



Child Welfare Services Senate Briefing

Ryan Yamane, Director

Daisy Hartsfield, Social Services Division Administrator

Elladine Olevao, Child Welfare Services Branch Administrator

CWS Then, Now, and Looking Forward

Priorities:

- **Keeping our Keiki safe**
- **Supporting the Ohana unit**
- **Engage our community**
- **Build resiliency**
- **Support our Hawaiian culture and values**

CWS Moving Forward

Action Items:

- Hiring and Retention
- Training
- Update our Policies and Procedures

FUTURE: 2024 and beyond

➤ Hiring and Retention

Plan is to decrease vacancy rate from 30%
By 10% by prioritizing hiring and utilizing other expedited processes available to onboard new hires.

- Shortage differentials for CWS staffs
- Increase safety of staffs at all locations and during visits
- Provide training and support to staffs to promote their knowledge in the division

FUTURE: 2024 and beyond

➤ Staffs Training

Plan is to develop and provide various trainings to all levels of CWS staffs both for job requirements, professional development, cultural practices and leadership.

- Currently partnering with AG's Office to develop trainings on current laws and best practices.
- Specialized trainings for staffs in direct contact with children and families, trauma informed care trainings and culturally appropriate practices.
- Conferences for National best practices
- Develop trainings for court related reporting and testifying

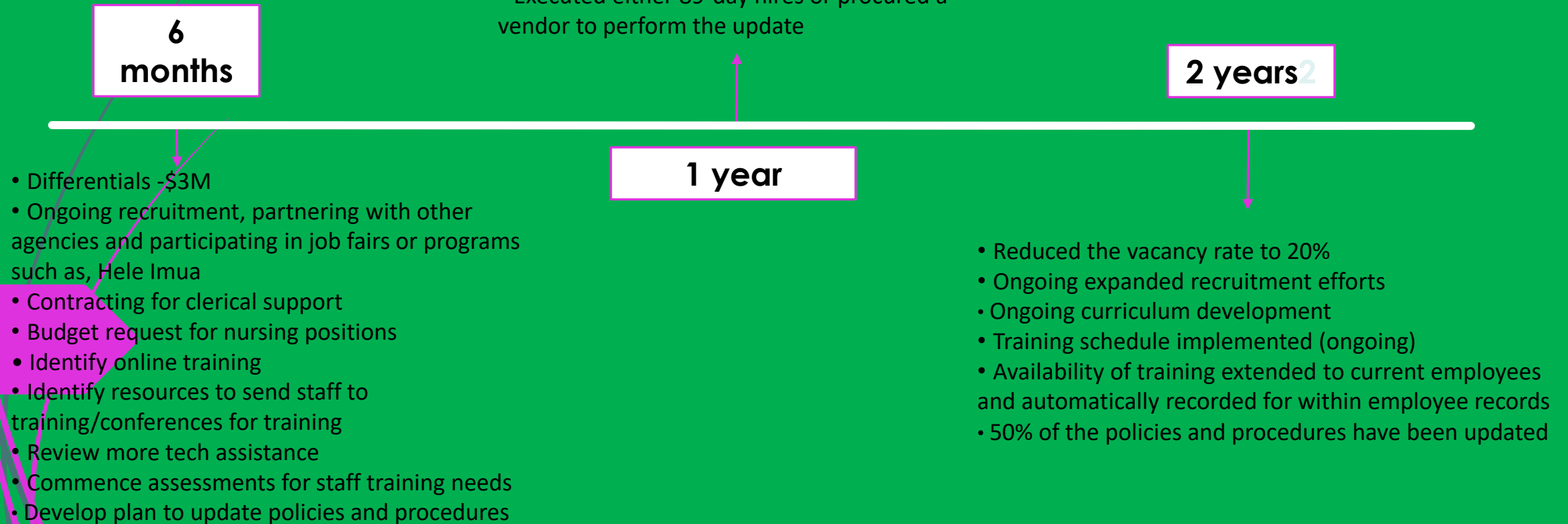
FUTURE: 2024 and beyond

- Update policies and procedures

Work with the Department of the Attorney General and others to prioritize what needs to be updated and develop new rules and policies.

- Assess and update current forms (3-6 months)
- Working group to review policies and procedures

TIMELINE



6 Month Objectives:

- Seek Staffing Differentials of \$3.0 Million
- Increase ongoing recruitment including using Hele Imua and partnership with UH
- In limited instances use temporary contracted clerical support
- Explore budget support for adding nursing positions to assist with child safety assessments
- Identify additional trainings for staffs
- Develop plan on updating all rules and policies & procedures

1 Year Objectives:

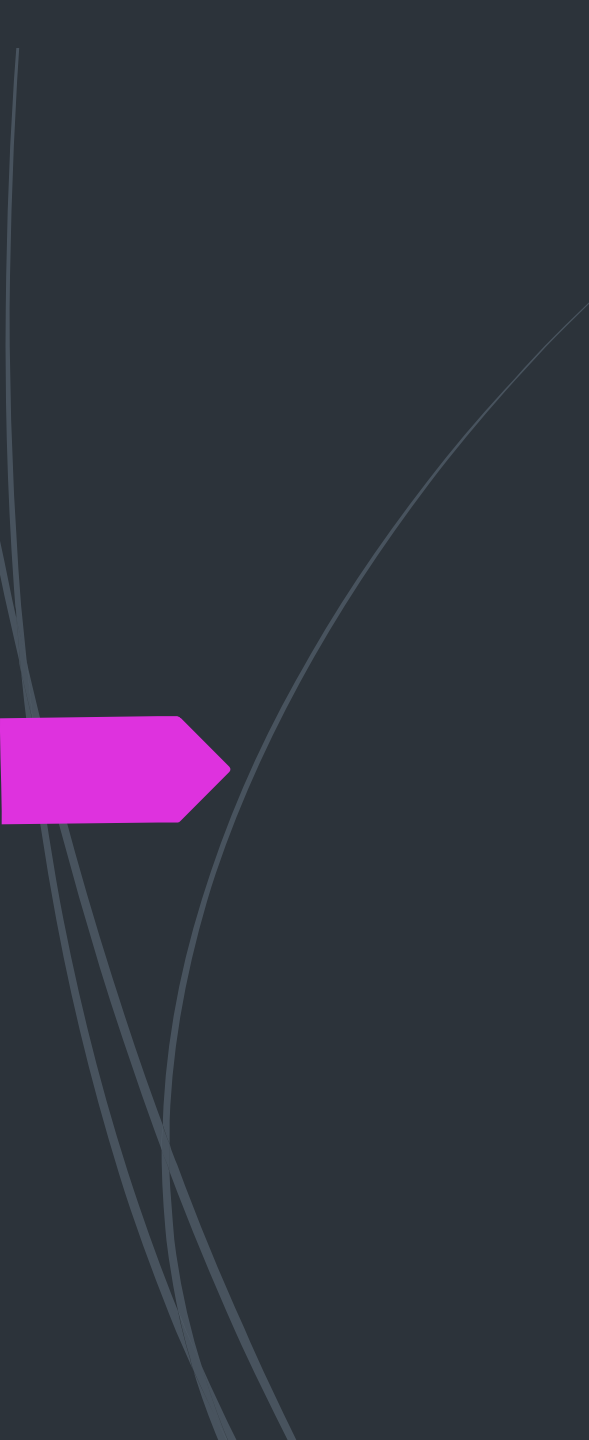
- Retain and hire 15 new CAPs staff
- Expand recruitment and on site interviews with DHRD
- Procure provider to build staff curriculum and other training objectives
- Achieve at least 10% policy and procedure updates and adoption

2 Year Objectives:

- Reduce vacancy rate to below 20%
- Expand recruitment and retention efforts to support staffs
- Ongoing staffing trainings both virtually and in-person annually
- 50% of policies and procedures have been updated

CWS Corrective Action Plan to address the Auditor's recommendations

- ▶ The recommendations will likely take 2-4 years to fully implement.
- ▶ Years 1 and 2 Regarding **licensing of child-specific homes**:
 - ▶ Work in consultation with the Department of the Attorney General to review existing policies, procedures, laws, and administrative rules and identify needed changes to address the Auditor's findings.
 - ▶ Review current federal guidelines to identify any inconsistencies with state rules and statutes. and propose legislative amendments to align state law.
 - ▶ Seek out additional procurement and contract compliance strategies targeted at licensing and child well-being outcomes.

- 
- ▶ Years 2 through 4 Regarding licensing of child-specific homes:
 - ▶ Begin and complete amending appropriate policies and procedures, statutes and rules, in collaboration with Program Development and CWSB.
 - ▶ Work with the Department of the Attorney General on amendments.
 - ▶ Develop a centralized repository for amended policies, procedures, statutes, and rules.
 - ▶ Issue notices of all amendments to CWSB staff and contracted providers.
 - ▶ Train staff and relevant providers on new policies and procedures, rules, and statutes.
 - ▶ Develop information packets for child-specific homes.

 - ▶ Years 1 through 2 Regarding **Contract Monitoring and Evaluation**
 - ▶ Work with the Department of the Attorney General to identify areas of procurement where policies and procedures need updating.
 - ▶ Work in consultation with the Department of the Attorney General's to review and propose amendments that need to be made to the Child Welfare Services Procedures Manual.
 - ▶ Draft amendments to policies and procedures in collaboration with Staff Support Office, Program Development, and CWSB.
 - ▶ Work with the Department of the Attorney General to make amendments.



- ▶ Years 2 through 4 Regarding Contract Monitoring and Evaluation

- ▶ Develop the data system with the capability to improve tracking contract data for compliance.
- ▶ Include and maintain amendments in the central repository accessible to all staff.
- ▶ Issue notices of all amendments to CWSB staff and contracted providers.
- ▶ Train staff and relevant providers on new policies and procedures, rules, and statutes.
- ▶ Develop additional supervision and performance strategies to monitor whether staff are correctly following current policies and procedures.

- ▶ Years 1 and 2 **Regarding Management**

- ▶ Meet with the Department of the Attorney General to discuss training for legal requirements.
- ▶ Provide periodic training regarding legal requirements to CWSB licensing staff.
- ▶ Develop the data system with the capability to document legal requirements related to licensing.
- ▶ Develop monitoring and supervision strategies to ensure licensing staff are meeting licensing requirements timely.

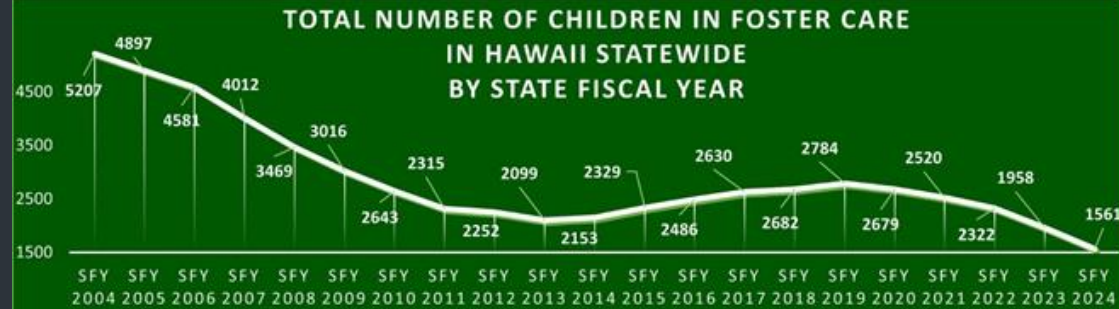


OCTOBER 2024

FAMILY FIRST HAWAI'I

KEEPING FAMILIES TOGETHER (FFH)

Celebrating 3 years of FFH



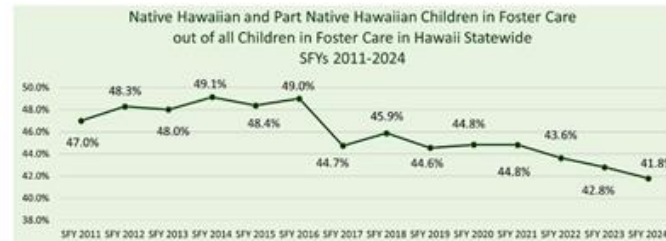
DOWNWARD TRENDS

As we conclude our third year of FFH implementation, we are pleased to report a continued decrease in the number of children in foster care. Furthermore, the disproportionality rate of Native Hawaiian children in foster care is also trending downward.

