will improve visibility across the homeless care system.

TRUE will:

1. Implement a new Homeless Care Coordination System (CCS) platform to integrate and support Homeless Service organization in Hawaii, with IHS as the Pilot user.
 - a. This CCS Platform utilizes a Digital ID system
 - b. CCS Processing of data ingested through the multiple Encounter Applications into a common database and verifies clients
 - c. The CCS information will reside in a secured Data Lake with the proper metadata and identifiers to be used for analytical purposes.
 - d. The Analysis component will use a Data Lake for Data Modelling and Data Services to create outputs for Homeless Services organizations such as:
 - i. Need scores
 - ii. Classify client groups
 - iii. Case Management Reports (SAMI)
 - e. The CCS platform will also have a means for communication to the Homeless Services organization via email, application notification, and phone calls to the relevant users based on configured notification triggers
 - f. The CCS platform will also:
 - i. Be Scalable
 - ii. Be Maintainable
 - iii. Provide information via Role Based Access Control

- iv. Have defined workflows
 - v. Create Case Management reports
 - vi. HMSA Integration
 - vii. Med-Quest Form Data Exchange
2. Project manage the expansion of the IHS homeless care coordination platform to include “biometric verification stations” at:
 - a. Sumner Men’s Shelter
 - b. Women’s & Family Shelter
 3. Contract services to acquire hardware:
 - a. (1) biometric verification station at Sumner Men’s Shelter main entrance
 - b. (1) biometric verification station at Sumner Men’s Shelter beds entrance (bed check-in)
 - c. (1) biometric verification station at Sumner Men’s Shelter cafeteria (meals serviced)
 - d. (1) biometric verification station at Women’s & Family Shelter beds entrance (bed check-in)
 - e. (1) biometric verification station at Women’s & Family Shelter cafeteria (meals serviced)
 - f. IN-KIND: (1) Biometric verification station at Women’s & Family shelter main entrance
 4. Contract services to install, manage and maintain biometric verification stations
 5. Provide IHS training and change management support
 6. Engage with IHS to integrate knowledge and encourage sharing of information
 7. Collect and report all data

Our homeless care coordination solution aims to yield significant outcomes and benefits for the homeless, care providers, stakeholders, and the community at large.

Reduction in Medicaid costs

The cost of homeless care is tremendous. As stated in Governor Green plan on homelessness <https://joshgreenforhawaii.com/issues/homelessness/>, “Hawaii has one of the highest rates of homelessness per capita in the nation, with over 10,000 people chronically homeless at any given time. ... Providing permanent housing to a homeless person can reduce the cost to the state by 43-73%, saving as much as \$60,000 in Medicaid per person per year.”

Access to data at the point of care and coordination of services throughout the homeless care system will expedite the path towards permanent housing. Our homeless care coordination system provides the underlying platform to achieve this goal.

Increase the efficiency and throughput of homeless service workers.

Homeless service workers play a crucial role in identifying, assessing, and helping homeless clients get off the street and into shelter or permanent housing. However,

recruiting and retaining qualified workers remains challenging for many service providers.

Our technology solution enhances the efficiency and effectiveness of homeless service workers by providing vital information on mobile devices at the point of care. This can result in greater productivity, job satisfaction and increased retention.

Reduction in repetitive and duplicative services through the sharing of information and coordination of services

Establishing identification or application for government assistance may take several weeks to months.

Lack of access to information about services previously provided to a homeless individual frequently results in duplication in these services, constituting a considerable waste of time and resources and a homeless client requiring a much longer period of time to achieve the goal of stable housing.

These repeat services often occur when homeless patients move between service regions or are brought to emergency rooms and discharged only to find themselves returning due to a lack of linkage with assigned case managers and proper ongoing care.

Duplication of services can also occur when multiple service providers are unknowingly helping the same client. Lack of data sharing and coordination among service provider can result in medications prescribed by different providers causing adverse drug reactions or individuals being administered the wrong medication if identity cannot be verified.

A core feature of our homeless care coordination system is a data sharing platform with a common digital ID that we assign to each client. This makes it possible to securely share data about the client and past encounters in real time across multiple service providers, thereby saving costs and improving overall safety and services throughout the delivery system.

Reduce the trauma of homelessness

Homeless care is a race against time. The longer a person remains on the street, the greater their risk of facing traumatic events such as illness, assault, disabilities, and the effects of aging, all of which exponentially increase the cost and complexity of providing assistance.

