

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

Type of Grant Request:

Operating Capital

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

Amount of State Funds Requested: \$ \$725,450

Brief Description of Request : Wahiawa Health is requesting funding to expand our Community -School Partnership Model, *SCHOOL HEALTH EVOLUTION AND EXPANSION FOR KEIKI (SHEEK)* to other schools within the Leilehua/Mililani/Waialua School Complex. In September of 2023, Wahiawa Health signed a formal Memorandum of Understanding (MOU) with Ka'ala Elementary and the Department of Education to address the raising concerns of mental health, preventative care and primary care needs among children, adolescents, and their families. A multidisciplinary health care team provides comprehensive services on school grounds in a private and enclosed space, or via telehealth or mobile health van where children and adolescents can access needed care during school hours.

Amount of Other Funds Available:

State: \$ _____
Federal: \$ _____
County: \$ _____
Private/Other: \$ _____

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

\$ 900,000.00
Unrestricted Assets:
\$ \$959,479.51

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

Type of Business Entity:

501(C)(3) Non Profit Corporation
 Other Non Profit
 Other

Mailing Address:

302 California Ave Suite 208

City: State: Zip:
Wahiawa HI 96786

Contact Person for Matters Involving this Application

Name: Bev Harbin	Title: CEO
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Federal Tax ID#: ██████████	State Tax ID# ██████████
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Authorized Signature

Beverly Harbin, CEO

Name and Title



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

Bev Harbin, CEO

PRINT NAME AND TITLE

January 17, 2024

DATE

Application for Grants

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

I. Certification – Please attach immediately after cover page

1. 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.

Please see Attachment A

2. Declaration Statement

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

Please see Attachment B

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.

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

federal funding (~\$750,000. – 1 million dollars/year). Wahiawā Health is the only Look-Alike in the State of Hawai'i.

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

- Family Medicine, Internal Medicine, Women's Health and Pediatric Services
- Specialty Services: Obstetrics and Gynecology, Diabetes Center of Hawaii, Podiatry, Behavioral Health and Psychiatric Services, Hepatitis C treatment.
- Preventative Services: Family Planning, Immunizations and Wellness Screenings, Diabetes Prevention Education and Program and Well Child Services.
- Mental Wellness Services: Substance Use Disorder Treatment and Counseling, Cognitive Behavioral Therapy
- School Based Health Care – at Wahiawa Health, Mobile Clinic Van, Ka'ala Elementary and on-site at other schools providing school sport physicals and immunizations using our mobile clinic van. We provide primary care, acute care, social services, and mental health services.
- Pharmacy Services: Free Medication Delivery, Medication Assistance, Tobacco Cessation, Comprehensive Medication Management, Medication Therapy Management, Hypertension Education and Counseling, Diabetes Self-Management Education (DSMES) in partnership with The Diabetes Center of Hawaii. Clinical Pharmacy specialty services: We are contracted with CVS specialty to dispense specialty medications that treat osteoporosis, Hepatitis C and Women's Health medications.
- Clinical Support Services: Wrap -around support services to address Social Determinants of Health including: e.g. food insecurity, medication delivery, transportation, accessing medical care, service coordination, and language assistance.

Wahiawā Health is a participant in the 340B program, offering discount medications to patients that are dispensed at Wahiawa Health Pharmacy, our in-house pharmacy that opened May 2022. We are contracted with Long's Drugs in Wahiawa, Haleiwa, and Mililani. Lab services are offered by Diagnostic Lab Services, out of STE 101, within the same building. Wahiawā Health also maintains a referral arrangement with Wahiawā Family Dental Care in STE 204, within the same building. Therefore, the 302 California Avenue medical complex is a one-stop-shop for patients in need of primary and preventive care services. Wahiawā Health also works closely with Wahiawā General Hospital (WGH), referring patients to WGH for diagnostic radiology, occupational therapy, physical therapy, and speech language pathology/therapy. Wahiawā Health also

maintains telehealth capabilities for service delivery and uses telehealth to engage patients in remote monitoring of chronic diseases and for elderly, home-bound patients. Wahiawā Health has an outreach van which is used for community outreach events, outreach to homeless populations and encampments, and for home visits. This van has become most valuable with the more recent the COVID-19 pandemic, we provided testing and vaccination pop-up clinics and medication delivery services offered by Wahiawā Health off-site in the surrounding neighborhoods of Central O'ahu and North Shore. Wahiawā Health, although still relatively new, has proven its need in the community showing exponential growth over the past 5 years – particularly during the pandemic. In 2019 (pre-pandemic), Wahiawā Health managed to provide care to 4,640 unduplicated patients in over 17,703 face-to-face encounters. In comparison, in 2021, Wahiawā Health provided care to 4,321 unduplicated patients in over 22,090 encounters (face-to-face and/or virtually).

In 2023, Wahiawā Health provided care to 4,991 unduplicated patients and had 22,396 encounters (face-to-face and/or virtually). Wahiawa Health provided care to 1,538 school-aged children and adolescents age 5 – 18 years old and completed 4,141 encounters (face-to-face and/or virtually) for this age group. The Health Resources & Services Administration (HRSA) awarded Wahiawa Health two Community Health Quality Recognition (CHQR) badges, recognizing us for making notable quality improvement achievements in the areas of access, quality, health equity, and health information technology during 2023. We are proud to announce that we have received the **Health Disparities Reducer Award** for improving low birth weight, hypertension control and uncontrolled diabetes among ethnic groups, and the **Access Enhancer Award** for increasing our total patient count by at least 5% as well as treating patients receiving mental health, substance use disorder, vision, dental, or enabling services.

In May 2022, we launched our school-based health services program. We provided:

- 300 Sports Physicals on campus at Mililani HS, Waialua Middle and High School
- Administered more than 200 flu vaccines at Ka'ala Elementary and Wahiawa Elementary
- Screened 200 children for anxiety and depression.
- Provided referrals to behavioral health and primary care services for both students and their families.

Wahiawa Health also joined the Attendance Review Counsel (ARC) to help the schools address students with excessive absences. Below is an example of an ARC quarterly Meeting:

Persons in attendance:

Duke Aiona, ARC council chair

Sandie Freitas, LSW for DOE LMW complex

Brad Tomita, Juvenile Probation officer

Marisa Toyooka, Kaala Elementary School Counselor

Mr. Gervacio, Kaala Elementary Vice Principal
Brad and Esther McDaniel, Pastors
Haunani APRN School Health Partnership Lead – Wahiawa Health
Dr. Tafuna, Clinical Psychologist, Wahiawa Health

Example Discussion at Meeting:

- a. Student at Wahiawa Elementary, with chronic absences. The council decided that students should be enrolled into BH services. The student was referred to our clinical psychologist and has been keeping his appointments. Absences have improved this quarter from 60% to 80%, student has only missed 9 days of school this quarter, compared to >15 absences last quarter. Clinical psychologists are working on addressing anger issues and state that students have been showing up to his appointments. The student will continue services with our BH department and was discharged from ARC.
- b. Two Students at Kaala Elementary. Absences have remained the same and have not improved. ARC will continue to work on helping reduce the student's absence. Students are missing vaccinations and physical, student was referred to Wahiawa Health to update his vaccinations and physical.
- c. Student at Wahiawa Middle needed referral to social services as the school was informed that her parents were being evicted from their home and needed to leave the property at midnight. Student and Family was quickly seen by our Community Health Worker to assist in finding a place to stay. Our CHW worked with the family to apply for several other resources including food, insurance, and housing applications.

In May 2023, we launched year two of our school – based health services program that emphasizes mental health and well-being because of the raising concerns of mental health needs among children in Hawaii. In 2021¹, the US surgeon general highlighted the need to address the nation's youth mental health crisis that was been exacerbated by the COVID-19 pandemic.

Since May 2023, we have provided: 365 school aged children and adolescents preventative, clinical health services, psychological services, wrap around services to address the social determinants of health, social and emotional support and community engagement. We continue to participate in ARC counsel meetings to assess and review what each child's individual challenges or needs are that is affecting school attendance. We are able to support the schools by connecting children and their families to medical, behavioral health and social services. Wahiawa Health has partnered with Ka`ala Elementary to assist in their walking school bus program. This program accommodates students who do not qualify for school bus transportation to school. Wahiawa Health volunteers stand

[1]

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

along Cypress Ave, Olive Ave, and California Ave to ensure kids walking to school arrive to school safely.

This grant application is requesting funding to expand our Community -School Partnership Model, *SCHOOL HEALTH EVOLUTION AND EXPANSION FOR KEIKI (SHEEK)* to other schools within the Leilehua/Mililani/Waiialua School Complex. In September of 2023, Wahiawa Health signed a formal Memorandum of Understanding (MOU) with Ka'ala Elementary and the Department of Education to address the raising concerns about mental health, preventative care and primary care needs among children, adolescents, and their families. The SHEEK program is based on the school-based health center (SBHC) model of health care delivery in which a multidisciplinary health care team provides comprehensive services on school grounds via a mobile health bus or mobile health clinic van, telehealth or on-site at Wahiawa health or on school grounds.