The above graph shows the number of children in foster care statewide from State Fiscal Year (SFY) 2004 to SFY 2024 -- a span of twenty-one years. **During this period, Hawaii CWS has safely reduced the number of children in foster care by 70%. The total number of children in foster care in Hawaii is currently the lowest it has been in over two decades.** Three major CWS initiatives have impacted this reduction of children in care and are essential to keeping the numbers from rising to previous heights: Hawaii's Differential Response System (DRS), implemented in 2005; the Title IV-E Waiver Demonstration Project, beginning in 2015 and ending in 2019; and most recently, Family First Hawai'i, initiated in October 2021. These impressive outcomes are largely due to the continuous commitment of our staff in keeping families safely together.

NATIVE HAWAIIAN DISPROPORTIONALITY

Please note that the lower percentages of disproportionality reflect true progress toward equity as they are based on the total number of children in foster care each year, whether high or low. Reducing Native Hawaiian disproportionality is a priority for Child Welfare Services (CWS).



This figure shows the percentage of Native Hawaiian and part Native Hawaiian children in foster care across Hawaii from SFY 2011 to SFY 2024. Native Hawaiian children make up 34% of the state's general population, according to the 2021 U.S. Census Bureau Community Survey.

Ideally, this would be reflected in foster care, but the percentages consistently exceed 34%, ranging from a high of 49.0% in SFY 2016 to a low of 41.8% in SFY 2024, showing overrepresentation. However, *Native Hawaiian disproportionality has decreased over the past 14 years, with the lowest rate in SFY 2024.*

FFH PROGRESS UPDATES



Lived Experience Engagement: Our efforts to engage individuals with lived experience is highlighted in this newsletter. We are currently looking at next steps to move forward with building this framework.



Equity Improvement Collaborative (EIC): The EIC aims to promote and improve equity for *all* people involved with CWS, with a current focus on eliminating racial disproportionality and providing appropriate supports for Native Hawaiian children and families. The EIC is working toward completing and implementing the Hawaii CWS Equity Action Plan in 2025.



Family Supported Arrangements Continuum (FSAC): This initiative was formed to provide comprehensive guidance for CWS staff to encompass the spectrum of placement from prevention to foster custody. FSAC is charged with establishing clear definitions for placement options, assessment tools and terminology, and legal statuses; creating a Decision Tree to aid staff in navigating child placement decisions; and revising the Child Safety Assessment Tool and Instructions.

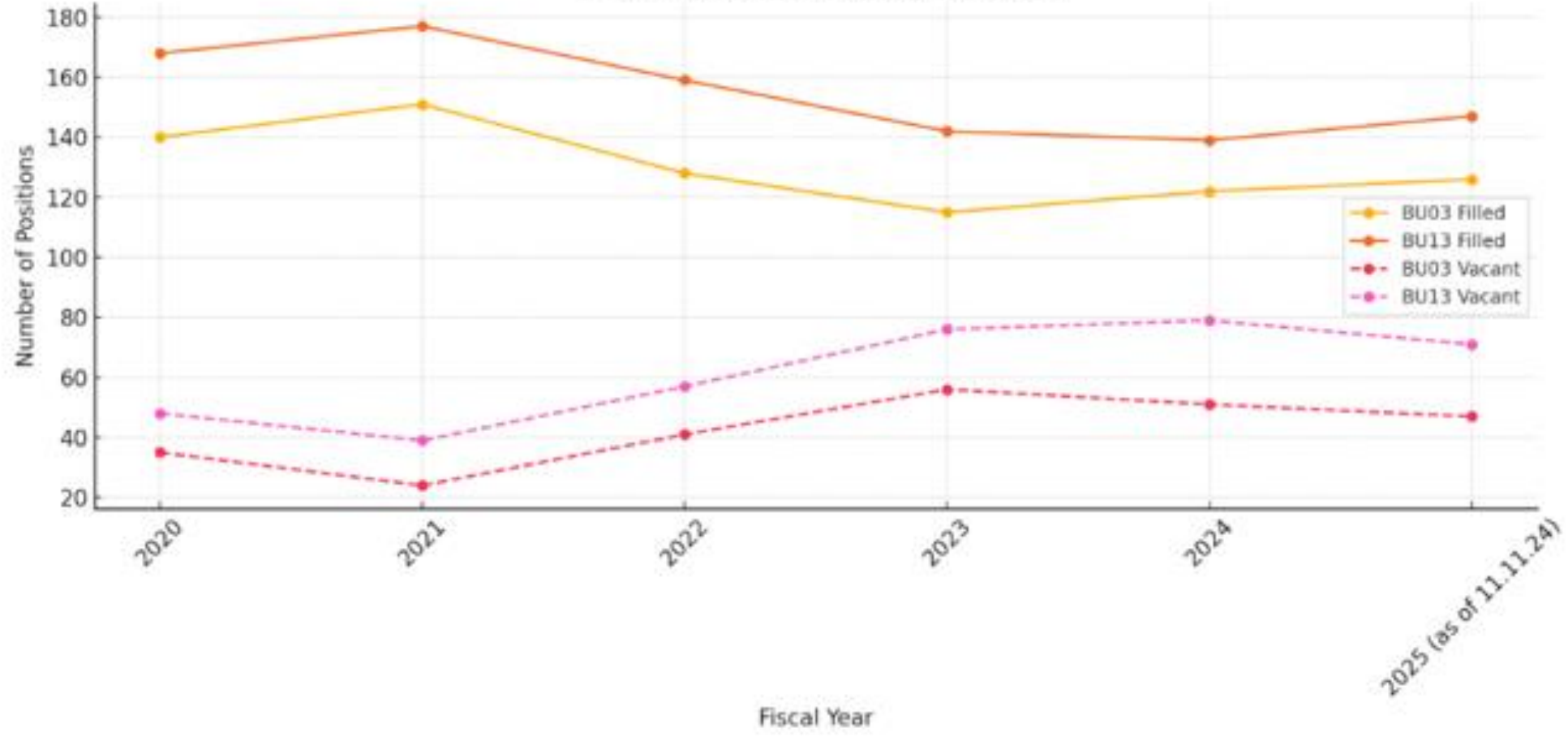


FFH Pathways: Family First Hawai'i implemented its first evidenced based service, HOMEBUILDERS® Intensive Home-Based Services, in October 2021. Home Visiting Services (Parents as Teachers and Healthy Families America models) were implemented in March 2022. In March 2023, a dedicated FFH pathway for Expectant and Parenting Young People (EPYP) in foster care was established. The development of a pathway for EPYP in extended foster care is underway.

AREAS OF SUPPORT NEEDED BY CWS

- Recruitment and Retention of Staff
- Meeting the needs of youth with complex and special needs and their families
- Enhancing the ability to provide more training for staff
- Recruitment of qualified resource caregivers
- Highlight the good work and best practices

CWS Positions Overview (2020-2025)



STRENGTHS OF CWS

- ▶ Stable Administrative Leadership, national average is 1.5 years
- ▶ Current relationship with community partners and government agencies
- ▶ Recognition of culture and cultural practices
- ▶ Committed and dedicated staff



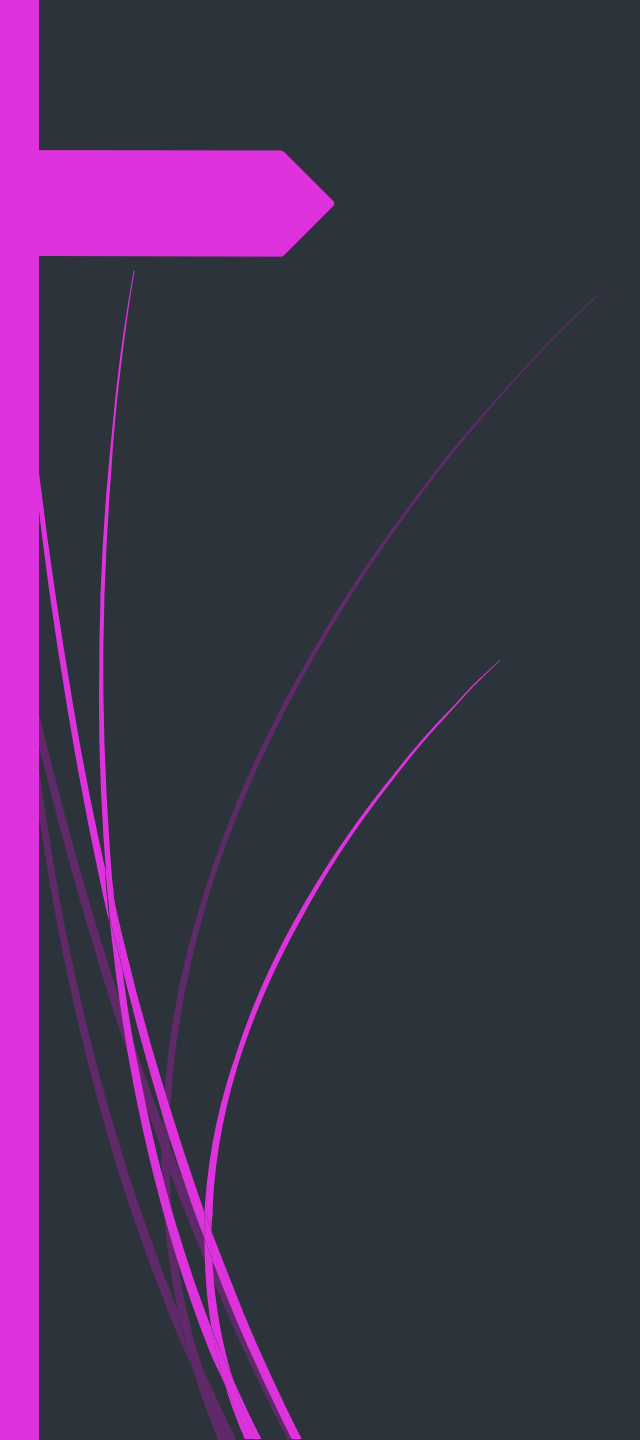
The Weight of the Call

Two decades deep in the trenches of pain,
Where hope feels fleeting, and shadows remain.
The cries of the broken, the faces I see,
Leave marks on my soul that will not let me be.

I craft words for trials, sleepless and worn,
A shield for the helpless, a heart that's torn.
Burnout creeps in, stealing my light,
Leaving me numb in the darkest of nights

Secondary Trauma, an invisible thief,
stealing my joy magnifying grief
Their nightmares echo, their pain I claim,
In a role where my heart bears the blame.

I remember my first removal—how could I forget?
The screams of children, my heart heavy with regret.
Driving away with their cries in my ears,
Behind me, the parents—helpless, drowning in tears.