By sharing data and coordinating access to timely and appropriate care, our goal is to streamline the journey to permanent housing, thereby reducing chances of adverse events, improving safety, and saving costs.

Reduction in criminalization through diversion

Diversion in law enforcement refers to redirecting offenders away from the traditional criminal justice system and towards treatment of mental illness and substance use disorders to reduce incarceration and promote rehabilitation. The costs of incarceration in Hawaii is about \$140 per inmate per day, not counting the expense of the legal process prior to imprisonment and the opportunity cost of taking away law enforcement resources from higher value efforts. Diversion strategies can be applied to address homelessness by preventing homelessness before it occurs, rapidly resolving it when it does, or by utilizing a variety of resources and support systems.

Our solution can promote diversion where appropriate by providing law enforcement with a tool to reconnecting a homeless person with their case manager so that appropriate services can be accessed.

Positively impact our community

We understand that solving our homeless crisis will take more than a technology solution. It will take a broader coordinated social movement to help the homeless in our community.

In the first phase of our project, we engaged with over 30 stakeholders in our community including services providers, state and city government agencies, legislators, health plans, foundations, hospitals, educational institutions, technology firms, nonprofits, citizens, businesses, and the homeless coalition. We were uplifted and encouraged by the outpouring of support and willingness to help our community. By helping the homeless population obtain help and reintegrate back into society, people can move toward being able to contribute to our economy through employment and make further positive impacts in our community.

What has been missing is a demonstrable solution for uniting people to transform homeless care in Hawaii. We will serve as that catalyst by continuing to connect stakeholders in our community and foster collaboration for a better Hawaii.

These are a few of the outcomes we hope to achieve with proper funding and support.

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

Expansion and Continuous Improvement

We will expand our work with homeless service providers on Oahu for 1 year, provide training and change management support, continuously improve the app, and provide on-going maintenance, operations, and support.

July 2024: Planning

We will meet with IHS participants to review the goals, scope, tasks, and schedule for the grant activity. We will conduct a kickoff meeting with all participants to present the project plan and organize the team.

August 2024: Acquisition & Installation

Acquisition and installation of biometrics stations completed at Sumner Men's Shelter and Women's & Family Shelter.

September 2024: Continuous Improvements

We will conduct continuous improvement workshops with case workers to assess any gaps in the use of the biometrics verification stations and opportunities for improvement. We anticipate that refinements will be needed. Requested improvements will be developed, tested, and updated.

This task will be coordinated by TRUE, and our contracted IT service partner will conduct the workshops and develop the software improvements.

October 2024 – on-going: Training & Reporting

To ensure adoption, we will provide training and organizational change management support. Training materials will be developed, and classes will be held to train new users. We will also conduct biweekly check-ins with lead users to review usage dashboards and address any issues. Software maintenance, operations, and help desk support will also be available to assist end users in using the system and resolve any software or operational issues.

This task will be performed by TRUE provided training, help desk, and end user support and our contracted IT service partner to provide software maintenance and operations support.

Community Engagement

In parallel with our expansion and continuous improvement activity, TRUE will actively engage with the homeless services community to share our experiences with the goal of integrating knowledge and encouraging sharing of information to better serve the homeless population. We will accomplish this activity through various channels including:

- Group and individual stakeholder demonstrations

- Conference presentations
- TRUE and partner media content

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

Our Quality Assurance and Evaluation Plan will be based on the performance measures described in Section 4. Our approach involves using actual data from our system to track progress in meeting our stated measurable outcomes. We will create dashboards within our system that will serve to evaluate and measure our proposed outcomes. These dashboards will provide insights into how the application facilitates the coordination of care across programs, thereby reducing duplication of services. They will also be instrumental in improving the identification and location of clients, as well as enhancing the level and timeliness of encounter documentation.

We will monitor our progress against the timeline outlined in Section 2. This timeline is aligned with the action plan, which encompasses the improvement and expansion of the homeless care coordination platform, community engagement, and performance measurements. For each month, we have identified specific deliverables that we will produce, along with methods to substantiate each deliverable. A dashboard and reports will be developed to monitor and report our progress throughout the grant period.

Regular status meetings and checkpoints will be conducted to report on progress, review performance data on a monthly or quarterly basis, identify and resolve issues, and make necessary improvements.

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 Measurement

We will produce the following deliverable to measure our performance in meeting stated outcomes using live data from the operational system.