Utilizing this multidisciplinary care team approach, which includes a Family Medicine Nurse Practitioner, Clinical Psychologists, Licensed Mental Counselor, Community Health Workers, Pharmacists, Medical Assistants, Patient Service Representatives, Wahiawa Health provides:

- a. Preventative Health Services, as recommended by the American Academy of Pediatrics Bright Futures Guideline. Preventive and clinical health services, including child wellness exams, sports physicals, childhood vaccinations, providing COVID-19 vaccinations and testing.
 - Primary Care Services:
 1. Acute Care- Such as headaches, ear infections, sore throats, coughs and stomach aches
 2. Chronic Disease Management- such as Asthma, Diabetes and Obesity
 3. Immunizations to fulfill school health requirements and annual flu vaccines.
 - Behavioral Health Services:
 1. Individual and Family Group therapy for mental conditions
 2. Confidential substance uses assessment and referral to treatment services.
 - Health Support and Education:
 1. Substance abuse prevention
 2. Tobacco and Vaping prevention
 3. Bullying prevention

Other program services include:

- b. Wrap -around support services to address Social Determinants of Health including e.g. food insecurity, medication delivery, transportation, accessing medical care, service coordination, and language assistance.
- c. Case Management
- d. Insurance Eligibility Assistance
- e. Family engagement and involvement
- f. Social and emotional support
- g. Community engagement and involvement
- h. Coordination with school staff and administrators

Wahiawa Health has secured a space on the campus of Ka'ala elementary where our Nurse Practitioner and Clinical Psychologists will see students in private health room to address acute care, primary care or mental health concerns. The principle of Ka'ala elementary has agreed to prioritize scheduling students for behavioral health needs because of the detrimental impact on the student's academic performance. The school principal emphasized that if a child has behavioral issues, the issue will take precedence and students will be able to see a clinical psychologist during school hours.

Wahiawa Health is requesting funding to expand and replicate our current community- school partnership model to other schools in with the Leilehua/Mililani/Waiialua School Complex. To address the need for care coordination and social services, we are also requesting additional funding to support two positions: Clinical Social Worker and Care Coordinator to assist children and their families with medical, behavioral care and Social Determinants Health (SDOH), such as housing, food insecurity and social support services.

2. The goals and objectives related to the request;

Goal: Expand and strengthen our sustainable relationship with the Department of Education, Wahiawa Health, 'Iliahi Elementary School, Wahiawa Middle School, Wailua Middle and High School. Wahiawa Health will work with the superintendent and school principals to develop a Memorandum of Understanding (MOU) in order to provide needed medical, behavioral health and social services to school aged children, their families and school staff at 'Iliahi Elementary, Wahiawa Middle School, Wailua Middle and High School.

Objectives:

- a. Facilitate early identification of health and mental wellness concerns by appropriate screening, assessment, and follow-up.
- b. Improve efficiency and coordination of primary care, acute care services, mental health services and social services among school-based professionals

- and Wahiawa Health pediatrics, family medicine, behavioral health providers and clinical support services.
- c. Reduce the stigma associated with mental health treatment by providing behavioral health services in environments where children are located with visits on-site on school campuses Wahiawa Health as recommended by behavioral health and medical team.
 - d. Provide school staff training and support by sharing knowledge, skills and information.
 - e. Provide Wrap -around support services to address Social Determinants of Health including, food insecurity, medication delivery, transportation, accessing medical care, service coordination, and language assistance.
 - f. Coordinate student healthcare needs with school staff (teachers, principals and administrative staff).

3. The public purpose and need to be served;

Schools play a crucial role youth in children and adolescent development, they are an important point of contact for prevention, identification, and treatment of medical, dental and behavioral health problems. The public purpose of this application is to expand our Community -School Partnership Model of care to more schools within the Leilehua/Miiliani/Waiialua school complex.

Early life stress and adverse events can have a lasting impact on the mental and physical health of school-aged youth. Examples of stressors include physical abuse, family instability, unsafe neighborhoods, poverty and more recently, COVID-19 pandemic. These stressors cause children to have inadequate coping skills, difficulty regulating emotions, reduced social functioning, increased chronic disease, and poor school attendance. Increasing access to mental health services coming out of the COVID-19 pandemic is both a nationwide and state concern. In 2021, the US surgeon general highlighted the need to address the nation's youth mental health crisis that has been exacerbated by the COVID-19 pandemic [1].

According to statistics published by the Annie Casey Foundation, in the 2022 Kids Counts Data Book, there is an increase in self-reported depression and anxiety in Hawaii's teens since 2016[2]. The 2019 Youth Risk and Behavior Survey, updated in January 2021, reported that Hawaii teen suicide attempts that require medical attention exceed the national average [3]. We cannot just address mental health; we must treat the child and the family as whole. Medical, dental, behavioral health and social determinants of health must be addressed to support healthy and successful students. Children and adolescents are the future of the state and the nation. We must invest in their success by increasing access to mental health, preventive health, social services and healthcare services to more children and adolescents in our school complex service area.

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

²2022 Kids Count Data Book State Trends in Child Wellbeing. (2022). HAWAII KIDS COUNT Snapshot, The Annie E. Casey Foundation, KIDS COUNT Data Center, <https://datacenter.kidscount.org>

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

4. Describe the target population to be served; and

Based on the DOE 2023-2024 enrollment report, the Leilehua-Mililani-Waiialua Complex is comprised of twenty schools and serves approximately 14,732 students.

Wahiawa (zip code: 96789)

All Wahiawa Elementary Schools	2,873 Keiki
Wahiawa Middle School) and Wheeler Middle School (6th-8th grades)	1,383 Keiki
Leilehua High School (9 th -12 th)	1581 Keiki

Mililani (zip code: 96789)

All Mililani Elementary Schools	2,252 Keiki
Mililani Middle School (6 th -8 th grades)	1,672 Keiki
Mililani High School (9 th -12 th)	2,432 Keiki

Waiialua (Zip Code 96791)

Haleiwa and Waiialua Elementary Schools	646 Keiki
Waiialua High and Intermediate	608 Keiki

5. Describe the geographic coverage.

Wahiawā Health’s service area is home to approximately 108,323 residents, of which 22.3% live at or below 200% of Federal Poverty Guidelines. The service area covers Mililani, Mililani Mauka, Wahiawā, Whitmore Village, Poamoho Village, Upper Kunia, Waiialua, Mokuleia. Wahiawā Health serves a Medically Under-served Population (MUP) with the highest MUP score on O’ahu - 64.1. This unique community is comprised of Indigenous Peoples- Kanaka Maoli (Native Hawaiian), multi-generational plantation workers and farmers (majority identify as Japanese, Chinese, Portuguese, and Filipino), and more recently migrated groups of Pacific Islanders, identified by some as "Micronesians", who are more respectfully known in the community as Chuukese, Pohnpeian, Marshallese, and Yapese. Wahiawa Health has been designated as a Health Profession Shortage Area (HPSA) in the critical areas of primary care, behavioral health and dental health. Scores range from 1-26, 26 being the highest need area without key health professionals for the delivery of services. Our HPSA Primary Care Score is 20, Dental Health Score 22 and Mental Health Score 22. We are federally designated to harbor a Medically Under-served

Population (MUP) Scoring of 64.1, the highest of all regions on O'ahu. The second highest is Molokai, with a MUP score of 61.3. Medically under-served populations demonstrate substantial socioeconomic barriers to healthcare access, which inevitably produce higher rates of chronic disease.

Wahiawā (population 17,555) is located 21 miles north of Honolulu and sits in the center of the island, on the plateau or central valley between the two volcanic mountains that compose the island's surface. Mililani lies just five miles south of Wahiawā, while Waialua lies 9.8 miles northwest of Wahiawā. Lakes and reservoirs are rare in Hawai'i; therefore, Wahiawā is a unique place being that it is surrounded on three sides by Lake Wilson (aka the Wahiawā Reservoir or Kaukonahua). Lake Wilson is the second largest reservoir in the state, spanning 302 acres. The reservoir feeds irrigation for many agricultural fields in the area, including the Dole Pineapple Plantation fields located north of the city. The Wahiawā Public Fishing Area includes a portion of the privately-owned Wahiawā Reservoir (Lake Wilson) in the central portion of O'ahu. The Wahiawā State Freshwater Park is located along the South Fork of the Reservoir and includes a boat launching ramp and vehicle-trailer parking areas. The O'ahu Metropolitan Planning Organization sums up the geographical isolation of Wahiawā, stating, "while the coastal plains are relatively flat, O'ahu's interior terrain is divided by two primary mountain ranges that make access between communities difficult. Many of the established communities on the island have only one roadway into and out of the area." The town can only be accessed by either of two bridges on the Kamehameha Highway (State Rte. 80) across the narrow north and south arms of the reservoir. The Karsten Thot Bridge provides access to the north while the Wilson Bridge provides access to the south. Should these two bridges close, which they often do for construction, homeless encampment sweeps or inclement weather, residents are isolated to the town until the bridge/s can be repaired and reopened. The Schofield Barracks lie west of Wahiawā and house approximately 20,229 service members and their family members. The Wheeler Army Airfield lies south of Wahiawā and the Schofield Barracks East Range – an Army training area – extends into the hills south and east of town, separating Wahiawā from Mililani and Mililani Mauka. Schofield Barracks alone is larger than Wahiawā in population, however, several service men and women and their families come to Wahiawā for healthcare services. Wahiawā is also home to the US Navy's Naval Computer and Telecommunications Area Master Station Pacific. This base provides operational direction and management to all Pacific Naval Telecommunication System users of the US Navy. Mililani (population 28,343) sits west of H-2, just south of Wahiawā, off Route 99. Mililani is a bedroom community, developed in the mid-1960s atop an old plantation. Mililani is home to a more affluent population than Wahiawā harbors. There is a distinct difference between Mililani's double-wall construction track housing, shopping malls, American chain restaurants, and a Starbucks; to Wahiawā's single-wall plantation style homes, small mom and pop shops and restaurants and no Starbucks. Many residents of Mililani commute to work in Honolulu or work at

Mililani retailers. In 1976, the Interstate H-2 opened, cutting travel time from Mililani to Honolulu in half. In 1986, Mililani was named an All American City. It is the only community in Hawai'i ever to receive this distinction. Mililani is the third wealthiest zip code (96789) in the state of Hawai'i, according to the 2006 ranking by Pacific Business News.