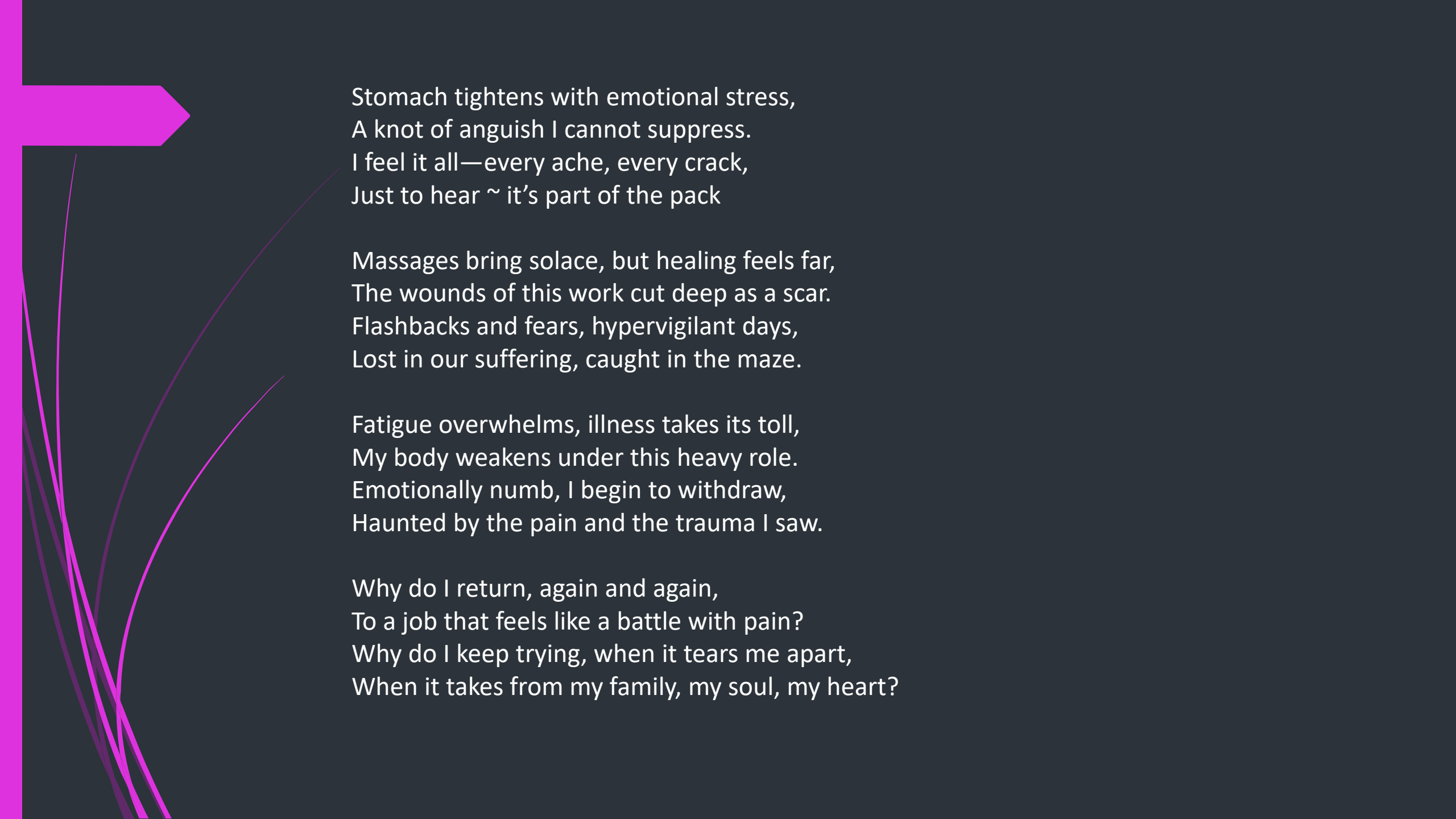


On July 3rd, at the 'Ohana conference table,
I made a choice I believed was stable.
I placed the newborn with family nearby,
Trusting in love, suppressing the why.

But July 4th arrived with devastating news,
A child's life lost, leaving no clues.
I carry the weight, the unbearable blame,
A decision that haunts, a scar with no name.

As a supervisor, I shoulder much more,
The pain of my staff, the wounds they ignore.
I see their fatigue, their silent cries,
And I try to stand strong, though my own spirit dies.

Hair falls like leaves, stress takes its toll,
My body a map of the wounds on my soul.
Back pain whispers of financial strain,
Overworked, underpaid—it's a ruthless chain.

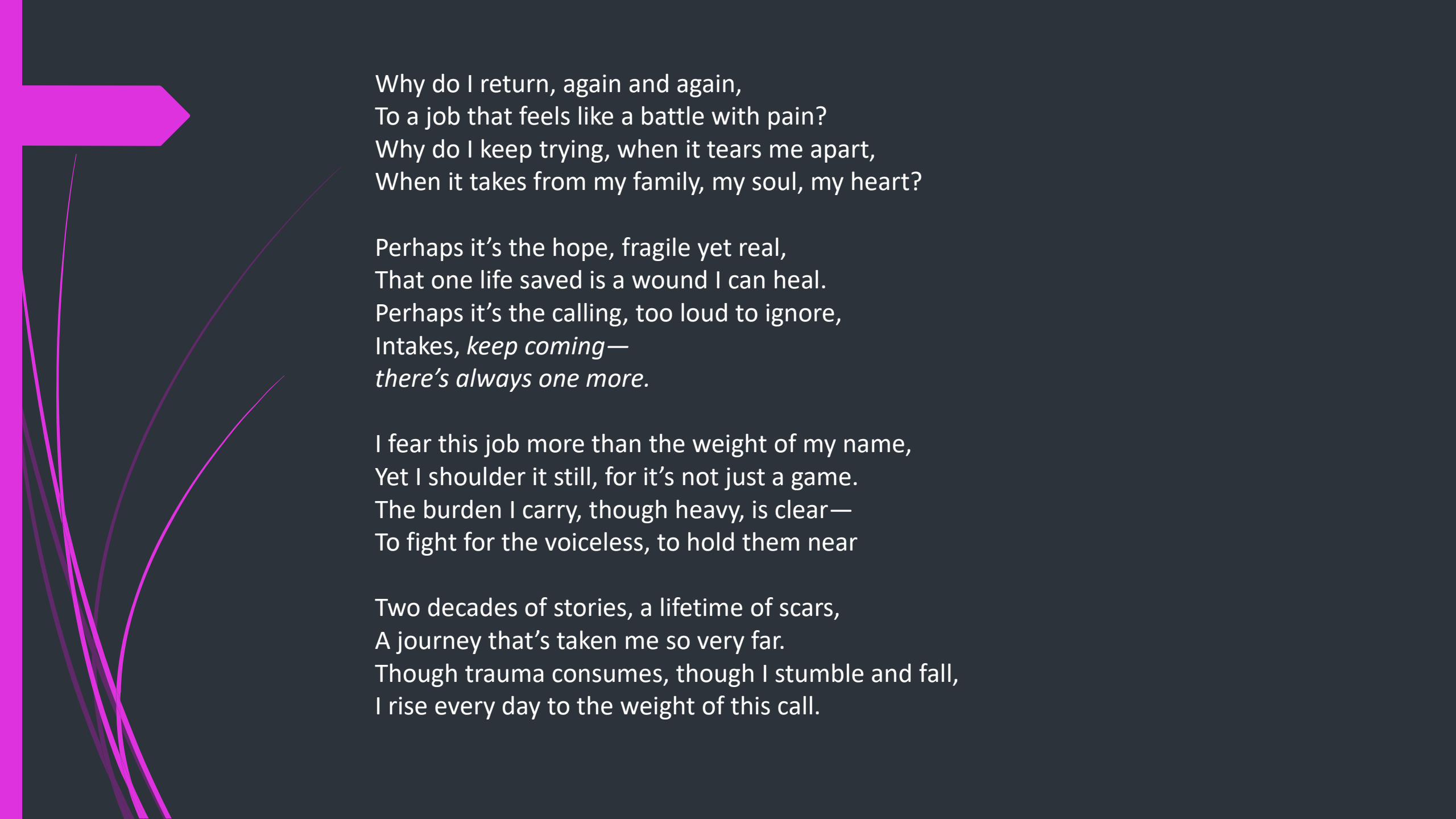


Stomach tightens with emotional stress,
A knot of anguish I cannot suppress.
I feel it all—every ache, every crack,
Just to hear ~ it's part of the pack

Massages bring solace, but healing feels far,
The wounds of this work cut deep as a scar.
Flashbacks and fears, hypervigilant days,
Lost in our suffering, caught in the maze.

Fatigue overwhelms, illness takes its toll,
My body weakens under this heavy role.
Emotionally numb, I begin to withdraw,
Haunted by the pain and the trauma I saw.

Why do I return, again and again,
To a job that feels like a battle with pain?
Why do I keep trying, when it tears me apart,
When it takes from my family, my soul, my heart?



Why do I return, again and again,
To a job that feels like a battle with pain?
Why do I keep trying, when it tears me apart,
When it takes from my family, my soul, my heart?

Perhaps it's the hope, fragile yet real,
That one life saved is a wound I can heal.
Perhaps it's the calling, too loud to ignore,
Intakes, *keep coming*—
there's always one more.

I fear this job more than the weight of my name,
Yet I shoulder it still, for it's not just a game.
The burden I carry, though heavy, is clear—
To fight for the voiceless, to hold them near

Two decades of stories, a lifetime of scars,
A journey that's taken me so very far.
Though trauma consumes, though I stumble and fall,
I rise every day to the weight of this call.

Mahalo



Audit of the Department of Human Services' Child Welfare Services Branch

A Report to the Governor and the Legislature of the State of Hawai'i

Report No. 24-05
April 2024

Audit of the Department of Human Services' Child Welfare Services Branch

Senate Committee on Health and Human Services

Office of the Auditor
November 21, 2024



OFFICE OF THE AUDITOR
STATE OF HAWAII

Impetus for the audit

Audit of the Department of Human Services' Child Welfare Services Branch

A Report to the Governor and the Legislature of the State of Hawai'i

Report No. 24-05
April 2024



OFFICE OF THE AUDITOR
STATE OF HAWAII

THE SENATE
THIRTY-FIRST LEGISLATURE, 2022
STATE OF HAWAII

S.C.R. NO. 102
S.D. 1
H.D. 1

SENATE CONCURRENT RESOLUTION

REQUESTING THE OFFICE OF THE AUDITOR TO CONDUCT A PERFORMANCE
AUDIT OF THE CHILD WELFARE SERVICES BRANCH OF THE
DEPARTMENT OF HUMAN SERVICES.

1 WHEREAS, the Child Welfare Services Branch of the
2 Department of Human Services has a responsibility to protect the
3 well-being of the children of Hawaii, including children who are
4 wards of the State and children who have allegedly been
5 neglected or abused; and

6
7 WHEREAS, in November 2021, two individuals who were
8 resource givers with the Child Welfare Services Branch, as well
9 as adoptive parents, were arrested and charged with child abuse

**Audit of the Department of
Services' Child Welfare Se
Branch**

A Report to the Governor
and the Legislature of the
State of Hawai'i

Report No. 24-05
April 2024



“So, when we go and remove, the expectation is that these children will be in homes that will keep them safe. And, I think we follow the rules and try to do our best with that and on occasion kids are being hurt in these homes.”

- CWSB Administrator



OFFICE OF THE AUDITOR
STATE OF HAWAII

Objectives

1. Determine CWSB's compliance with the following certification requirements for the licensing of resource family homes for child pursuant to Hawai'i Revised Statutes and Hawai'i Administrative Rules, including:
 - Disposition of licensing applications within 120 days;
 - Granting of provisional certificates of approval for no more than 60 days or, if extended, no more than one additional 60-day extension; and
 - Renewal of unconditional licenses before the expiration date of the existing license;
2. Describe the administration of contracts for services relating to and intended to support CWSB, including the contract monitoring and contract evaluation requirements pursuant to Sections 3-149-401 and 3-149-501, Hawai'i Administrative Rules; and.
3. Make recommendations as needed.

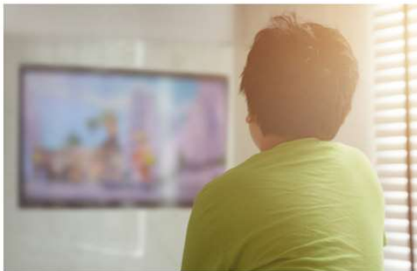
Audit of the Department of Services' Child Welfare Services Branch

A Report to the Governor and the Legislature of the State of Hawai'i

Report No. 24-05
April 2024



OFFICE OF THE AUDITOR
STATE OF HAWAII



Audit of the Department of Human Services' Child Welfare Services

The department's process to license child-specific homes did not comply with legal requirements. In addition, the department did not monitor or evaluate the performance of Catholic Charities Hawai'i, the contractor hired to complete documentation necessary for licensing. The question is: Were children at risk?