	Deliverable	12 Month Goal	Performance Measurement
1	New case workers trained and actively using the app	60	# of new users onboarded (non-duplicated) We will substantiate this deliverable through user activity logs that is produced by the app
2	Clients served using the app to identify, view, coordinate, and record data about the client.	720	# of clients served (non-duplicated) We will substantiate this deliverable by counting the number of new clients in our database for the month
3	Clients served with coordinated services by multiple case workers	240	# of clients with coordinated services (non-duplicated) We will substantiate this deliverable by counting the number of clients with multiple encounters entered by different case workers for the month.
4	Clients served that transitioned into shelter or permanent housing	36	# of clients placed in shelter/permanent housing (non-duplicated) We will substantiate this deliverable by counting the number of clients with encounter flags that indicate placement in shelter or permanent housing. The number of clients transitioned into shelter or permanent housing is also a measure of cost savings. Placing clients in permanent housing saves up to \$60,000 in Medicaid costs according to Governor Green's homeless plan.
5	Community engagements to share knowledge and promote collaboration and data sharing to better coordinate care of homeless clients	24	# of meetings, presentations, and demonstrations to community stakeholders We will substantiate this deliverable with meeting confirmations and presentation materials.

The grant activity will cover outreach to a total of 700+ homeless clients over 12 months, who will benefit from on-site coordinated care and optimized services tailored to their needs, informed with real time data. TRUE will gather data on the number of individuals without identification, duplicative entries and individuals served per case worker to demonstrate how the system increases outreach. TRUE will use the data to calculate the cost per homeless individual served.

TRUE will analyze the homelessness inflow-outflow data. We expect increased outreach to homeless individuals and, over-time (likely beyond the period of the grant), higher conversion percentage to permanent housing. The increase in the number of individuals converted to successful housing translates into a cost savings of a least \$60,000 in Medicaid per person per year.

Based on data collected during a 5-month period from June 1 to October 31, 2023,

services rendered (listed in order of most demand) included: transportation (50%), help accessing vital documents (25%), providing mental health assessments (9%), motivational encouragement (8%) and providing basic necessities (8%). TRUE will analyze and report this data which will lead to further optimization of services.

TRUE will train 60 caseworkers over 12 months. Over time, we expect the case workers to become tech-enabled, more efficient, and higher-paid.

TRUE will gather data to perform a cost benefit analysis of the project. With solid cost benefit data, homeless service providers can secure public/private grant funding to assist more individuals, reducing local government spending on treatment by \$60k per person per year.

These outcomes directly align with the State’s priority to support qualified public services and programs for the most vulnerable, including homeless persons. In addition, grant activity will directly support the State’s efforts to eliminate chronic homelessness by **dramatically increasing outreach**, improving trust and communication with the unhoused community and creating a compassionate, clear, and effective protocol to identify each individual’s needs for healthcare, social services, and temporary shelter, and a pathway to help them move toward permanent housing.

IV. Financial

Budget

1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.
 - a. Budget request by source of funds ([Link](#))
 - b. Personnel salaries and wages ([Link](#))
 - c. Equipment and motor vehicles ([Link](#))
 - d. Capital project details ([Link](#))
 - e. Government contracts, grants, and grants in aid ([Link](#))

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
\$590,987	\$295,492	\$295,492	\$295,492	\$1,477,463

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

City & County of Honolulu Grants in Aid (GIA) Fiscal Year 2025

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

4. 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.

N/A

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

See attached.

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.

Through a start-up grant funded by NEC in February 2023, TRUE began innovation on a homeless care coordination tool to be utilized by IHS. Within 2 months, an initial app was ready for beta testing by IHS case workers. 5 months after deployment, 15 IHS case workers had been on-boarded as app users, resulting in coordinated care to 330 unduplicated clients.

Activity leading to the successful outcomes included an intensive deployment model which included: 30 hrs. prepping/facilitating key benchmark meetings, 40 hrs. on-boarding/training and 60+ hrs. of weekly reporting/progress calls. TRUE also organized over 20 hrs. of demo meetings for the homeless services community/potential users.