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

III. Service Summary and Outcomes

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

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

Scope of Work:

Expand our Community Partnership Model of Care and strengthen our sustainable relationship with the Department of Education, school staff, school principals, children, adolescents and their families within Leilehua/Mililani/Waialua Complex. Wahiawa Health will continue to work with the superintendent and school principals to develop a Memorandum of Understanding (MOU) in order to provide needed medical, social, and behavioral health services to additional elementary , middle and high school aged children, their families and school staff.

Task and Responsibilities:

- A. Increase access to behavioral, medical and social services to school aged children, their families and school staff. Health services will be delivered on-site at school , on-site school health clinics and programs, mobile

clinics, in the community, and/or other venues or events serving school-aged youth and families, and school staff.

Provide the following Services:

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

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

Meeting and working with Department of Education leadership to develop a sustainable partnership and begin the process of developing a Memorandum of Understanding (MOU) with one or more schools in the Leilehua/Mililani/Waialua school complex.

July- September 2024:

1. Director of School Health and Director of Behavioral Health to start working closely with executive leadership, CEO, CMO, CCO, COO to expand this program. Begin hiring process to hire the following positions: Director of School Health, Licensed Clinical Social Worker or Medical Social Worker, Community Health Worker, Licensed Mental Health Counselor (LMHC) and psychologists.

2. Wahiawa Health leadership, Director of School Health and Director of Behavioral Health will work with the superintendent and school principals to develop a Memorandum of Agreement (MOA) in order to provide needed health services to school aged children, their families and school staff within additional schools in the Leilehua/Mililani/Waiialua Complex Area.

September 2023- June 2024

1. Program begins and aligns with the start of the school year
2. Wahiawa Health continues to work with the superintendent and school principals to develop a Memorandum of Understanding (MOU) in order to provide needed health services to school aged children, their families and school staff with additional schools in the Leilehua/Mililani/Waiialua Complex Area.
3. Director of School Health meets with Director of Behavioral Health, school staff, principals to develop and expand the Community- Partnership Model, SCHOOL HEALTH EVOLUTION AND EXPANSION FOR KEIKI (SHEEK).
4. Providing Education Sessions and Training Sessions to School Staff on program, goals, activities, screenings tools and referral processes.
5. Facilitate early identification of mental health concerns by appropriate screening, assessment, and follow-up.
6. Provide comprehensive health screenings at Wahiawā Health, designated school sites, mobile clinics, in the community, and/or other venues. These screenings will be conducted by Wahiawā Health staff:
 - a. Depression/Anxiety and/or any other Behavioral Health problem
 - b. Chronic Diseases that could be affecting mental health, such as Diabetes, Obesity, Hypertension, and Vision/Hearing/Dental
 - c. Screening for missed immunizations and overdue wellness visits and check-ups.
 - d. Other deterrents to health that can affect mental health, such as food and housing insecurity that could be the cause of poor health outcomes.
7. Connect children (and their families and staff) and Department of Education staff to preventive, acute and primary care, and mental health services as identified by screening to Wahiawā Health.
8. Provide counseling, psychological services, and social services to address the growing mental health consequences of the COVID-19 pandemic.
9. Providing primary care services to improve overall health and wellbeing of school aged children, their families : Family Medicine and/or Provider will provide comprehensive medical services to school aged children, adolescents, teenagers, family, and school staff. Services includes health promotion, disease prevention, health maintenance, counseling, patient education, diagnosis and treatment of acute and chronic illnesses.

10. Connect children (and their families and staff) and Department of Education staff to any health and social services needed as identified by screening to Wahiawā Health and/or other agencies.
11. Connect children (and their families and staff) and Department of Education staff to social and emotional supportive services provided by Wahiawa health or community partners (e.g. church).

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

A. Monitoring the Program

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

B. Improving the Program

Identifying and selecting performance measures:

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

Review a standard set of performance measures that evaluates:

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

C. Analyzing the Program

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

D. Evaluation

a. Collaboration and partnerships

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

b. Situational assessment

1. Identify best practices in school health services and programs.
2. Identify gaps that delay early identification of mental health concerns by appropriate screening, assessment, and follow-up.
3. Identify gaps that decrease efficiency and coordination of mental health services and medical services among school-based professionals and Wahiawa Health pediatrics, family medicine, behavioral health providers and clinical support services.
4. Identify successful school and community health center communication strategies and tools to increase access to mental services, medical services and clinical support services

5. Identify gaps in school and community health center communication strategies and tools.

c. Capacity building

1. Review the program to improve short term effectiveness.
 2. Review the program to review long- term effectiveness.
 3. Review the continuous progress of the program to create a sustainable and effective partnership with a Memorandum of Understanding (MOU) with Wahiawa Health, Department of Education and one or more schools in the Wahiawa/Waiialua/Mililani School complex.
 4. Develop and increase communication, education, and training capacity to provide technical assistance for the delivery and implementation school health services and programs.
 5. Develop and increase capacity for community and partner engagement and outreach, both traditional and non-traditional.
 6. Develop and increase capacity for media engagement and outreach via traditional, non-traditional, and social media channels.
4. **List the measure(s) of effectiveness that will be reported to the State agency through which grant funds are appropriated (the expending agency). The measure(s) will provide a standard and objective way for the State to assess the program's achievement or accomplishment. Please note that if the level of appropriation differs from the amount included in this application that the measure(s) of effectiveness will need to be updated and transmitted to the expending agency.**

PERFORMANCE MEASURES:

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

At minimum this will include:

Standard set of performance measures that evaluates:

- a. Type and number of activities and services provided to school-aged children, families and staff. Services that will be tracked include: Behavioral Health / Mental Health services, Medical or Social Services. Activities that will be tracked include outreach, community/school wellness fairs, in-services, training for school staff and Wahiawa Health staff. Location of services: on-site at school , community event, or at Wahiawa Health

- b. Depression/Anxiety and/or any other Behavioral Health problem screenings completed.
- c. Chronic Disease Screenings to identify conditions that can affect mental health, such as Diabetes, Obesity, Hypertension screenings completed.
- d. Other screenings that can affect mental health: Vision/Hearing/Dental screenings completed.
- e. Other deterrents to health that can be affecting mental health, such as food and housing insecurity screenings completed.
- f. Schools served by Wahiawa Health with name, full address, type (elementary, middle/intermediate, high school).
- g. Number of students enrolled in or served by Wahiawa Health on-site school health program and listed by school.
- h. Number of Memorandum of Understanding (MOU) developed, executed and implemented.
- i. Provide success stories, lessons learned, barriers, and innovations to activities, services, and programs.
- j. Impact of the Community-Partnership model with a schools absenteeism rate

IV. Financial

Budget

1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.
 - a. Budget request by source of funds ([Link](#)) – **Attachment C**
 - b. Personnel salaries and wages ([Link](#)) - **Attachment D**
 - c. Equipment and motor vehicles ([Link](#)) - **Attachment E**
 - d. Capital project details ([Link](#)) - **Attachment F**
 - e. Government contracts, grants, and grants in aid ([Link](#)) - **Attachment G**
2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2025.

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$181,362.50	\$181,362.50	\$181,362.50	\$181,362.50	\$725,450.00

3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2025. None we are actively looking for funding
4. The applicant shall provide a listing of all state and federal tax credits it has been granted within the prior three years. Additionally, the applicant shall provide a listing of all state and federal tax credits they have applied for or anticipate applying for pertaining to any capital project, if applicable. **N/A**
5. The applicant shall provide a listing of all federal, state, and county government contracts, grants, and grants in aid it has been granted within the prior three years and will be receiving for fiscal year 2025 for program funding. **Please see attachment G.**
6. The applicant shall provide the balance of its unrestricted current assets as of December 31, 2023.
\$959,479.51

V. Experience and Capability

1. Necessary Skills and Experience

The applicant shall demonstrate that it has the necessary skills, abilities, knowledge of, and experience relating to the request. State your experience and appropriateness for providing the service proposed in this application. The applicant shall also provide a listing of verifiable experience of related projects or contracts for the most recent three years that are pertinent to the request.