Introduction

THE STATE OF HAWAII'S Department of Human Services (DHS) provides child welfare services for children who have been abused, neglected, or threatened with maltreatment, offering an array of services including foster care placement when circumstances require children to be removed from their homes. Once DHS assumes placement responsibility, it must ensure resource family homes¹ – private homes caring for foster children on the department's

¹ A resource family home means a home that has met the state licensing requirements "in which minor children are received for temporary substitute supervision, care and maintenance apart from their legal custodians on a twenty-four-hour basis for monetary payment." Hawaii's Revised Statutes and Hawaii's Administrative Rules also refer to resource family homes as "foster family boarding homes," "foster boarding homes," and "foster homes."

What did we find?

1. CWSB's licensing of foster homes often did not comply with legal requirements, creating risks that foster children were in unsafe or inappropriate homes and causing the State to forgo federal reimbursements.
2. DHS reimbursed contractors' personnel and administrative costs without assessing whether performance goals were met.

who spent some or all of that year in foster care, including 964 children who entered foster care and 1,033 who exited.

Finding No. 1

CWSB's licensing of foster homes often did not comply with legal requirements, creating risks that foster children were in unsafe or inappropriate homes and causing the State to forgo federal reimbursements.

Summary
Department of Human Services'
Child Welfare Services Branch



THE DEPARTMENT OF HUMAN SERVICES (DHS) is charged with providing services "for the protection and care of abused or neglected children and children in danger of becoming delinquent to make paramount the safety and health of children who are harmed or are in life circumstances that threaten harm." The importance of that responsibility – protecting Hawai'i's keiki – simply cannot be overstated. When children cannot remain safely in their homes, DHS' Child Welfare Services Branch (CWSB) places children in foster homes, which the department refers to as resource family homes, until those children can be reunited with their families or placed with adoptive parents or legal guardians.

Foster homes must have a license issued by the department to care for a child. The licensing requirements are contained in the administrative rules promulgated by DHS and are the standards of conditions, management, and competency that the department determined foster homes must meet to provide a safe, stable, and nurturing environment.

DHS recognizes two types of foster homes: homes in which the caregivers have no relation to the youth they foster, referred to as general license homes, and child-specific homes where the caregivers have an

"However, unless a home completed the requirements and was awarded an unconditional license, DHS did not know whether a home was a safe and healthy environment and children in that home were at risk of harm."

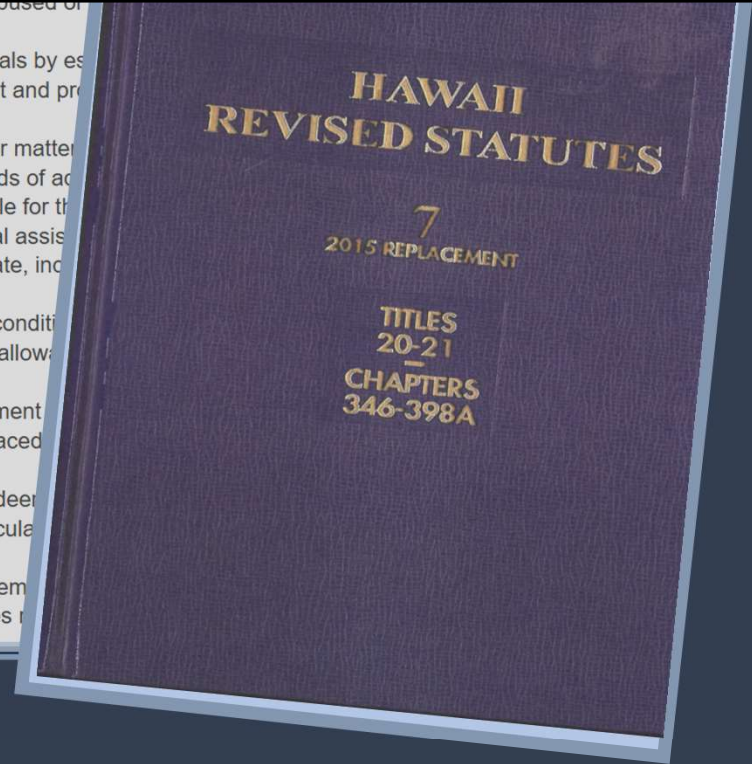
§346-14 Duties generally. Except as otherwise provided by law, the department of human services shall:

- (1) Establish and administer programs and standards, and adopt rules as deemed necessary for all public assistance programs;
- (2) Establish, extend, and strengthen services for the protection and care of abused or neglected children and children in danger of becoming delinquent to make

§346-14 Duties generally. Except as otherwise provided by law, the department of human services shall:

- (1) Establish and administer programs and standards, and adopt rules as deemed necessary for all public assistance programs;
- (2) Establish, extend, and strengthen services for the protection and care of abused or neglected children and children in danger of becoming delinquent to make paramount the safety and health of children who have been harmed or are in life circumstances that threaten harm;
- (3) Establish and administer programs, and adopt rules as deemed necessary, for the prevention of domestic and sexual violence and the protection and treatment of victims of domestic and sexual violence:

- (4) Accept from the police and other agencies, for temporary care and custody, any abused or neglected children and children in danger of becoming delinquent for their care, and accept from the police and other agencies, for temporary care and custody, any abused or neglected children and children in danger of becoming delinquent for their care; and
- (5) Administer the medical assistance programs for eligible public welfare and other medically needy individuals by establishing participation rules, payment methodologies, reimbursement allowances, systems to monitor recipient and provider performance, and federal requirements to maximize federal financial participation;
- (6) Cooperate with the federal government in carrying out the purposes of the Social Security Act and in other matters relating to public assistance, and child welfare services, including the making of reports, the adoption of methods of accounting, and the receipt of financial assistance from the federal government, or any properly constituted authority thereunder, to be necessary or desirable for the receipt of financial assistance, and child welfare services or as may be necessary or desirable for the receipt of financial assistance;
- (7) Carry on research and compile statistics relative to public and private welfare activities throughout the State, including delinquency, and related problems;
- (8) Develop plans in cooperation with other public and private agencies for the prevention and treatment of conditions which may be necessary or proper to carry out this chapter;
- (9) Supervise or administer any other activities authorized or required by this chapter, including the development and educational leave to attend schools and other appropriate measures, and any other activities placed upon the department by law;
- (10) Make, prescribe, and enforce policies and rules governing the activities provided for in section 346-31 it deemed necessary or proper, and make available for assistance to persons assigned to work projects among the several counties or to particular individuals, and make available pursuant to other provisions of law, if any, governing expenditures of the funds;
- (11) Determine the appropriate level for the Hawaii security net, by developing a tracking and monitoring system which is able to afford the basic necessities of life, and advise the legislature annually regarding the resources necessary to maintain the net.



"HAWAII ADMINISTRATIVE RULES
TITLE 17
DEPARTMENT OF HUMAN SERVICES
SUBTITLE 11 CHILD WELFARE SERVICES PROGRAMS
CHAPTER 1625
LICENSING OF RESOURCE FAMILY
FOR CHILDREN

\$17-1
\$17-1
\$17-1
\$17-1
\$17-1
\$17-1

§17-1625-1 Goals. (a) The department shall provide temporary foster care placement of children and youth outside of their own home due to child abuse or neglect in a safe, stable and nurturing environment.

\$17-
\$17-
\$17-
\$17-
\$17-
\$17-
\$17-
\$17-
\$17-
\$17-
\$17-1625-14
\$17-1625-15
\$17-1625-16

(b) Foster care services shall be provided to the child and the child's family in a culturally competent

Hearing
Confidentiality of resource family
records

Subchapter 2 Licensing Requirements

§17-1625-17 Personal qualifications required
§17-1625-18 Health of resource family
§17-1625-19 Income
§17-1625-20 Employed resource family/caregiver
§17-1625-21 Number of children in the home
§17-1625-22 Housing and sanitation requirements
§17-1625-23 Equipment and furnishings
§17-1625-24 Sleeping arrangement
§17-1625-25 References
§17-1625-26 Review of licensing requirements
§§17-1625-28 to 17-1625-30 (Reserved)

"HAWAII ADMINISTRATIVE RULES

TITLE 17

DEPARTMENT OF HUMAN SERVICES

SUBTITLE 11 CHILD WELFARE

CHAPTER 10

LICENSING OF RESIDENTIAL
HOMES FOR CHILDREN

- \$17-1625-1 Goals
- \$17-1625-2 Definitions
- \$17-1625-3 Penalty
- \$17-1625-4 Separability
- \$17-1625-5 Exceptions
- \$17-1625-6 Savings clause

Subchapter 1 Certificate of Approval

- \$17-1625-7 Need for certificate of approval
- \$17-1625-8 Application
- \$17-1625-9 Study process
- \$17-1625-10 Issuance of certificate
- \$17-1625-11 Renewal
- \$17-1625-12 Reporting changes
- \$17-1625-13 Denial
- \$17-1625-14 Revocation and suspension
- \$17-1625-15 Hearing
- \$17-1625-16 Confidentiality of resource family home records

Subchapter 2 Licensing Requirements

- \$17-1625-17 Personal qualifications required
- \$17-1625-18 Health of resource family
- \$17-1625-19 Income
- \$17-1625-20 Employed resource family/caregiver
- \$17-1625-21 Number of children in the home
- \$17-1625-22 Housing and sanitation requirements
- \$17-1625-23 Equipment and furnishings
- \$17-1625-24 Sleeping arrangement
- \$17-1625-25 References
- \$17-1625-26 Review of licensing requirements
- §§17-1625-28 to 17-1625-30 (Reserved)

SUBCHAPTER 1

CERTIFICATE OF APPROVAL

§17-1625-7 Need for certificate of approval. A resource family home shall have a certificate of approval in order to care for children. The certificate of approval shall certify that the resource family home met all the requirements of this chapter. [Eff: DEC 09 2013] (Auth: HRS §§346-14, 346-17) (Imp: HRS §346-17)

"HAWAII ADMINISTRATIVE RULES

TITLE 17

DEPARTMENT OF HUMAN SERVICES

SUBTITLE 11 CHILD WELFARE

CHAPTER 10

LICENSING OF RESOURCE
HOMES FOR CHILDREN

\$17-1625-1
\$17-1625-2
\$17-1625-3
\$17-1625-4
\$17-1625-5
\$17-1625-6

Goals
Definitions
Penalty
Separability
Exceptions
Savings clause

SUBCHAPTER 1

CERTIFICATE OF APPROVAL

§17-1625-7 Need for certificate of approval. A resource family home shall have a certificate of approval in order to care for children. The certificate of approval shall certify that the resource

§17-1625-3 Penalty. Any person who knowingly and voluntarily operates as a resource family home without a certificate of approval or who makes any false statement or violates the rules shall be fined not more than \$200 for each violation. The department shall notify violators in writing of their violation, and of the imposition and amount of a fine. [Eff **DEC 09 2010**]
] (Auth: HRS §§346-14, 346-17) (Imp: HRS §346-17)

\$17-1625-28 to 17-1625-30 (RES)