Since its formation in 2019, **TRUE has consistently delivered successful projects** including launching Hawaii's first-ever Cloud Innovation Summit, dedicated to innovative technologies, digital transformation and tech enablement. Celebrating its 2nd year in 2023, the event attracted 300+ attendees and is **self-sustained through sponsorship revenue** from 15 companies. In 2022, TRUE, through a public-private collaboration, launched the TRUE Esports + Tech Lab, a pilot in the Waipahu Public Library for the community to learn and develop valuable skills through the entertaining medium of esports and gaming. As a result of the pilot, 6 students learned the fundamentals of coding, with 1 student going on to pursue post-high school studies in software

development. The pilot framework has been adopted by Hawaii Technology Academy, Palama Settlement and Kauai Economic Development Board.

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.

TRUE's operations are based out of the Entrepreneur's Sandbox Co-working space at 643 Ilalo St. Honolulu, HI 96813. Facility provides office space, meeting rooms and event spaces which will support TRUE's efforts to facilitate and execute the project during the duration of grant activity.

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.

TRUE will leverage its existing capacities including:

- Leveraging an existing, proven product—the homeless care coordination app
- Providing resourcing towards day-to-day operations supported by \$45k budget allocation funded through TRUE member sponsorship donations
- Additional resourcing and in-kind commitment from 26+ member organizations
- Established community engagement through demos and product marketing targeting public and private sector leaders/orgs to advocate for further scaling/deployment

TRUE will acquire additional resourcing to support broader deployment across IHS including:

- Project manager (.15 FTE) – Lead IHS case workers to review the goals, scope, tasks, and schedule to coordinate grant activity. We will conduct a kickoff meeting with all participants to present the project plan and organize the team
- User support (.50 FTE) – Responsibilities to include conducting biweekly check ins with lead users to review usage dashboards and address any issues with use the app
- Help desk (.50 FTE) - Help desk support will also be available to assist end users in using the system, maintain the app, and resolve any software or operational issues

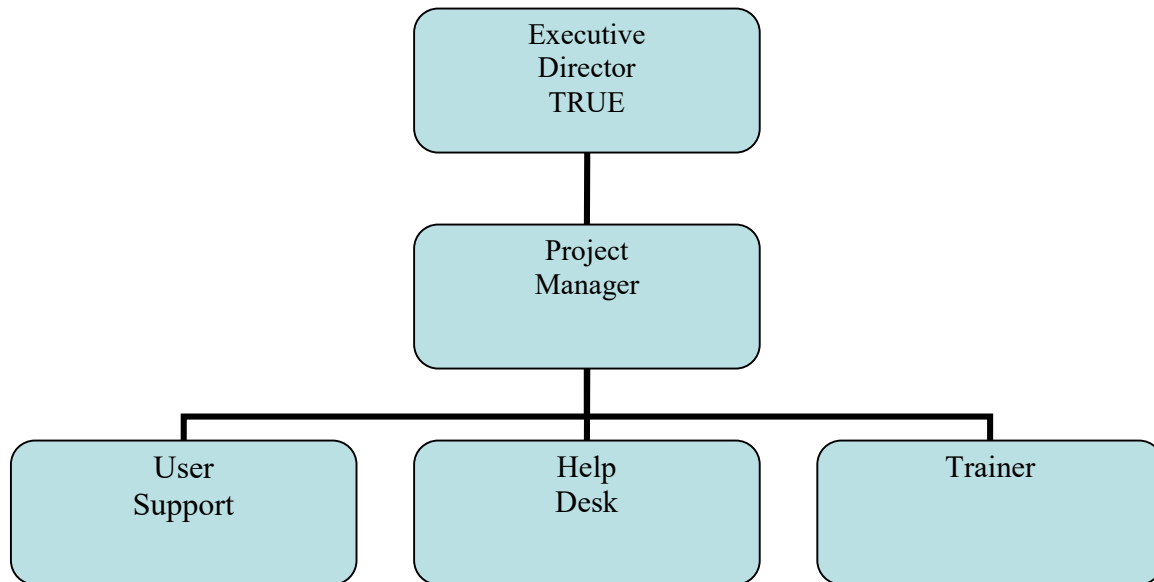
- Trainer (.50 FTE) - To ensure/reinforce user adoption, provide training and organizational change management support. Training materials will be developed, and classes will be held to train new users.

TRUE will also contract IT contracted IT services. These services include the following: Cloud infrastructure services, Software improvements, maintenance, and support.

TRUE has experience acquiring capacity and resources to deliver successful project outcomes. For example, TRUE leveraged our relationship with stakeholders to provide in-kind event and PR support for the Hawaii Cloud Innovation Summit. When launching the TRUE Esports + Tech Lab pilot in the Waipahu Public Library, TRUE contracted a dedicated Esports coach to manage the pilot program for 6 months. TRUE also secured in-kind IT and media support for the project and private financial donations to pay for the 5 gaming PCS and furniture.