Wahiawā Health's Key Management Staff CVs Attachment H:

Chief Executive Officer: Bev Harbin

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

Chief Operating Officer and Director of Pharmacy

Dr. Akana Provides leadership, day-to-day management and oversight of the organization's clinical, pharmacy, facilities, operations and grant projects. She provides direct oversight of organizational development, design and improvement to ensure that quality medical and pharmacy services are aligned with the mission, values and objectives of Wahiawa Health. She is also responsible for managing grant programs that total average over one million dollars a year. Dr. Akana also writes grants that align with the organization's operational goals. With a background in pharmacy, she is also

responsible for the overall operation, management, compliance and the strategic direction of Wahiawa Health 340 B Pharmacy. She plans, manages, organizes and coordinates 340 B pharmacy services for Wahiawa Health. Oversees fifteen contract pharmacies , total revenue of pharmacy one million dollars per year.

Chief Medical Officer: William “Paul” Berg, MD

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

Accountant: Shekinah Tolentino

Shekinah has managed all financial aspects of all grant-funded programs in coordination with our CFO, CEO and COO. Assist CFO with projects related to accounting and administrative tasks. Maintain accurate and timely records of grant income and expenditures. Perform procedures for efficient and confidential processing of invoices, timesheets, accounting data entry into accounting software. Assists in conducting regular budget review of programs. Reconciles and performs grant closeout functions required by contract administration.

2. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the request. If facilities are not presently available, describe plans to secure facilities.

Wahiawā Health will continue to utilize existing space at 302 California Ave, Suites 106 , 214 and 216. We provide a hybrid of appointment types to meet the needs of the community, this includes face-to-face appointments , telehealth appointments, visits onsite at schools utilizing our outreach van, which is used for community outreach events, outreach to homeless populations and encampments, and for home visits. Wahiawā Health has also added our newest site on-campus at Kaa’ala Elementary School. We have a physical space to provide medical, behavioral and social services.

VI. Personnel: Project Organization and Staffing

- 1. Proposed Staffing, Staff Qualifications, Supervision and Training- Attachment I- Please see attachment for specific job descriptions related to this project**

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.

This program will be an extension and expansion of clinical operations at Wahiawa Health. Administrative direction will be provided by the Chief Executive Officer (CEO), Chief Medical Officer (CMO) and the Chief Operations Officer (COO). The Chief Operations Officer oversees and implements all grant programs at Wahiawa Health. The COO also oversees all support staff, including Patient Service Representatives, Medical Assistants, Community Health Workers (CHW), Population and Community Health Coordinator and Clinical Operations Manager. Together with the support staff, the COO ensures all grant deliverables and activities are completed on time and at the highest level of quality. The Chief Medical Officer (CMO) oversees all providers including the Director of Behavioral Health, psychologists, physicians, Nurse Practitioner's (APRN), Licensed Clinical Social Worker and Mental Health Counselor to ensure high quality medical care. Because we are expanding this program to include multiple schools, we will hire a Director of School Health to review the continuous progress of the School Based Health Care Program. The director will be responsible to create a sustainable and effective partnership with a memorandum of understanding (MOU) with Wahiawa Health, Department of Education and one or more schools in the Wahiawa/Waiialua/Mililani School Complex.

Due to the increased need for mental health services, we have recently hired a Director of Behavioral Health who oversees clinical psychologists and licensed mental health counselors. The Director of Behavioral Health also works with schoolteachers and principals in coordination with Wahiawa Health's School Health Team.

2. Organization Chart- Attachment J

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

3. Compensation

The applicant shall provide an annual salary range paid by the applicant to the three highest paid officers, directors, or employees of the organization by position title, not employee name.

CEO – \$180,000

COO / Director of Pharmacy - \$240,000

CMO- \$145,000

VII. Other

1. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgement. If applicable, please explain. **NONE**

2. Licensure or Accreditation

The applicant shall specify any special qualifications, including but not limited to licensure or accreditation that the applicant possesses relevant to this request.

The applicant shall specify any special qualifications, including but not limited to licensure or accreditation that the applicant possesses relevant to this request.

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

3. Private Educational Institutions

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

4. Future Sustainability Plan

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

Wahiawā Health continues to actively learn and research billing methods to provide sustainable services to school aged children and adolescents. Billing methods are vital to sustain the program. We have started the process of billing for services, such as vaccines, wellness exams, physicals and mental health services on-site at the school or via telehealth. We have mix of Med-Quest , Private Pay and Military families in our service area. We continue to reach out to each insurance company to identify allowable billable services.

Wahiawā Health will continue to write grants and look for opportunities to expand our School Health Partnership Model. Our community, children, adolescents and their

Applicant : The Wahiawa Center for Community Health

families desperately need accessible and comprehensive services in coordination with the school administrators, teachers and school staff in the Leilehua/Mililani/Waialua school complex. Now, more than ever, it is time to continue to support Wahiawa Health.



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: THE WAHIAWA CENTER FOR COMMUNITY HEALTH

DBA/Trade Name: WAHIAWA HEALTH

Issue Date: 01/15/2024

Status: **Compliant**

Hawaii Tax#: [REDACTED]

New Hawaii Tax#:

FEIN/SSN#: XX-XXX4944

UI#: XXXXXX0740

DCCA FILE#: 235150

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

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

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants pursuant to Section 42F-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.

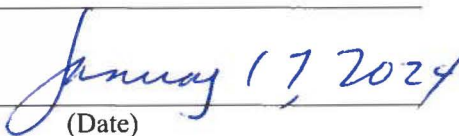
Further, the undersigned authorized representative certifies that this statement is true and correct to the best of the applicant's knowledge.

The Wahiawa Center for Community Health

(Typed Name of Individual or Organization)



(Signature)



(Date)

Beverly Harbin

CEO

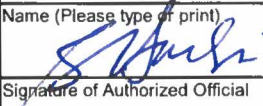
(Typed Name)

(Title)

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2024 to June 30, 2025

Applicant: The Wahiawa Center for Community Health

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)
A. PERSONNEL COST				
1. Salaries	725,450			
2. Payroll Taxes & Assessments				
3. Fringe Benefits				
TOTAL PERSONNEL COST	725,450			
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island				
2. Insurance				
3. Lease/Rental of Equipment				
4. Lease/Rental of Space				
5. Staff Training				
6. Supplies				
7. Telecommunication				
8. Utilities				
9				
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
TOTAL OTHER CURRENT EXPENSES				
C. EQUIPMENT PURCHASES				
D. MOTOR VEHICLE PURCHASES				
E. CAPITAL				
TOTAL (A+B+C+D+E)	725,450			
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested		Pua Akana 808-622-1618		
(b) Total Federal Funds Requested		Name (Please type or print) Phone		
(c) Total County Funds Requested				
(d) Total Private/Other Funds Requested		Signature of Authorized Official Date		
TOTAL BUDGET		Beverly Harbin, CEO		
		Name and Title (Please type or print)		

BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2024 to June 30, 2025

Applicant: The Wahiawa Center for Community Health

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
Director of School Based Program	1	\$165,000.00	100.00%	\$ 165,000.00
Director of Behavioral Health	1	\$155,000.00	50.00%	\$ 77,500.00
Clinical Psychologist	1	\$133,000.00	75.00%	\$ 99,750.00
Mental Health Counselor	1	\$100,000.00	75.00%	\$ 75,000.00
Social Worker	1	\$65,000.00	100.00%	\$ 65,000.00
Care Coordinator	1	\$60,000.00	100.00%	\$ 60,000.00
Community Health Worker	1	\$48,000.00	100.00%	\$ 48,000.00
Medical Assistant - School Health Lead	1	\$49,920.00	100.00%	\$ 49,920.00
Medical Assistant	1	\$41,600.00	100.00%	\$ 41,600.00
Patient Service Representative	1	\$43,680.00	100.00%	\$ 43,680.00
				\$ -
				\$ -
				\$ -
				\$ -
TOTAL:				725,450.00
JUSTIFICATION/COMMENTS:				

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Period: July 1, 2024 to June 30, 2025

Applicant: The Wahiawa Center for Community Health

DESCRIPTION EQUIPMENT	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				

JUSTIFICATION/COMMENTS:

DESCRIPTION OF MOTOR VEHICLE	NO. OF VEHICLES	COST PER VEHICLE	TOTAL COST	TOTAL BUDGETED
			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				

JUSTIFICATION/COMMENTS:

BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS

Period: July 1, 2024 to June 30, 2025

Applicant: The Wahiawa Center for Community Health

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						
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
TOTAL:						
JUSTIFICATION/COMMENTS:						