1625-1

89 84

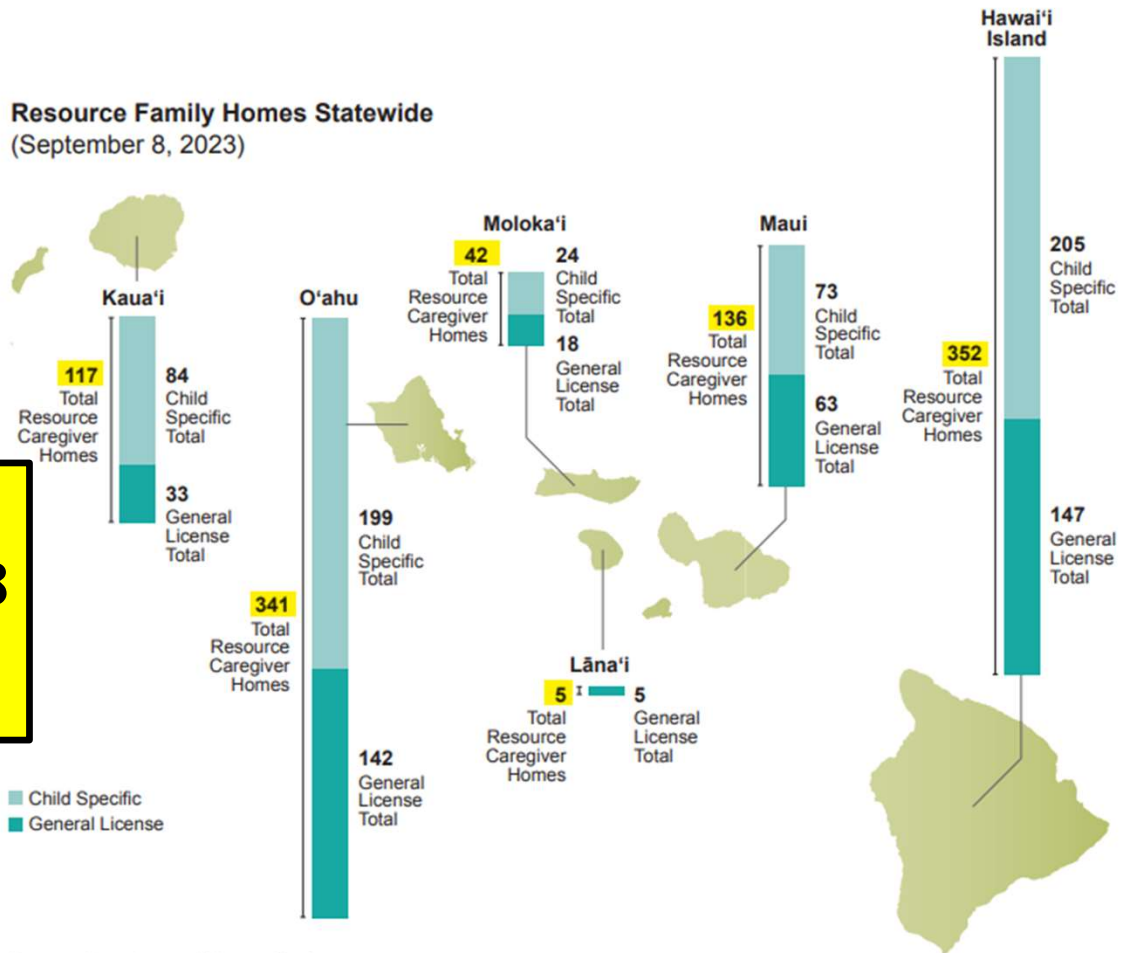
Audit of the Department of Human Services' Child Welfare Services Branch

A Report to the Governor and the Legislature of the State of Hawai'i

Child Specific: 585
General License: 408
TOTAL: 993



Resource Family Homes Statewide (September 8, 2023)



Source: Department of Human Services
 This graphic includes foster homes with licenses and provisional certificates

"HAWAII ADMINISTRATIVE RULES
TITLE 17
DEPARTMENT OF HUMAN SERVICES
SUBTITLE 11 CHILD WELFARE SERVICES PROGRAMS
CHAPTER 1625

LICENSING OF
HOMES FOR

- \$17-1625-1 Goals
- \$17-1625-2 Definition
- \$17-1625-3 Penalty
- \$17-1625-4 Separability
- \$17-1625-5 Exceptions
- \$17-1625-6 Savings clause

Subchapter 1 Cert

- \$17-1625-7 Need for
- \$17-1625-8 Applicat
- \$17-1625-9 Study pr
- \$17-1625-10 Issuance
- \$17-1625-11 Renewal
- \$17-1625-12 Reportin
- \$17-1625-13 Denial
- \$17-1625-14 Revocat
- \$17-1625-15 Hearing
- \$17-1625-16 Confide records

Subchapter 2 Li

- \$17-1625-17 Person
- \$17-1625-18 Health
- \$17-1625-19 Income
- \$17-1625-20 Employ
- \$17-1625-21 Number
- \$17-1625-22 Housin
- \$17-1625-23 Equip
- \$17-1625-24 Sleep
- \$17-1625-25 Refer
- \$17-1625-26 Revie
- \$17-1625-28 to 17-1

§17-1625-2 Definitions.

for children for the purpose of foster care.

"Certificate of approval" or "license" means a certificate or license to operate a resource family home issued to the resource family by the department or a licensed child-placing organization.

"Child-caring institution" or "group home" means and physical custody of the child.

"Provisional certificate of approval" means a temporary certificate issued at the discretion of the department for a period usually not exceeding sixty days to any resource family home which has met the essential safety requirements but which has not fully met all licensing requirements at the time the certificate is issued.

"Resource family home" means a home which has met

"HAWAII ADMINISTRATIVE RULES
TITLE 17
DEPARTMENT OF HUMAN SERVICES
SUBTITLE 11 CHILD WELFARE SERVICES PROGRAMS
CHAPTER 1625

LICENSING OF
HOMES FOR

§17-1625-2 Definitions.

- Goals
- §17-1625-1 Definition
- §17-1625-2 Penalty
- §17-1625-3 Separability
- §17-1625-4 Exceptions
- §17-1625-5 Savings clause
- §17-1625-6

for children for the purpose of foster care.

"Certificate of approval" or "license" means a certificate or license to operate a resource family

and physical custody of the child.

"Provisional certificate of approval" means a temporary certificate issued at the discretion of the department for a period usually **not exceeding sixty days** to any resource family home which has met the essential safety requirements but which has not fully met all licensing requirements at the time the certificate is issued.

"Resource family home" means a home which has met

- §17-1
- §17-1
- §17-1
- §17-1
- §17-1
- §17-1
- §17-1
- §17-1
- §17-1
- §17-1

- §17
- §17
- §17
- §17
- §17
- §17
- §17
- §17
- §17
- §17

§17-1625-28 to 17-1

1625-2

"HAWAII ADMINISTRATIVE
 TITLE
 DEPARTMENT OF HEALTH
 SUBTITLE 11 CHILD WELFARE
 CHAPTER
 LICENSING OF RESIDENTIAL
 HOMES FOR CHILDREN

\$17-1625-1 Goals
 \$17-1625-2 Definitions
 \$17-1625-3 Penalty
 \$17-1625-4 Separability
 \$17-1625-5 Exceptions
 \$17-1625-6 Savings clause

Subchapter 1 Certification

\$17-1625-7 Need for certification
 \$17-1625-8 Application
 \$17-1625-9 Study process
 \$17-1625-10 Issuance of certificate
 \$17-1625-11 Renewal
 \$17-1625-12 Reporting
 \$17-1625-13 Denial
 \$17-1625-14 Revocation
 \$17-1625-15 Hearing
 \$17-1625-16 Confidential records

Subchapter 2 Licensing

\$17-1625-17 Personal history
 \$17-1625-18 Health of child
 \$17-1625-19 Income
 \$17-1625-20 Employed
 \$17-1625-21 Number of children
 \$17-1625-22 Housing
 \$17-1625-23 Equipment
 \$17-1625-24 Sleeping
 \$17-1625-25 Referencing
 \$17-1625-26 Review
 §§17-1625-27 to 17-1625-30 (Reserved)

1625-1

\$17-1625-10 Issuance of certificate of approval.
 (a) The department or agency shall issue a

approved for a specific child.
 (b) If the resource family home under study will accept only a specific child or a child for whom service is requested is already living in the resource family home, the department may issue a certificate of approval for a specific child if the home satisfactorily meets licensing requirements.

- (1) Studies on all resource family homes for a specific child shall be initiated prior to or on the date the child is placed or prior to or on the date the department assumed placement responsibility of the child.
- (2) A provisional certificate of approval, not to exceed sixty days, unless otherwise approved by the department may be issued to a resource family home that is unable to meet all the requirements at the time of the study, if it is reasonable to assume that all licensing requirements will be met within sixty days and that there are no risks to the health, safety, or well-being of a child.
- (3) Placement preference shall be given to

requirements for a provisional certificate of approval.

(c) Depending on the amount of supervision and

§17-1625-1
§17-1625-2
§17-1625-3
§17-1625-4
§17-1625-5
§17-1625-6

Subchapter

§17-1625-7
§17-1625-8
§17-1625-9
§17-1625-10
§17-1625-11
§17-1625-12
§17-1625-13
§17-1625-14
§17-1625-15
§17-1625-16

Subchapter

§17-1625-17
§17-1625-18
§17-1625-19
§17-1625-20
§17-1625-21
§17-1625-22
§17-1625-23
§17-1625-24
§17-1625-25
§17-1625-26
§17-1625-27
§17-1625-28
§17-1625-29
§17-1625-30

C-08.01

Part IV - Licensing

1. Licensing of Resource Family Homes for Children

- 1.0 PURPOSE** The procedures provide the steps to license foster parents, including relative caregivers. The goal is to unconditionally approve all homes and to minimize the time a home is provisionally licensed. Therefore, all requirements need to be met as quickly as possible when a home is special licensed and a child placed. Effective 10/1/2000, the Department has not been able to claim any foster board reimbursement for otherwise eligible Title IV-E children when they are placed in homes that are provisionally licensed (not fully (unconditionally) licensed). In addition, effective 10/1/2002, the Department will not be able to claim any federal reimbursement for administrative costs for otherwise eligible Title IV-E children when they are placed in homes that are provisionally licensed (not fully licensed).

1.2.7 Licensing Workers Responsibilities-Child Specific

- G. If the resource family has not met all the requirements by the expiration date of the provisional approval period, the child must be removed and the home closed. Exceptions:
- a. The family completed their FBI fingerprints but DHS did not receive the results yet;
 - b. The family is still trying to obtain their marriage certificate;
 - c. New household members entered the home since the application was submitted; or
 - d. Other reasonable circumstances beyond the control of the family, which prevents the home from meeting all of the licensing requirements.

For these exceptions, the home may be provisionally licensed for another 60 days.

C-08.01

Part IV Licensing

en

r parents,
nditionally
me is
ts need to be
ol licensed
artment has
ement for
re placed in

10/1/2002,
eral
wise eligible
s that are

REQUIREMENTS FOR A 1- OR 2-YEAR UNCONDITIONAL LICENSE	REQUIREMENTS FOR A 60-DAY PROVISIONAL CERTIFICATE
✓ Background Checks - Child Abuse and Neglect Registry, Hawai'i Criminal Justice Information System, Hawai'i Sex Offender Registry, and National Sex Offender Registry	✓ Background Checks - Child Abuse and Neglect Registry, Hawai'i Criminal Justice Information System, Hawai'i Sex Offender Registry, and National Sex Offender Registry
✓ Federal Bureau of Investigations (FBI) Clearances - Fingerprint-based FBI clearances for adult household members	Not required
✓ Home Visit by CWSB	✓ Home Visit - Home visit and an in-person assessment to assess the appropriateness of the family home
✓ Health Requirements - Physical examination within one year, tuberculosis (TB) clearances and other requirements	Not required
✓ Financial Requirements - The income of the resource family home shall be sufficient to maintain an adequate standard of living for the family before the addition of a foster child	✓ Financial Requirements - The income of the resource family home shall be sufficient to maintain an adequate standard of living for the family before the addition of a foster child
✓ Employment History	Not required
✓ Marriage Verification - Marriage/divorce certificate	Not required
✓ Identification Verification - Verification of identification of all adult household members	✓ Identification Verification - Verification of identification of all adult household members
✓ Home Study - Interview all household members and other requirements	Not required
✓ Sleeping and Other Arrangements - Suitable light, ventilation, and provision for proper rest, a safe and comfortable bed of a size and design to ensure safety and comfort with clean, comfortable bedding and linen, and equipment or appliances (e.g., wheelchairs, crutches, oxygen machines, etc.) are available and properly functioning	✓ Sleeping and Other Arrangements - Suitable light, ventilation, and provision for proper rest, a safe and comfortable bed of a size and design to ensure safety and comfort with clean, comfortable bedding and linen, and equipment or appliances (e.g., wheelchairs, crutches, oxygen machines, etc.) are available and properly functioning
✓ Sanitation - The home shall comply with State of Hawai'i standards on housing and sanitation including a kitchen with working equipment for safe food preparation, bath and shower with hot and cold water, rooms with adequate light, well-lit bedrooms, and fire escape exits	Not required
✓ Fire Escape Plan	Not required
✓ Current Automobile Insurance - All Vehicles	Not required
✓ Family Photograph - All Household Members	Not required
✓ Training - Year one pre-service Hawai'i Assures Nurturing and Involvement (H.A.N.A.I.) training	Not required
✓ Two References	Not required