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.

Executive Director (contractor) - \$150k annually

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.

N/A

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.

N/A

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.

The scope of our grant funding request encompasses the first year of our five-year plan. The long-term goal is for all organizations serving the homeless population to utilize the app we're developing. This app, along with its data, will necessitate coordination, access, and governance across various agencies. Consequently, the strategy for its

broader deployment will be transitioned to State and Federal leadership, ensuring it is properly owned and resourced.

To realize this long-term vision, we intend to seek additional funding from government sources after the 2024-2025 fiscal year. An estimated \$3 million will be required to finance years 2-5 of our plan. These funds will enable us to expand our solution's use in coordinating homeless care throughout our community further.

At the project's inception, TRUE functioned as an accelerator and technology enabler, launching the homeless care coordination app. TRUE will maintain its role in driving community engagement and support efforts to define and identify a clear pathway to achieving the long-term plan.

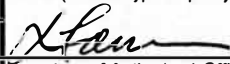
Addressing homelessness is a community-wide issue that impacts our state, and it's an issue to which TRUE's member organizations are steadfastly committed. Reducing homelessness offers long-term benefits to the community, including:

- Decreasing government spending on treatment.
- Reducing the tax burden on taxpayers.
- Enhancing the community's appeal for residents (kamaaina) and visitors.
- Improving the business environment in areas affected by homelessness.

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2024 to June 30, 2025

Applicant: TRUE INITIATIVE

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	96,600			
2. Payroll Taxes & Assessments				
3. Fringe Benefits	12,190			
TOTAL PERSONNEL COST	108,790			
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island	30,000			
2. Insurance				
3. Lease/Rental of Equipment				
4. Lease/Rental of Space				
5. Staff Training				
6. Supplies				
7. Telecommunication (AWS Platform)	180,000			
8. Utilities				
9. Consulting fees	1,098,433			
10 General excise tax	60,240			
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
TOTAL OTHER CURRENT EXPENSES	1,368,673			
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
E. CAPITAL				
TOTAL (A+B+C+D+E)	1,477,463			
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	1,477,463	Leilani Farinas	(213) 705-0025	
(b) Total Federal Funds Requested	0	Name (Please type or print) Phone		
(c) Total County Funds Requested	0		17-Jan-24	
(d) Total Private/Other Funds Requested	300,000	Signature of Authorized Official Date		
TOTAL BUDGET	1,777,463	Leilani Farinas, Executive Director, TRUE Initiative Name and Title (Please type or print)		

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Period: July 1, 2024 to June 30, 2025

Applicant: TRUE INITIATIVE

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

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

BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS

Period: July 1, 2024 to June 30, 2025

Applicant: TRUE INITIATIVE

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OTHER SOURCES OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY: 2022-2023	FY: 2023-2024	FY:2024-2025	FY:2024-2025	FY:2025-2026	FY:2026-2027
PLANS	N/A	N/A	N/A	N/A	N/A	N/A
LAND ACQUISITION	N/A	N/A	N/A	N/A	N/A	N/A
DESIGN	N/A	N/A	N/A	N/A	N/A	N/A
CONSTRUCTION	N/A	N/A	N/A	N/A	N/A	N/A
EQUIPMENT	N/A	N/A	N/A	N/A	N/A	N/A
TOTAL:						
JUSTIFICATION/COMMENTS:						

GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID

Applicant: TRUE INITIATIVE

Contracts Total: -

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (U.S./State/Hawaii/ Honolulu/ Kauai/ Maui County)	CONTRACT VALUE
1	N/A	N/A	N/A	N/A	N/A
2					
3					
4					
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6					
7					
8					
9					
10					
11					
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28					
29					

TRUE Initiative
Statement of Financial Position
As of November 30, 2023

	Nov-23
Assets	
Cash	74,178
Total Current Assets	\$ 74,178
Other Assets	
Accounts Receivable	118,090
Fixed Assets	-
Security Deposits	-
Total Other Assets	\$ 118,090
Total Assets	\$ 192,268
Liabilities	
Accounts Payable	20,180
Credit Cards	-
Total Liabilities	\$ 20,180
Net Assets	
Unrestricted	172,088
Total Net Assets	\$ 172,088
Liabilities + Net Assets	\$ 192,268

-