GOVERNMENT CONTRACTS, GRANTS, AND / OR GRANTS IN AID

Applicant: The Wahiawa Center for Community Health

Contracts Total: \$ 5,019,763.00

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (U.S./State/Hawaii/ Honolulu/ Kauai/ Maui County)	CONTRACT VALUE
1	City and County Grants-in-Aid (GIA)	01/01/2021 - 12/31/2021	City & County of Honolulu	Honolulu County	\$ 125,000.00
2	Telehealth Expansion Grant	12/01/2020 - 12/31/2021	Centene and NACHC	Federal	\$ 150,000.00
3	Medication Therapy and Management	01/01/2021 - 12/31/2021	Direct Relief and BD	Private	\$ 149,975.00
4	1815 Diabetes and Hypertension Management	06/30/2020 - 06/29/2021	CDC and HPCA	Federal & State	\$ 26,000.00
5	ARPA	07/01/2021 - 06/30/2023	HRSA	Federal	\$ 1,172,750.00
6	School Health Program	11/22/2021 - 11/21/2023	HPCA, DOE, DOH	State	\$ 390,917.00
7	ECT	07/01/2020 - 06/30/2021	HRSA	Federal	\$ 167,929.00
8	Comprehensive Primary Care Services	01/01/2013 - 06/30/2021	State, Family Health Services Div	State	\$ 156,669.00
9	BD Helping Build Health Communities	03/15/2022 - 03/30/2023	Direct Relief	Private	\$ 270,000.00
10	City and County Grants-in-Aid (GIA)	10/01/2022 - 09/30/2023	City & County of Honolulu	Honolulu County	\$ 199,984.00
11	Health Equity in COVID-19 Prevention and Mitigation	04/11/22 - 11/30/2023	Hawaii Public Health Institute	State	\$ 150,000.00
12	1815 Diabetes and Hypertension Management	06/30/2021 - 06/29/2022	CDC and HPCA	Federal & State	\$ 31,000.00
13	Family Planning and Related Preventive Health Svcs.	02/01/2022 - 03/31/2023	Essential Access Health	Federal	\$ 108,000.00
14	Expanding Access to High Quality Patient Family Planning Services	10/01/2022 - 03/31/2023	Essential Access Health	Federal	\$ 30,000.00
15	Tobacco Cessation Program	07/01/2022 - 06/30/2023	Hawaii Community Foundation	Private	\$ 150,000.00
16	Malama Kupuna Expansion	12/8/2022-12/07/2023	Atherthon Family Foundation	Private	\$ 100,000.00
17	2022 Implementation, Infusion and Investment Initiative	12/16/2022-12/31/2023	Alohacare	Private	\$ 75,000.00
18	Wahiawa Health H8G ECV FY 2022-2023	12/1/2022-5/31/2023	HRSA	Federal	\$ 86,539.00
19	State Grants-in-Aid (GIA) 2022-2023	07/01/2023 - 06/30/2024	State, Department of Labor and Industrial Relations	State	\$ 400,000.00
20	State Grants-in-Aid (GIA) 2023-2024	07/01/2023 - 06/30/2024	State, Department of Health	State	\$ 500,000.00
21	City and County Grants-in-Aid (GIA) 2025	TBA	City & County of Honolulu	Honolulu County	\$ 200,000.00
22	Wahiawā Health Mobile Dental Service	10/01/2023 - 12/31/2024	McInerny Foundation	Private	\$ 50,000.00
23	Expanding Access to High Quality Patient Family Planning Services	10/01/2023 - 03/31/2024	Essential Access Health	Federal	\$ 25,000.00
24	Tobacco Cessation Program	TBA	Hawaii Community Foundation	Private	\$ 150,000.00
25	Youth ESD Prevention Program	04/01/2023 - 06/30/2024	Hawaii Community Foundation	Private	\$ 60,000.00
26	Family Planning and Related Preventive Health Svcs.	04/01/2023 - 03/31/2024	Essential Access Health	Federal	\$ 95,000.00

Ku'upua Akana, PharmD, BC-ACP

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

EDUCATION

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

LICENSURE AND CERTIFICATION

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

EMPLOYMENT

Chief Operations and Director of Pharmacy <i>Wahiawa Center for Community Health</i> <i>Wahiawa, Hawaii</i>	2021- Present
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Chief Operations Officer :

Provides leadership, day-to-day management and oversight of the organization's clinical, pharmacy, facilities, school health partnership, grant programs and operations. Assists the Chief Executive Officer (CEO) with implementation of the organization's plan, programs and medical, pharmacy, behavioral, specialty and outreach services. Provides direct oversight of organizational development, design and improvement to ensure that quality medical, behavioral health , pharmacy and community health outreach services are aligned with the mission, values and objectives of Wahiawa Health. The COO is responsible for the overall operation, management, compliance and the strategic direction of Wahiawa Health and Wahiawa Health 340 B Pharmacy. COO plans, manages, organizes and coordinates 340 B pharmacy services for Wahiawa Health. The COO will strive to eliminate the opportunity for

medical and pharmacy errors by organizing and implementing effective protocols and procedures. The COO works with other executives to align clinical operations with the health centers overall strategic vision. In absence of the Chief Executive Officer, the COO acts as the interim Chief Executive Officer.

Director of Pharmacy:

Responsible for the overall operation, management, compliance and the strategic direction of Wahiawa Health Pharmacy and Contract Pharmacies. Manages, organizes and coordinates 340 B pharmacy services for Wahiawa Health. Oversees nineteen contract pharmacies and Wahiawa Health Pharmacy. Monitors all financial, operational, professional, and clinical activities of the department. Develops and implements policies and procedures that ensure the pharmacy department provides optimal pharmaceutical services that meet all legal, accreditation, and certification requirements.

- Oversees 340 B contract pharmacies, including contract specialty pharmacies.
- Completes Pharmacy Benefit Manager (PBM) contracts for pharmacy.
- Supports the contract and payer relations for the pharmacy ensuring that contract requirements are appropriately met, contracts are kept up-to-date in the pharmacy paper records and electronic files. Participates and leads in payer negotiation activities.
- Assist Finance in review, research, and responding to payer audits. Reviews audit requests. Coordinate's pharmacy audits and conducts a pre-audit at the pharmacy prior to the payer audit. Evaluates audit results and develops audit response and correspondences with payer. Gives operational feedback to pharmacy staff to improve future audit results.
- Monitors and assesses 340B guidance and/or rule changes, including, but not limited to HRSA/OPA rules and Medicaid changes to ensures that the 340B pharmacy program is continuously compliant with 340B federal regulations.
- Develops and implements policies and procedures that ensure the pharmacy department provides optimal pharmaceutical services that meet all legal, accreditation, and certification requirements.

Grant Writing, Management and Implementation:

- Writes grants that align with the organization's operational goals.
- Implements all grant programs into clinical operations.
- Provides grant proposals to nonprofit and governmental organizations including a variety of health and public health organizations with specific expertise writing proposals in the area of COVID-19, Clinical Pharmacy Services, Health Equity, School Health, Chronic Care Management, Care Coordination, Behavioral Health, Tobacco Cessation, Diabetes Prevention and Diabetes Education and Management.
- Generates high-quality proposals, narratives, applications and supporting documents in response to solicitations and requirements and guidelines of funding agencies
- Generates revenues for integrative programs through timely submission of well-researched, well written and well documented grant proposals.

- Wrote grant applications and proposals that secured 1.7 million in 2022 and \$304,000 in 2021.
- Develop and maintains relationships with key stakeholders;
- Develops and maintains grant schedules and tracking grants
- Serves as a liaison to all funding agencies and Wahiawa Health
- Researches, develops, writes and submit letters of inquiry and grant proposals;
- Coordinates and follows-up on the progress of submitted proposals;
- Works closely with Chief Financial Officer and accounting time to create expenditure and income budgets to accompany proposals.

Ambulatory Care Clinical Pharmacy Manager

2012-2020

Waianae Coast Comprehensive Health Center

Waianae, Hawaii

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

Evaluates and documents clinical responses to therapy including adverse reactions and efficacy. Collaborates with prescribers, interdisciplinary care teams, patients and/or caregivers to identify and develop patient-specific disease state therapy goals

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

Outpatient 340-B Staff Pharmacist

2011-2012

Waianae Coast Comprehensive Health Center

Waianae, Hawaii

Collaborated with colleagues, technicians and leading pharmacists in effective prioritization and filling of orders. Educated patients on possible drug interactions, potential side effects and optimal methods of administration. Developed network of medical professionals whose referrals led to increase of prescriptions. Reviewed patient medication profiles and medical records to screen for appropriate drug selection, dosing, contraindications, side effects and therapeutic outcomes. Verified safety and accuracy of physician orders. Verified patient data and billing information to discover and resolve erroneous bills due to system errors Interpreted prescriptions from healthcare providers to properly dispense medications and health products. Evaluated appropriateness of drug therapy based on patient-specific factors

and drug information. Achieved and maintained top customer satisfaction and retention by cultivating productive relationships with patients. Verified safety and efficacy of medication usage by reporting adverse drug effects, medication errors and other quality issues. Ensured compliance with strict health, industry and organizational regulations. Assisted patients with over-the-counter medication recommendations and responded to questions concerning drug interactions.

ACCOMPLISHMENTS, HONORS AND AWARDS

Expanding Care and Improving Outcomes in Kupuna, Co-author, Project Manager 2022

Project Summary: Expansion of our current Malama Kupuna Program to address mental health, social determinants of health, medication safety, reduce and inappropriate medication use and polypharmacy.

Organization: *Hawaii Community Foundation; Atherton Community Grant*

Reducing COVID-19 -Related Health Disparities by applying principals of Cultural Safety and Cultural Humility at Wahiawa Center for Community Health. Grant Writer, Project Manager 2022

Project Summary: Increase community capacity to prevent and control COVID infections and transmission by using a layered prevention approach that expands education, communication, and outreach strategies to promote healthy behaviors that prevent and control the spread of COVID.

Organization: *Hawaii Institute of Public Health*

School Health Partnership Program: School Health Evolution and Expansion for Keiki (SHEEK), Co-author, Project Manager 2022

Project Summary: Develop, expand and strengthen a sustainable relationship with the Department of Education address the consequences of the COVID-19 pandemic in school aged youth, their families and school staff in the Leilehua/Mililani/Waiialua School Complex.