REQUIREMENTS FOR A 1- OR 2-YEAR UNCONDITIONAL LICENSE	REQUIREMENTS FOR A 60-DAY PROVISIONAL CERTIFICATE
✓ Federal Bureau of Investigations (FBI) Clearances - Fingerprint-based FBI clearances for adult household members	Not required
✓ Health Requirements - Physical examination within one year, tuberculosis (TB) clearances and other requirements	Not required
✓ Employment History	Not required
✓ Marriage Verification - Marriage/divorce certificate	Not required
✓ Home Study - Interview all household members and other requirements	Not required
✓ Sanitation - The home shall comply with State of Hawai'i standards on housing and sanitation including a kitchen with working equipment for safe food preparation, bath and shower with hot and cold water, rooms with adequate light, well-lit bedrooms, and fire escape exits	Not required
✓ Fire Escape Plan	Not required
✓ Current Automobile Insurance - All Vehicles	Not required
✓ Family Photograph - All Household Members	Not required
✓ Training - Year one pre-service Hawai'i Assures Nurturing and Involvement (H.A.N.A.I.) training	Not required
✓ Two References	Not required

We found that CWSB had greatly expanded its ability to approve provisional certificates for child-specific homes, which has resulted in foster children staying in homes that have not completed the licensing requirements for far longer than 60 days.

Summary Department of Human Services' Child Welfare Services Branch



THE DEPARTMENT OF HUMAN SERVICES (DHS) is charged with providing services "for the protection and care of abused or neglected children and children in danger of becoming delinquent to make paramount the safety and health of children who are harmed or are in life circumstances that threaten harm." The importance of that responsibility – protecting Hawai'i's keiki – simply cannot be overstated. When children cannot remain safely in their homes, DHS' Child Welfare Services Branch (CWSB) places children in foster homes, which the department refers to as resource family homes, until those children can be reunited with their families or placed with adoptive parents or legal guardians.

Foster homes must have a license issued by the department to care for a child. The licensing requirements are contained in the administrative rules promulgated by DHS and are the standards of conditions, management, and competency that the department determined foster homes must meet to provide a safe, stable, and nurturing environment.

DHS recognizes two types of foster homes: homes in which the caregivers have no relation to the youth they foster, referred to as general license homes, and child-specific homes where the caregivers have an

"However, unless a home completed the requirements and was awarded an unconditional license, DHS did not know whether a home was a safe and healthy environment and children in that home were at risk of harm."

Internal Communication Form (ICF) (eff. August 12, 2019)

INTERNAL COMMUNICATION FORM DEPARTMENT OF HUMAN SERVICES		Suspense Effective August 12, 2019
Subject: CHILD SPECIFIC LICENSING	Originator: Kintaro Yonekura 586-5669	
To: ALL CWS SECTIONS	From: CWSB-PDA	Date: 08/09/19 Memo No. 1
<p>FOR INFORMATION: Relatives play an important role in the lives of children, especially those who are being cared for by someone other than their parents. Children do better when they are placed with or are able to stay connected in other ways, to people who know and care about them. CWS makes an effort to place children with appropriate relatives when placement is necessary (CFSR Item 10).</p> <p>The Department has temporarily revised the process of licensing child-specific applicants in order to lessen the trauma at the time of a child's placement and to be more efficient in assessing the child-specific applicants while helping them to become unconditionally licensed. It is important for children in care to obtain placement stability as quickly as possible after entering foster care. If child-specific applicants are not able to meet the licensing requirements within 90-days of a child's placement into foster care, the child will be moved to another child-specific applicant who can meet the licensing requirements within the time frame.</p>		
<p>Identity cannot be confirmed, which will If the applicants do not have a valid driver's er care.</p> <p>d-Specific Resource Home Application" to CWS</p> <p>Specific Resource Home Application" to 's placement with the child-specific resource</p> <p>the Oahu Resource Home Licensing Unit d then send the original application via inal applications will be given to the Resource pervisor.</p> <p>edfic resource caregiver(s) into the CPSS – ific Resource Home Application."</p> <p>all referrals within 1 day to the appropriate</p>		D1-1.01b
<p>3) The CWS Placement Worker will provide the child-specific applicants with the "Resource Family Basics" document and "Becoming a Relative Resource Caregiver" brochure.</p> <p>4) The CWS Placement Worker will verify identification of Resource Caregiver(s) by looking at their state issued driver's license or ID card. If Resource Caregivers do not have a driver's license or ID card, child(ren) <u>may not be placed in this home</u> because the Resource Caregivers will not be able to</p>		D1-1.01b
<p>cket is received from the service provider, to the child-specific applicant(s) by the 90th day</p>		D1-1.01b
<p>DHS 0615 (7/87)</p>		D1-1.01b

FOR ACTION:

Effective August 12, 2019, all new child-specific applicants will be required to be unconditionally licensed by the 90th day from a child's placement into foster care. To achieve this, the Department will begin implementation of licensing child-specific resource caregivers using the following steps and attached documents:

Originator: Kintaro Yonekura
586-5669

Memo No. 1, Page 2

Originator: Kintaro Yonekura
586-5669

/19 Memo No. 1, Page 3

INTERNAL

Suspense

COMMUNICATION FORM

Effective August 12, 2019

DEPARTMENT OF HUMAN SERVICES

Subject: CHILD SPECIFIC LICENSING

Originator: Kintaro Yonekura
586-5669

To: ALL CWS SECTIONS

From: CWSB-PDA

Date: 08/09/19

Memo No. 1

FOR INFORMATION:

Relatives play an important role in the lives of children, especially those who are being cared for by someone other than their parents. Children do better when they are placed with or are able to stay connected in other ways, to people who know and care about them. CWS makes an effort to place children with appropriate relatives when placement is necessary (CFSR Item 10).

The Department has temporarily revised the process of licensing child-specific applicants in order to lessen the trauma at the time of a child's placement and to be more efficient in assessing the child-specific applicants while helping them to become unconditionally licensed. It is important for children in care to obtain placement stability as quickly as possible after entering foster care. **If child-specific applicants are not able to meet the licensing requirements within 90-days of a child's placement into foster care, the child will be moved to another child-specific applicant who can meet the licensing requirements within the time frame.**

d, which will
ive a valid driver's

Application" to CWS

plication" to
-specific resource

Licensing Unit
plication via
en to the Resource

Into the CPSS –
tion."

the appropriate
ceipt of the email

within 10-days of
responsibility of the
orms (if
le and obtain TB
nce forms. All
folder.

caregivers: home
complete 5.50
ice checks; develop
ivorce certificates

es, and other
ensing Unit by the

service provider, to
s) by the 90th day

mourning; or
o complete FBI background

onally licensed and a
i subsequent provisionally

i Administrator, at



Originator: Kintaro Yonekura
586-5669

Date 08/09/19 Memo No. 1, Page 2

INTERNAL

Suspense

Subject: CHILD SPECIFIC LICENSING

Originator: Kintaro Yonekura
586-5669

To: ALL CWS SECTIONS

From: CWSB-PDA

Date: 08/09/19

Memo No. 1, Page 3

Exceptions to issue one additional 60-day Provisional License:

- a) Sudden death in the child-specific applicants' family allowing applicants to mourn; or
- b) Adult household member is immobilized and not able to leave the home to complete FBI background check.

When applicants are not able to meet the requirements to become unconditionally licensed and a change in placement for the child/ren has occurred and the child is placed in a subsequent provisionally licensed home, the process and timeline specified in this ICF restarts.

If you have any questions, please contact Kintaro Yonekura, Assistant Program Administrator, at (808) 586-5699 or via email at kyonekura@dhs.hawaii.gov.

TA for Rosaline L. Tupou, PDA

Originator: Kintaro Yonekura
586-5669

Date 08/09/19 Memo No. 1, Page 3

...rmed, which will
...not have a valid driver's

...ome Application" to CWS

...ne Application" to
...child-specific resource

...ome Licensing Unit
...nal application via
...e given to the Resource

...ver(s) into the CPSS -
...pplication."

...ay to the appropriate
...he receipt of the email

...cants within 10-days of
...the responsibility of the
...nce Forms (if
...chedule and obtain TB
...clearance forms. All
...nsing folder.

...ource caregivers: home
...ints; complete 5.50
...ference checks; develop
.../or divorce certificates

...ificates, and other
...ng Licensing Unit by the

...n the service provider, to
...licant(s) by the 90th day

...mourn; or
...o complete FBI background

...nally licensed and a
...subsequent provisionally

...Administrator, at

Originator: Kintaro Yonekura
586-5669

Date 08/09/19 Memo No. 1, Page 2

INTERNAL

Suspense

Subject: CHILD SPECIFIC LICENSING

Originator: Kintaro Yonekura
586-5669

To: ALL CWS SECTIONS

From: CWSB-PDA

Date: 08/09/19

Memo No. 1, Page 3

Exceptions to issue one additional 60-day Provisional License:

- a) Sudden death in the child-specific applicants' family allowing applicants to mourn; or
- b) Adult household member is immobilized and not able to leave the home to complete FBI background check.

When applicants are not able to meet the requirements to become unconditionally licensed and a change in placement for the child/ren has occurred and the child is placed in a subsequent provisionally licensed home, the process and timeline specified in this ICF restarts.

If you have any questions, please contact Kintaro Yonekura, Assistant Program Administrator, at (808) 586-5699 or via email at kyonekura@dhs.hawaii.gov.

TA for Rosaline L. Tupou, PDA

Originator: Kintaro Yonekura
586-5669

Date 08/09/19 Memo No. 1, Page 3

...rmed, which will
not have a valid driver's

...ome Application" to CWS

...me Application" to
: child-specific resource

...ome Licensing Unit
nal application via
be given to the Resource

...ver(s) into the CPSS –
pplication."

...lay to the appropriate
the receipt of the email

...licants within 10-days of
e the responsibility of the
nce Forms (if
chedule and obtain TB
clearance forms. All
nsing folder.

...ource caregivers: home
ants; complete 5.50
ference checks; develop
3/or divorce certificates

...ificates, and other
ng Licensing Unit by the


...n the service provider, to
licant(s) by the 90th day

...: mourn; or
o complete FBI background

...onally licensed and a
i subsequent provisionally

...i Administrator, at

STATE OF HAWAII
SOCIAL SERVICES DIVISION
DEPARTMENT OF HUMAN SERVICES
CHILD WELFARE SERVICES



TYPE OF APPLICATION: **C-08.02**

General-License Applicant
 Child-Specific Provisional License Applicant
 Special License Home Provisional Applicant
 Relative Placement Consideration Applicant

RESOURCE CAREGIVER LICENSING APPLICATION

- All licensing requirements must be completed within 90-days from the date you sign this application.
- Please refer to the "Resource Caregiver Licensing Checklist" to keep track of all required paperwork that you have submitted through the licensing portal and to see what outstanding information/documents is needed to complete your application.
- Child Welfare Services (CWS) conducts the following background checks on all adults in the home prior to placement: CWS-Hawaii, State Sex Offender, National Sex Offender and Hawaii Child Abuse & Neglect.
- Before a final decision can be made on the application, applicants and all adult household members must complete FBI fingerprinting within the 90-day period. Applicants and adult household members schedule and complete their fingerprinting within the 90-day period. Information provided in this application is for the purpose of determining eligibility for licensure.