Organization: *Hawaii State Grant In- Aid (GIA).*

- Tobacco Cessation Services in Vulnerable Populations:** 2022
Project Summary: Create tobacco cessation program that provides Nicotine Replacement Services to Native Hawaiians, individuals with Substance Use Disorder (SUD), patients of low- socioeconomic status and psychiatric patients.
Organization: Hawaii Community Foundation
- Comprehensive Medication Management , Co-author , Project Manager** 2022
Project Summary: Received year two of funding to continue the Innovative model of care that addresses Type 2 Diabetes and Hypertension in our community . Our integrated care team includes a Pharmacist, Pharmacy Technician and Community Health Worker. This team utilizes our mobile outreach van and a Community Health Worker to provide more individualized, culturally sensitive care that addresses the social determinants of health to improve medication adherence.
Organization: *BD Helping Build Healthy Community and Direct Relief*
- Vaccination Capacity Grant Program, Grant Writer, Project lead** 2021
Project Summary: Expanded community-based efforts to reduce barriers to COVID-19 vaccination.
Organization: *Hawaii Community Foundation*
- Kaiser Safety Net Vaccine Equity Initiative, Grant Writer, Project lead** 2021
Project Summary: COVID -19 vaccination outreach program to increase equitable access to the COVID-19 vaccine in our most vulnerable populations.
Organization: *Kaiser Foundation and Hawaii Primary Care Foundation*
- Wahiawa Health Pharmacy Capacity Grant, Co-author** 2021
Project Summary: Pilot a mobile pharmacy program that aims to increase medication adherence for vulnerable patients whose chronic health conditions have been exacerbated during the COVID-19 pandemic. Our mobile pharmacy team includes: clinical pharmacist, clinical pharmacy technician and a community health worker.
Organization: *Hawaii Community Foundation*
- Medication Therapy Management Grant, Co-author** 2020
Project Summary: Innovative model of care that addresses Type 2 Diabetes and Hypertension in our community. Our integrated care team includes a Pharmacist, Pharmacy Technician and Community Health Worker. This team utilizes our mobile outreach van and a Community Health Worker to provide more individualized, culturally sensitive care that addresses the social determinants of health to improve medication adherence.
Organization: *BD Helping Build Healthy Community and Direct Relief*
- Pharmacist of the Year** 2018
Hawaii Pharmacist Association

Integrated Medication Management Award Nominee- Finalist U.S. Department of Health and Human Services Administration	2014
Project Lead, WCCHC Anticoagulation Clinic Project Title: Establishment of Pharmacist managed Anticoagulation Clinic to improve Medication Safety. Project Summary: Developed business plan and collaborated with physician's and medical administration to write clinical pharmacy service protocols. Implemented Point-of- Care Testing INR Program. Performed Quality Control Study to evaluate Point of Care Testing Meter in comparison to Laboratory testing. Organization: Waianae Coast Comprehensive Health Center (WCCHC)	2013
Young Distinguished Pharmacist of the Year Hawaii Pharmacist Association	2012
HRSAs Patient Safety and Clinical Pharmacy Services Collaborative, Project Lead – Waianae Coast Comprehensive Health Center Project Summary: Patient- centered services that promote the appropriate Selection and Utilization of medications to optimize individualized therapeutic Outcomes. Project Activities: Medication Access, patient counseling, preventive care programs, Drug information services to patients, Medication Reconciliation Services, Provider Education, Retrospective Drug Utilization Review, Medication Therapy Management, Disease State Management, Prospective Chart Review and Provider Consultation Organization: U.S. Department of Health and Human Services Administration	2012
Principle Investigator, Project Lead, Grant Writer Project Title: Expanding the Role of the Pharmacist to improve: Safe Reduction in Hemoglobin A1c and Blood pressure. Project Summary: Evaluation of expanded pharmaceutical services will increase the amount of current diabetic patients receiving regular A1c, cholesterol, and blood pressure readings, Foot checks, Influenza and pneumococcal vaccinations and Diabetes self-management education. Organization: American Pharmacist Association	2011
Principle Investigator, Project Lead, Grant Writer Project Title: Multidisciplinary	2011

Team Approach to Improve Outcomes in Native
Hawaiians with Type 2 Diabetes:

Project Summary: Expanding the role
of the pharmacist to improve the following
measurable outcomes: Safe Reduction in A1c,
Lipid Reduction and Blood Pressure Control.

Organization: Office of Hawaiian Affairs

Walgreens Pharmacy Scholarship 2008-2010

Who's Who is Americas Colleges 2003
Acknowledged as one of the top college graduates in 2003

Gene Hirschfeld Dental Hygiene Scholarship 2001
Selected as one of the recipients of a partial scholarship for
Old Dominion University School of Dental Hygiene Program

American Association of Health System Pharmacist 2012-Present
American College of Clinical Pharmacy 2020-Present

WILLIAM PAUL BERG, M.D.

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EDUCATION

University of Texas - Houston, Houston, Texas

Family and Community Medicine Residency, 07/ 2013 – 06/2016

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

Ross University School of Medicine, Dominica, West Indies

Medical Doctorate, M.D., 09/2009 – 05/2013

GPA 3.4

Arizona State University, Tempe, Arizona

Bachelor of Arts, Interdisciplinary Studies; Concentrations: Family Studies & Biology, 08/2006 - 05/ 2009

GPA 3.5

EXPERIENCE

Teladoc – Lewisville, TX (Telehealth Organization)

Telehealth Only Urgent Care Provider, April 2023 – Present

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

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

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

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

Urgent Care/ Primary Care Physician, July 2020 – October 2021.

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

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

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

Primary Care Physician, July 2017 – July 2018

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

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

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

Primary Care Physician, July 2016 – July 2017

TRAINING, VOLUNTEER WORK, AND AWARDS

CERTIFICATIONS

- American Board of Family Medicine, BLS, Suboxone

VOLUNTEER WORK

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

AWARDS

- District Service Leadership Award / Spark Plug Leadership Award (Boy Scouts of America), 2009 / 2008
- Eagle Scout Award, 2000

BEVERLY WOLFF HARBIN

PROFESSIONAL CREDENTIALS

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

PAST LEGAL EXPERIENCES

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

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

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

PERSONAL INFORMATION

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

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

Married to Earl C. Harbin.

Shekinah Duquez

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QUALIFICATION:

- Three years' experience in accounting
- Five years' experience in the customer service industry
- Detail oriented and fast learner
- Exceptional interpersonal skills
- Proficient with Microsoft Word, Excel, and PowerPoint
- Competent in Written and Oral Communication
- Well informed in accounting
 - Process journal entries
 - Reconcile reports and financial data

Education

UNIVERSITY OF HAWAII - WEST O'AHU

Bachelor of Arts in Business Administration

Kapolei, Hawaii

December 2021

Concentration in Accounting with Distinction. GPA 3.84

Relevant Coursework:

- Financial and Managerial Accounting
- Federal, Corporate and Partnership Tax
- Estate and Gift Taxation
- Governmental Accounting
- Accounting and Management Accounting System
- Member of Accounting Club

UNIVERSITY OF HAWAII – LEEWARD COMMUNITY COLLEGE.

Sheltered college classes and attained both high school and college credit.

Pearl City, Hawaii

August 2016 – May 2018

LEILEHUA HIGH SCHOOL

Graduated valedictorian. GPA 4.2

Wahiawa, Hawaii

May 2018

Member of Science, Technology, Engineering and Math Club

PROFESSIONAL CERTIFICATES

Non-for-Profit Certificate (2023)

Online course – Association of International Certified Professional Accountants

Experience

THE WAHIWA CENTER FOR COMMUNITY HEALTH

Staff Accountant

Wahiawa, Hawaii

January 2022 – Present

- Payable
 - Perform procedures for efficient, accurate, timely, and confidential processing of invoices, and accounting data entry into accounting software.
 - Help maintain the general ledger accurately by performing calculations and entries of accruals and bank reconciliation.
 - Assist with month- end closing.
 - Keeps record of quality measures data for the organization
 - Maintains account receivable and payable files, investigate, and resolve vendor queries, and process adjustments.

- Develop and maintain good work relationships with third-party vendors.
- Assist CFO with projects related to accounting, taxation, billing, collections, and administrative tasks.
- Reconciling the company's bank statement and bookkeeping ledgers with CFO's supervision
- Processing reimbursements and vendor payments
- Grants
 - Assist Grant Manager, Grants Writer, and CFO with pre-awarded budget development and performs post-award budget revision reporting for grants.
 - Assist in preparing invoices and responsible for the reconciliation process related to funding drawdowns from private, federal, and state agencies.
 - Assist in monitoring of grant activity including unallowable administrative expenses.
 - Maintains reimbursement expenditure reports for grants and reconciles grant reports to funds received.
 - Maintains monthly shared spreadsheets for current and pending federal, state, foundation, and private grants.
 - Attend monthly meetings with Grants Manager and CFO
 - Ensures the timely preparation and submission of required reports.
 - Maintains payroll reports, invoices, and other financial and accounting information and supports as needed.

THE WAHIAWA CENTER FOR COMMUNITY HEALTH

Accounting Intern

Wahiawa, Hawaii
August 2021 – December 2021

- Assist Controller with projects regarding accounting, audits, taxation, and collections.
- Works collaboratively with other staff on special projects and helps other areas of the clinic where it is appropriate.
- Answers phone calls from our third-party vendors and inquiries.
- Monitor payment discrepancies, monitor for charges made on credit cards, and record any returns.
- Organize a financial filing system that is easily accessible.
- Prepares employee reimbursement and vendor payments.

MCDONALDS

Crew Trainer

Mililani, Hawaii
August 2017 – May 2022

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

Skills & Interests

Technical: Microsoft Excel and Access, MIP Software, CCH Software, QuickBooks

Language: Fluent Tagalog and Ilokano, Conversational Spanish



Job Title:	Community Health Worker
Supervisor:	Chief Operations Officer
Exempt Status:	Non-Exempt
Location:	Suites 106, 208, 214, 215, 216, 217
Patient Centered Medical Home (PCMH)	Wahiawā Health is committed to ensuring the delivery of quality care through continuous evidence-based improvements. The Patient Centered Medical Home (PCMH) model standards, a nationally recognized evidence-based model for quality improvement and quality care, are used to demonstrate quality at WH. All employees are a part of PCMH and are required to actively participate in quality initiatives, including trainings and evaluation projects. Employees are expected to demonstrate and promote team-based and patient centered interactions with other staff members and patients/members/clients.

Job Summary

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

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

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

Duties and Responsibilities

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



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

Exempt or Non-Exempt

Non-Exempt

Minimum Qualifications

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



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

Job Summary

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

Duties and Responsibilities

Program Coordination and Support:

1. Establishes a strong and sustainable relationship between Department of Education, Principals, School Staff, Hawaii Keiki Nurses, parents and families of school aged youth and Wahiawa Health
2. Collaborates with executive leadership , school staff and administrators to establish a formal Memorandum of Understanding (MOU) with elementary, middle and high schools in the Leilehua/Mililani/Wahiawa School Complex.
3. Supports the delivery of health services and programs to school-aged youth and families to increase access to medical, behavioral and social services. Including vaccination and testing.

This includes:

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



- d. Family engagement and involvement.
- e. Social and emotional support.
- f. Community engagement and involvement.

Program Collaboration and Partnership

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

Program Evaluation:

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

Program Reporting:

1. Track persons-tested metrics such as, relevant aggregated demographics, including Uniform Data System (UDS) race and ethnicity categories for purposes of assessing effectiveness of the testing program, particularly in reaching underserved populations and populations with a high social vulnerability index



2. Provide a report of key metrics, reported quarterly, including the following, to Executive Management:
 - a. Number of school-age youth , their families and school staff served
 - b. Age, Race and Demographics of the population served
 - c. Type and number of activities and services provided to school-aged children, families and staff
 - d. Number of Depression/Anxiety and/or any other Behavioral Health problem screenings completed
 - e. Number of Chronic Disease Screenings completed such as Diabetes, Obesity, Hypertension screenings
 - f. Number of Vision/Hearing/Dental screenings completed
 - g. Number of Social Determinants of Health Screenings completed and other deterrents to health contributing to health inequities such as food and housing insecurity screenings completed.
 - h. Type of COVID-19 related activities and services provided to school-aged children and families
 - i. Number of COVID-19 related activities and services provided to school-aged children and families
 - j. Number of school-aged children diagnosed with COVID-19 (i.e., positive SARS-CoV-2 test)
 - k. Number of school-aged children initiating COVID-19 vaccination
 - l. Number of school-aged children completing COVID-19 vaccination
 - m. Schools served with name, full address, type (elementary, middle/intermediate, high school)
3. Number of students enrolled in or served by Wahiawa Health, age, grade and school. Location of services: Onsite at Wahiawa Health or off-site at school or other mobile location
4. Provide a short quarterly summary describing activities, services, and programs delivered and success stories, lessons learned, barriers, and innovations to activities, services, and programs.



5. To the extent possible, utilize existing COVID-19 and health service data sources for collection and report generation (e.g., electronic health records; electronic laboratory reports, Uniform Data System [UDS]) to reduce the reporting burden.

Clinical Services

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

General Expectations:

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

Exempt or Non-Exempt

Exempt

EDUCATION/EXPERIENCE:

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

CERTIFICATION/LICENSURE :

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



OTHER REQUIREMENTS:

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

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



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

Job Summary

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

Duties and Responsibilities

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



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

General Expectations:

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

Exempt or Non-Exempt

Exempt

EDUCATION/EXPERIENCE:

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



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

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

ADDITIONAL REQUIREMENTS:

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



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



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

I have read and acknowledge this job description:

Date: _____



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

Job Summary

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

Duties and Responsibilities

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



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

Exempt or Non-Exempt

Exempt

EDUCATION/EXPERIENCE:

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

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS



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

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



Job Title:	Medical Assistant- Lead School Support
Supervisor:	Chief Operations Officer
Exempt Status:	Non-Exempt
Location:	Suites 106, 208, 214, 215, 216, 217
Patient Centered Medical Home (PCMH)	Wahiawā Health is committed to ensuring the delivery of quality care through continuous evidence-based improvements. The Patient Centered Medical Home (PCMH) model standards, a nationally recognized evidence-based model for quality improvement and quality care, are used to demonstrate quality at WH. All employees are a part of PCMH and are required to actively participate in quality initiatives, including trainings and evaluation projects. Employees are expected to demonstrate and promote team-based and patient centered interactions with other staff members and patients/members/clients.

Job Summary

Under the direction of the Chief Operations Officer and the Clinical Operations Manager, the medical assistant a multi-skilled allied health professional, dedicated to assisting the Family Medicine Nurse Practitioner and Director of School Health, Psychologist, Pharmacist and Social worker ensuring efficient clinical workflow in the day-to-day activities of the health center and school partnership project. It involves many responsibilities from providing excellent customer service, collecting patient demographic information, vital signs, performing health screenings, administering immunizations and other lab tests. Position requires the ability to work at Wahiawa Health Family Medicine or Pediatric Clinics, in the community or in a mobile office environment at outreach and school events.

Duties and Responsibilities

1. Creating a welcoming and positive environment in Wahiawa Health Clinics, mobile clinics or outreach event and other school and community events.
2. Assisting the Director of School Health with scheduling events or meetings with schools or events
3. Obtaining patient information and updating health records.
4. Recording patients' vitals
5. Administering vaccines
6. Perform routine labs such as throat and urine cultures
7. Perform Screening procedures as indicated
8. Explaining COVID testing and COVID vaccine procedures to young patients and their families in a reassuring way.



9. Assisting patients and their families to locate COVID vaccine and COVID testing areas
10. Performing COVID – 19 Testing, including PCR and Rapid Antigen test
11. Documenting test results in the EMR and communicating results with provider
12. Obtaining COVID-19 PCR testing results in a timely manner
13. Assisting healthcare professionals to examine and treat distressed patients.
14. Assists in maintain compliance with quality assurance standards, including CLIA
15. Performing other administrative duties related to the facility on request.
16. Reports any emergency situations, abnormal vital signs, or abnormal test results to the provider.
17. Prepares room and patient for provider's examination.
18. Assists with procedures as directed.
19. Able to perform sterilization of basic instrumentation, maintains quality assurance parameters.
20. Performs medication reconciliation, including patient supplement use and advises provider of additions or possible medication noncompliance. Updates list on each visit.
21. Administers medications and immunizations as prescribed by clinician.
22. Inform patients of any delays due to schedule back-up, emergencies, etc.
23. Contacts patients by phone or mail regarding missed appointments
24. Obtains patient records for incoming labs, diagnostic results, etc.
25. Files signed reports and scans miscellaneous papers in the chart.
26. Completes forms for outside agencies, such as VFC, CVRs and EPSDT visits.
27. Keeps all work areas clean and safe
28. Stocks clinic or mobile area with needed supplies.
29. Actively participates in quality improvement, patient safety and risk management activities.
30. Demonstrates a cooperative team approach in activities
31. Continuously promotes and fosters an environment conducive to safety for patients and staff
32. Other duties and responsibilities as assigned.



Exempt or Non-Exempt

Non-Exempt

Minimum Qualifications

1. Completion of accredited Medical Assistant program or equivalent training/experience required.
2. Documentation of certification or registration as a medical assistant.
3. Experience in Family Medicine, Ob/Gyn, Behavioral Health and Pediatrics is strongly desirable.
4. Able to communicate effectively with client population.
5. Skill in taking vital signs; perform phlebotomy; EKG's; procedural equipment setup; perform point of care laboratory procedures; medication administration and injection skills; basic computer/data entry skills; medical terminology; patient/family health education; instrument sterilization techniques.
6. Understands medical terminology and commonly used medications
7. Understands vital sign ranges for all ages. Able to recognize emergency situations.
8. Able to communicate effectively with client population, health care team and community members.
9. Proficient in office software programs such as Microsoft Office, Word, Excel.
10. Ability to learn and use common healthcare software programs such as Athena (electronic medical record) and Azara (population health), and Health information exchange systems.
11. Ability to learn new systems and workflows.