C-08.02

STATE OF HAWAII
SOCIAL SERVICES DIVISION
DEPARTMENT OF HUMAN SERVICES
CHILD WELFARE SERVICES



DEPARTMENT OF HUMAN SERVICES
CHILD WELFARE SERVICES BRANCH

AGREEMENT BETWEEN THE DEPARTMENT OF HUMAN SERVICES
AND
RESOURCE CAREGIVERS

This agreement between the Department of Human Services (DHS) and the Resource Caregiver (RCG) is for the purpose of establishing a foster care placement for the child named in this agreement. Foster care means placement which is apart from the child's legal custodian which provides twenty-four hour parenting care, including, but not limited to, placement in a licensed relative's home, a resource family home, or a licensed residential care facility. If the child is aged 18 years of age, the term shall include independent living. This agreement is effective from the date of signing and shall terminate if the child is no longer placed with the RCG as a foster care placement.

RESOURCE CAREGIVER LICENSING APPLICATION

- All licensing requirements must be completed within 90-days from the date you sign this application.
- Please refer to the "Resource Caregiver Licensing Checklist" to keep track of all required paperwork that you have submitted

PRIMARY APPLICANT NAME: _____

CO-APPLICANT NAME: _____

FOR CHILD SPECIFIC/SPECIAL LICENSE PLACEMENTS ONLY

(SKIP THIS SECTION IF CHILDREN ARE NOT PLACED IN HOME)

CPSS NUMBER:	CASE NAME:	DATE OF BIRTH:	RELATIONSHIP TO CHILD:
CHILD/YOUTH NAME:		DATE OF BIRTH:	RELATIONSHIP TO CHILD:
CHILD/YOUTH NAME:		DATE OF BIRTH:	RELATIONSHIP TO CHILD:
CHILD/YOUTH NAME:		DATE OF BIRTH:	RELATIONSHIP TO CHILD:
CHILD/YOUTH NAME:		DATE OF BIRTH:	RELATIONSHIP TO CHILD:
CHILD/YOUTH NAME:		DATE OF BIRTH:	RELATIONSHIP TO CHILD:
CHILD/YOUTH NAME:		DATE OF BIRTH:	RELATIONSHIP TO CHILD:

Page 1 of 6

DHS 1583 (9/22)

Effective Date: _____

A. RESOURCE CAREGIVERS (RCG):

I/We understand that the child's placement in our home is temporary and not for adoption, while the department is helping the child's parents with reunification and searching for relative placement. While the child is in our home, DHS has responsibility to develop and implement short and long-term plans for the child and will visit our home to coordinate the child's care. We understand that any form of corporal punishment in disciplining the child is not allowed and that the department has the authority to remove the child from our home if that is determined necessary. This agreement does not create an employer/employee relationship between the RCG and the DHS. This agreement may be revoked at any time with notice provided and does not create any rights for the RCG to have the child placed with them and does not create any rights or expectations not expressly provided by this agreement.

Resource Caregivers shall:

- Meet all the licensing requirements within 90-days from placement per Hawaii Administrative Rules 17-1625:
 - Schedule FBI Fingerprinting appointment for **ALL ADULT HOUSEHOLD MEMBERS** within 7-days from placement
 - Obtain TB clearance **FOR ALL HOUSEHOLD MEMBERS INCLUDING CHILDREN** within 30-days

DHS 1508 (1/21)

STATE OF HAWAII
SOCIAL SERVICES DIVISION
DEPARTMENT OF HUMAN SERVICES
CHILD WELFARE SERVICES



TYPE OF APPLICATION: **C-08.02**

General-License Applicant
 Child-Specific Provisional License Applicant
 Special License Home Provisional Applicant
 Relative Placement Consideration Applicant

RESOURCE CAREGIVER LICENSING APPLICATION

- All licensing requirements must be completed within 90-days from the date you sign this application.
- Please refer to the "Resource Caregiver Licensing Checklist" to keep track of all required paperwork that you have submitted through the licensing portal and to see what outstanding background checks on all adults in the home prior to placement. CIS-Child Welfare Services (CWS) conducts the following background checks on all adults in the home prior to placement: CIS-Hawaii, State Sex Offender, National Sex Offender and Hawaii Child Abuse & Neglect.
- Before a final decision can be made on the application, applicants and all adult household members must complete FBI fingerprinting. (Please have all applicants and adult household members schedule and complete their fingerprinting within the next 10 business days).
- CWS makes the final determination to approve (or deny) the resource caregivers licensing application. Information provided in background clearances, home study assessment, interviews, documents you provide, collateral contacts, employment, and other sources of reliable/verifiable information are all used in the final decision made by CWS.
- Providing false information in this application, CWS forms, interviews and other contact with CWS and its contracted providers is immediate grounds of denial of your application.

APPLICANT AND CO-APPLICANT NAME'S

STATE OF HAWAII
SOCIAL SERVICES DIVISION
DEPARTMENT OF HUMAN SERVICES
CHILD WELFARE SERVICES



C-08.02

DEPARTMENT OF HUMAN SERVICES CHILD WELFARE SERVICES BRANCH

AGREEMENT BETWEEN THE DEPARTMENT OF HUMAN SERVICES AND RESOURCE CAREGIVERS

This agreement between the Department of Human Services (DHS) and the Resource Caregiver (RCG) is for the purpose of establishing a foster care placement for the child named in this agreement. Foster care means placement which is apart from the child's legal custodian which provides twenty-four hour parenting care, including, but not limited to, placement in a licensed relative's home, a resource family home, or a child-caring institution, except in the case of a child who has attained 18 years of age, the term shall include an approved supervised setting in which the individual is living independently. This agreement is effective upon placement of the child in the home of the RCG until the child is no longer placed with the RCG as a foster care placement (HRS 17-1610; 17-1625).

Name of Resource Caregiver 1: _____
 Name of Resource Caregiver 2: _____

Resource Caregivers shall:

1. Meet all the licensing requirements within 90-days from placement per Hawaii Administrative Rules 17-1625:
 - a) Schedule FBI Fingerprinting appointment for **ALL ADULT HOUSEHOLD MEMBERS** within 7-days from placement
 - b) Obtain TB clearance **FOR ALL HOUSEHOLD MEMBERS INCLUDING CHILDREN** within 30-days

CHILD/YOUTH NAME:	DATE OF BIRTH:	RELATIONSHIP:
CHILD/YOUTH NAME:		

Page 1 of 6

DHS 1583 (9/22)

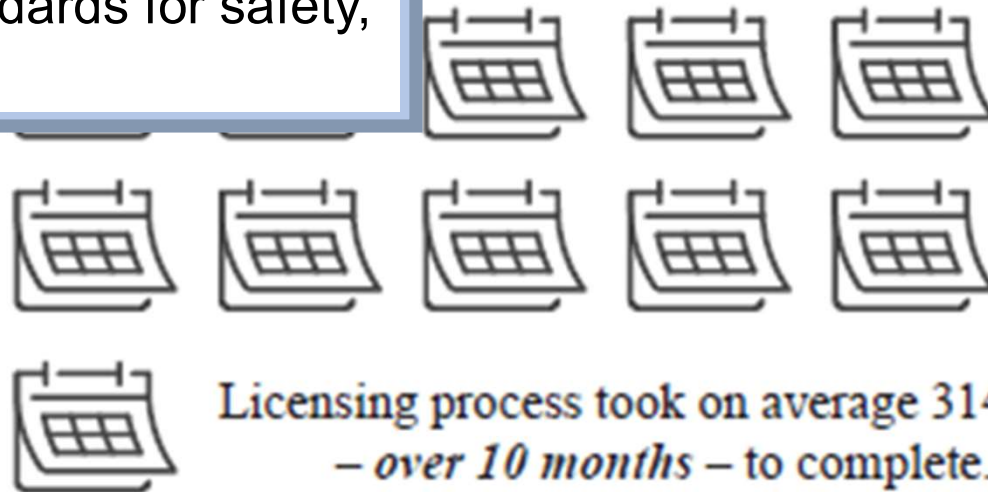
Administrative Rules 17-1625:

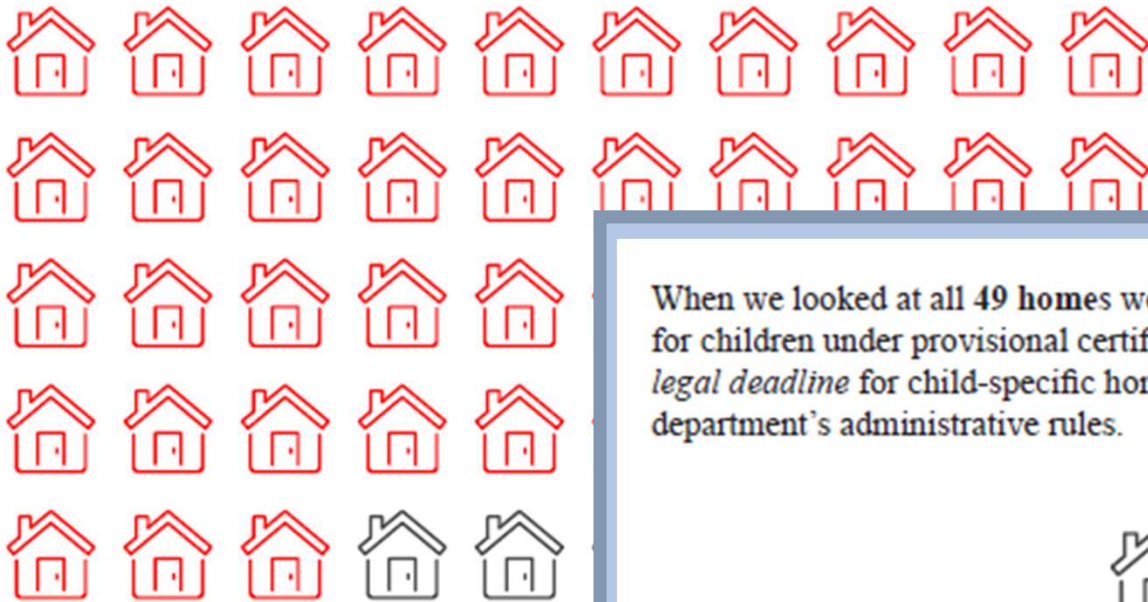
- a) Schedule FBI Fingerprinting appointment for **ALL ADULT HOUSEHOLD MEMBERS** within 7-days from placement
- b) Obtain TB clearance **FOR ALL HOUSEHOLD MEMBERS INCLUDING CHILDREN** within 30-days

DHS 1508 (1/21)

e the
t. While
plans for
corporal
remove
oked at
bed with

Based on **30 child-specific homes** that had achieved unconditional licensure prior to our file review, we found the licensing process too, on average, 314 days – ***over 10 months*** – to complete, meaning children stayed for months or longer in homes the department had not verified met State and DHS standards for safety, health, housing, and sanitation.





When we looked at all **49 homes** we analyzed, we determined that **43 homes** cared for children under provisional certificates for longer than 60 days, which is the *legal deadline* for child-specific homes to complete the licensing requirements in the department's administrative rules.



With the additional 30 days that DHS added to the length of a provisional certificate through its internal procedures, **only three of the 49 child-specific homes completed licensing requirements** within that expanded period, i.e., within 90 days.

Those same procedures direct that the child will be removed from a foster home that is unable to complete the licensing requirements within that time period, which the department did not do.