Other Qualifications:

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



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

Job Summary

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

Director of Behavioral Health Duties and Responsibilities:

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



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

Clinical Duties and Responsibilities

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

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



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

Exempt or Non-Exempt

Exempt

EDUCATION/EXPERIENCE:

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



KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

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



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

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



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

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

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

Duties and Responsibilities

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



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

Exempt or Non-Exempt

Non-Exempt

Minimum Qualifications

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



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

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

Other Qualifications:

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



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

Job Summary

Wahiawā Health’s Medical Care Coordinator works directly with the Director of School Health, Director of Behavioral Health and other support staff members. Collaborates with primary care physicians, pharmacy, clinic staff and other health care team members to identify needs, organize activities, and coordinate plans of care for patients with chronic conditions and other medical, behavioral or social service's needs. . This position is an advocate for the patient and works to link them with health, pharmacy and community services that provide a range of services, promote self-management, improve health and reduce disparity. This position assists patients to achieve health goals and improved health care outcomes. One of the main challenges of this position is working with multiple providers, staff and collaborative partners with differing needs and opinions to improve the care of diverse and underserved people. This position works closely with the Chief Operations Officer and Chief Medical Officer to improve medication safety and improve medication adherence in the elderly population with chronic health conditions.

Duties and Responsibilities

Patient Health Status Assessment:

1. Reviews referrals and works with Geriatrician to identify patients whose care would benefit from care coordination; particularly those participating in specialty clinic services (e.g. behavioral health) or affected by chronic diseases such as CKD, Diabetes, Obesity, Hypertension.
2. Conducts initial patient assessments including assessment of patient’s Social Determinants of Health, PHQ-9, Patient Perception Survey, medication reconciliation, diabetes prevention and other assessments requested by geriatrician.



3. Accurately completes and documents patient health information and problems in the EMR system and assists in enrolling patients in ancillary programs as applicable.
4. Plans, coordinates and provides patient-specific health education based on the chronic or associated conditions identified.
5. Serves as an advocate for the patient and works closely with Community Health Worker to identify their needs (i.e. shelter, transportation, child care, safety) and arranging or coordinating applicable services.
6. Informs patients who are uninsured there is no charge/minimum fee for medical care coordination encounters.
7. Discuss with patient and update primary care provider (PCP) in EMR, as applicable.
8. Other assessments and support, as assigned.

Patient Care Management:

1. Interacts and coordinates care with team members and providers, including clinic specialists such as Board-certified DM providers, dietitians, pharmacist, community health workers and others to ensure comprehensive care for the patient.
2. Identifies clinic and community resources and coordinates appropriate referrals.
3. Conducts follow-up PHQ-9 questionnaires for each patient testing positive on a PHQ-2 or GAD-2 and refers as applicable.
4. Works in concert with WH's referral coordinator and community health worker and others at WH to schedule applicable medical, behavioral health, pharmacy, nutrition and dental clinic appointments.
5. Conducts regular, periodic care plan review with the patient and/or family (e.g., ensuring patient is keeping regular appointments, following up with specialists, picking up medication etc.
6. Arranges for interpreter services if needed.
7. Reviews patient's records to determine when patients should be seen by their primary care provider for any one or more of their applicable chronic conditions and works with the patient to schedule an appointment. (i.e. vaccinations, Diabetes Self Management, Tobacco Cessation, Wellness Exams, etc).
8. Other activities as assigned.

Clinical Operational Management Duties

1. Works closely with Chief Operations Officer, Chief Medical Officer and EMR Clinical Training Manager to implement Malama Kupuna program. This entails developing and implementing clinical workflows with medical assistants, patient service representatives, community health worker and population health coordinator.
2. Responsible for training Malama Kupuna team in documentation, screenings, and completing forms specific to the geriatric population



3. Works closely with Chief Operations Officer to ensure that all GIA grant deliverables are met, documented and retrievable by EMR reports.
4. Coordinates staff EMR trainings with EMR Clinical Training Manager
5. Coordinates Malama Kupuna Team huddles with Geriatrician, medical assistants, patient services representatives, community health worker and population health coordinator to review patient panels, patient complaints, staff issues and improvement plan to enhance the kupuna care experience.
6. Departmental Supplies: Work with providers and medical assistants to ensure proper daily stocking of supplies to ensure smooth clinical operations and flow.
7. Patient Flow: Assist in creating measures to analyze and improve patient flow, including interdisciplinary referrals, throughout the health center system
8. Facilities: Take the lead on the management team to ensure that facilities are up-to-date and ensure patient safety and uninterrupted clinical operations.
9. Patient Satisfaction: Collaborate with leadership to address patient satisfaction (including patient satisfaction measurement), patient complaints/grievances.

Exempt or Non-Exempt

Non-Exempt

EDUCATION/EXPERIENCE:

9. Bachelors Degree in Health Related discipline, nursing or social work is preferred, OR equivalent of 5 years or greater in medical Experience in an health system setting, working with providers, social workers and care coordination and provides direct patient care with strong references.
10. Previous experience of working with multidisciplinary team
11. Four years or more working in a FQHC setting

OTHER REQUIREMENTS:

KNOWLEDGE, SKILLS, ABILITIES AND OTHER CHARACTERISTICS

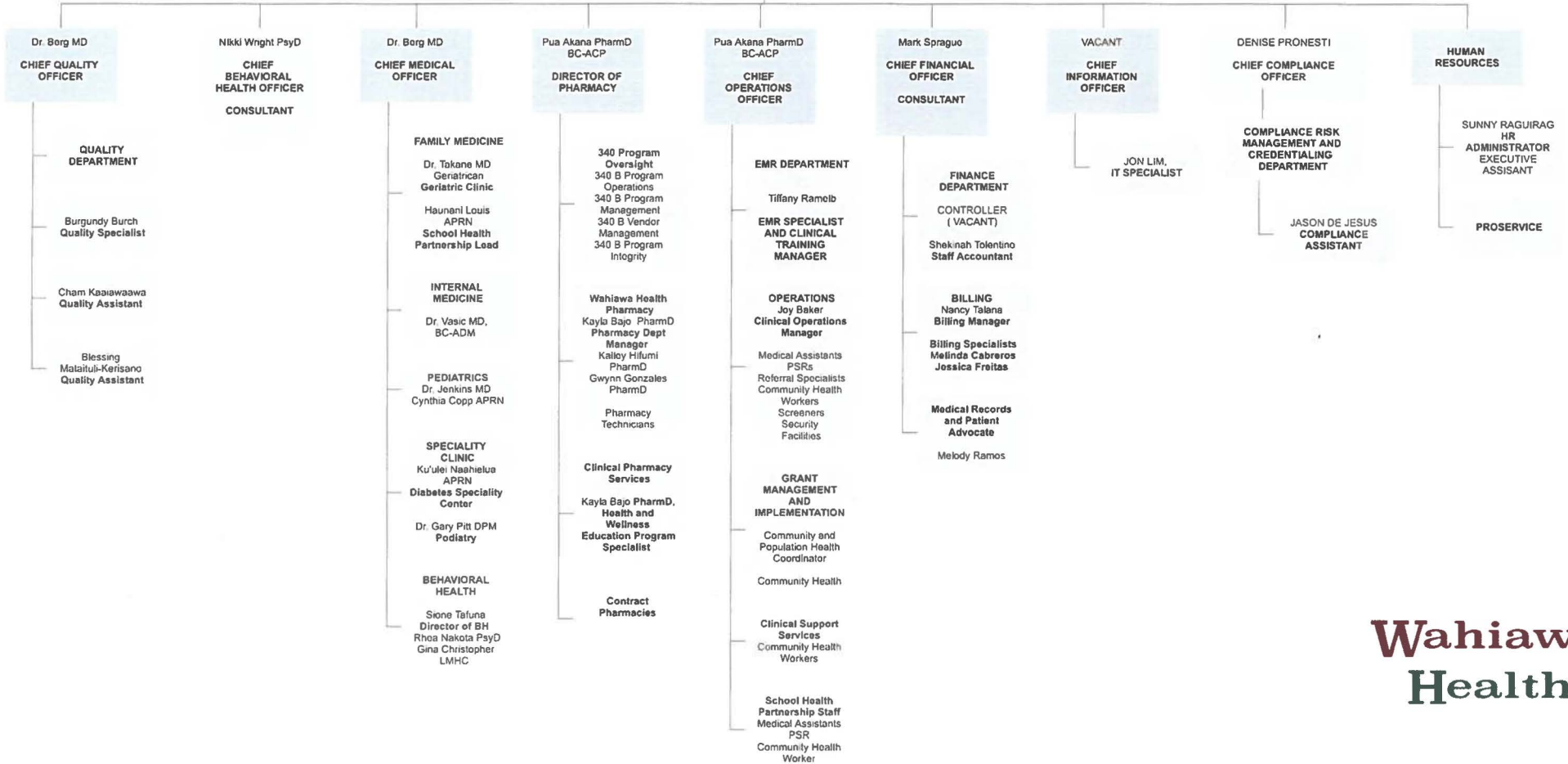
1. Must have excellent interpersonal skills and empathy towards patients, as well as have excellent communication skills, critical thinking skills, the ability to handle stressful situations, the capacity to function independently, have varied clinical experience, and the ability to document meticulously.
2. Must have excellent process improvement skills and able to understand clinic functions and department interactions.
3. Knowledge of practice management components, particularly in cost constrained environments.



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

Board of Directors

**BEV HARBIN
CHIEF EXECUTIVE OFFICER**





January 17, 2024

Wahiawa Health confirms and verifies that this grant application will be used for a public purpose .



Bev Harbin, CEO
Wahiawa Health