Audit of the Department of Human Services' Child Welfare Services Branch

A Report to the Governor and the Legislature of the State of Hawai'i

Report No. 24-05
April 2024



OFFICE OF THE AUDITOR
STATE OF HAWAII

REPORT NUMBER: WFLCA 711	STATE OF HAWAII DEPARTMENT OF HUMAN SERVICES	PAGE NUMBER: 3			
UNIT: 00	UNIT NUMBER: 0151011170 REVISED: 07/31/2023	REV DATE: 07/31/2023			
	USING PROVISIONAL EXPIRATION DATE	AS OF 05/31/2023			
CAREGIVER/RESIDENT NAME	FAC TYPE	FACILITY ID	PROV EXPIRATION DATE	MOS C/O	WKS ID
	SLH	1000081802	06/10/2023	11.4	1877
	SLH	1000080619	06/03/2023	11.4	1877
	SLH	1000082010	02/07/2023	11.4	1877
	SLH	1000081489	02/04/2023	11.4	1877
	SLH	1000081850	02/03/2023	11.4	1877
	SLH	1000081500	01/26/2023	11.4	1877
	SLH	1000081670	01/20/2023	11.4	1877
	SLH	1000081260	01/08/2023	11.4	1877
	SLH	1000081660	01/07/2023	11.4	1877
	CPH	1000084840	04/07/2023	11.4	1877
	SLH	1000081380	03/14/2023	11.4	1877
	SLH	1000081260	02/24/2023	11.4	1877
	SLH	1000084840	NOV/2023	11.4	1877
	SLH	1000084800	NOV/2023	11.4	1877
	SLH	1000084800	NOV/2023	11.4	1877
TOTAL MONTHS OVERDUE				11.4	
AVERAGE MONTHS OVERDUE:				11.4	
TOTAL CARES OVERDUE:				24	

Overdue but Under-reported
One CWSB unit's Office of Information Technology report shows that 24 provisionally certified home extensions were overdue for nearly a year on average.

Source: Department of Human Services and the Office of the Auditor

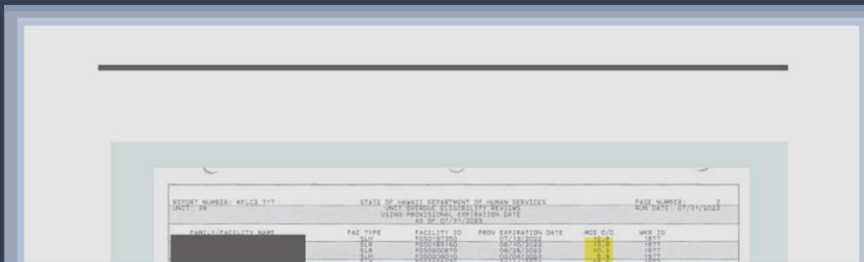
Monthly Reports Show Nearly Year-long Delays in Licensing
"OIT reports" are meant to be used in internal meetings to discuss the status of each provisionally licensed home and steps needed to get it fully licensed. Those meetings were not consistently held.

EACH MONTH, DHS' Office of Information Technology (OIT) generates reports that CWSB licensing workers use to track the expiration date of provisional certificates and the recertification date for foster home licenses. These "OIT reports," which are circulated as paper printouts, compile information about homes that will need license renewals within the next few months, provisionally certified homes that must be licensed within 90 days, homes with lapsed licenses, and homes with expired provisional certificates.

licensing requirements after two years. An eligibility worker supervisor explained that the purpose of the report is to provide a running list of provisionally certified caregivers and indicate which homes need extensions to their provisional certification and which need a further push to meet requirements. Licensing workers use these reports daily, the worker said.

We received sample OIT reports from licensing units across the state, which only capture a snapshot in time, but still offer an illuminating image. For instance, one unit's report of "overdue eligibility reviews using provisional expiration date," shows that on July 31, 2023, licensure for 24 provisionally certified homes was overdue by 11.4 months (or approximately 342 days) on average. A closer look at that report shows that nine child-specific homes had at least one licensing requirement pending more than one year after their provisional certificate expired; two of those homes still had outstanding

According to the Resource Home Licensing Unit (RHLU) Supervisor on O'ahu, the OIT reports are meant to be used in one-on-one meetings between the licensing worker and the supervisor to discuss the licensing status of each home and what steps are needed to get the home fully licensed. However, those meetings were not happening consistently when the Supervisor started the job in April 2023. In September, the Supervisor informed us via email that the unit was "re-establishing ongoing and consistent one-on-one monthly supervision with each of the RHLU Licensing staff to further discuss the OIT reports and actions to follow up with the support of the [resource caregivers] being unconditionally licensed."



REPORT NUMBER: KFLC3 717
UNIT: 39

STATE OF HAWAII DEPARTMENT OF HUMAN SERVICES
UNIT OVERDUE ELIGIBILITY REVIEWS
USING PROVISIONAL EXPIRATION DATE
AS OF 07/31/2023

PAGE NUMBER: 3
RUN DATE: 07/31/2023

FAMILY/FACILITY NAME	FAC TYPE	FACILITY ID	PROV EXPIRATION DATE	MOS O/D	WKR ID
BROWN	SLH	FOS0197350	07/13/2022	12.8	1877
LOA,	SLR	FOS0189160	06/10/2022	13.9	1877
TAETU	SLR	FOS0200870	09/28/2022	10.2	1877
POWER	SLH	FOS0208010	02/04/2023	5.9	1877
COLEM	SLR	FOS0208270	04/11/2021	28.0	1877
ANRES	SLR	FOS0208510	05/05/2021	27.2	1877
CUI SO	SLH	FOS0117730	11/01/2022	9.1	1877
WAIKI	SLR	FOS0130950	02/28/2022	17.3	1877
LONG,	CFH	FOS0134700	03/20/2022	16.6	1877
VOSS,	SLR	FOS0217850	07/09/2023	0.7	1877
YAMAM	SLR	FOS0014200	04/20/2022	15.6	1877
KEKAU	SLR	FOS0050070	12/29/2022	7.1	1877
TRANS	SLR	FOS0215840	01/22/2022	18.5	1877
KAOPU	SLR	FOS0216410	03/06/2023	4.9	1877
GLENN	CFH	FOS0216430	04/01/2023	4.0	1877
AGLIA	SLR	FOS0216640	03/29/2023	4.1	1877
KAMAL	SLH	FOS0216650	03/29/2023	4.1	1877
JOHNS	SLR	FOS0213330	06/18/2022	13.6	1877
HENRI	SLR	FOS0213380	06/01/2022	14.2	1877
VARNI	SLH	FOS0214750	10/19/2022	9.5	1877
TOYOM	SLH	FOS0214840	10/25/2022	9.3	1877
CHONG	SLR	FOS0214800	10/03/2022	10.0	1877
ANDER	SLR	FOS0215060	11/14/2022	8.6	1877
SPITA	SLR	FOS0215080	10/29/2022	9.2	1877
TOTAL MONTHS OVERDUE:				274.4	
AVERAGE MONTHS OVERDUE:				11.4	
TOTAL CASES OVERDUE:				24	

31/2023

ID	PROV	EXPIRATION DATE	MOS O/D
0		07/13/2022	12.8
0		06/10/2022	13.9
0		09/28/2022	10.2
0		02/04/2023	5.9
0		04/11/2021	28.0
0		05/05/2021	27.2
0		11/01/2022	9.1
0		02/28/2022	17.3
0		03/20/2022	16.6
0		07/09/2023	0.7
0		04/20/2022	15.6
0		12/29/2022	7.1
0		01/22/2022	18.5
0		03/06/2023	4.9
0		04/01/2023	4.0
0		03/29/2023	4.1
0		03/29/2023	4.1
0		06/18/2022	13.6
0		06/01/2022	14.2
0		10/19/2022	9.5
0		10/25/2022	9.3
0		10/03/2022	10.0
0		11/14/2022	8.6
0		10/29/2022	9.2

TOTAL MONTHS OVERDUE: 274.4
AVERAGE MONTHS OVERDUE: 11.4
TOTAL CASES OVERDUE: 24

REPORT NUMBER
UNIT: 39

FAMILY/FA
 BROWN
 LIDA
 TAETU
 POWER
 COLEM
 ANRES
 CUISO
 WAIKI
 LONG,
 VOSS,
 YAMAM
 KEKAU
 TRANS
 KAOPU
 GLENN
 AGLIA
 KAMAL
 JOHNS
 HENRI
 VARNI
 TOYOM
 CHONG
 ANDER
 SPITA

DATE	MOS O/D	WKR ID
07/13/2022	12.8	1877
06/10/2022	13.9	1877
09/28/2022	10.2	1877
02/04/2023	5.9	1877
04/11/2021	28.0	1877
05/05/2021	27.2	1877
11/01/2022	9.1	1877
02/28/2022	17.3	1877
03/20/2022	16.6	1877
07/09/2023	0.7	1877
04/20/2022	15.6	1877
12/29/2022	7.1	1877
01/22/2022	18.5	1877
03/06/2023	4.9	1877
04/01/2023	4.0	1877
03/29/2023	4.1	1877
03/29/2023	4.1	1877
06/18/2022	13.6	1877
06/01/2022	14.2	1877
10/19/2022	9.5	1877
10/25/2022	9.3	1877
10/03/2022	10.0	1877
11/14/2022	8.6	1877
10/29/2022	9.2	1877

PAGES PAGE NUMBER: 3
RUN DATE: 07/31/2023

ON DATE	MOS O/D	WKR ID
022	12.8	1877
022	13.9	1877
022	10.2	1877
023	5.9	1877
021	28.0	1877
021	27.2	1877
022	9.1	1877
022	17.3	1877
022	16.6	1877
023	0.7	1877
022	15.6	1877
022	7.1	1877
022	18.5	1877
023	4.9	1877
023	4.0	1877
023	4.1	1877
023	4.1	1877
022	13.6	1877
022	14.2	1877
022	9.5	1877
022	9.3	1877
022	10.0	1877
022	8.6	1877
022	9.2	1877
OVERDUE:	274.4	
OVERDUE:	11.4	
OVERDUE:	24	

JOSH GREEN, M.D.
GOVERNOR
KE KA'ĀNA



CATY BETTS
DIRECTOR
KA LUINA HO'ŌKELE

JOSEPH CAMPOS II
DEPUTY DIRECTOR
KA HOPE LUINA HO'ŌKELE

STATE OF HAWAII
KAMOU'ĀNAO HAWAII
DEPARTMENT OF HUMAN SERVICES
KA OHIANA MĀLAMA LAWELAWĒ KANAKA
Social Services Division
Child Welfare Services Branch
Oahu Child Welfare Services Section 3
Resource Home Licensing Unit
420 Waialima Road, Suite 3008
Honolulu, Hawaii 96817

February 9, 2023

3

[REDACTED]

Dear [REDACTED]

We wish to inform you that the provisional approval of your resource home has been extended. The approval is for the care of [REDACTED] for the period of July 31, 2022 to September 28, 2022. The provisional approval of your resource home has also been extended for the care of [REDACTED] for the periods of September 29, 2022 to November 27, 2022; November 28, 2022 to January 26, 2023; and January 27, 2023 to March 27, 2023.

1

An unconditional certificate will be sent to you when the following requirements are met:

- FBI clearances for [REDACTED]
- Medical report for [REDACTED]
- TB clearances for [REDACTED]
- Clinical report for [REDACTED]
- One personal reference
- Home study by CCH

2

A home visit will be scheduled when your file is received back from CCH. The outstanding requirements are due as soon as possible. For children to remain in placement, the requirements for approval must be met. If there are any questions regarding the above information, please contact me at [REDACTED]. We wish to express our appreciation for your cooperation.

Sincerely,

[REDACTED]

Licensing Social Worker

Cc [REDACTED]

JOSH GREEN, M.D.
GOVERNOR
KE KA'ĀNA



CATHY BETTS
DIRECTOR
KALUNA HO'OKOLE

Dear [REDACTED]

We wish to inform you that the **provisional approval** of your resource home has been extended. The approval is for the care of [REDACTED] for the period of **July 31, 2022 to September 28, 2022**. The provisional approval of your resource home has also been extended for the care of [REDACTED] for the periods of **September 29, 2022 to November 27, 2022; November 28, 2022 to January 26, 2023; and January 27, 2023 to March 27, 2023**.

1

Dear [REDACTED]

We wish to inform you that the **provisional approval** of your resource home has been extended. The approval is for the care of [REDACTED] for the period of **July 31, 2022 to September 28, 2022**. The provisional approval of your resource home has also been extended for the care of [REDACTED] for the periods of **September 29, 2022 to November 27, 2022; November 28, 2022 to January 26, 2023; and January 27, 2023 to March 27, 2023**.

1

An unconditional certificate will be sent to you when the following requirements are met:

- FBI clearances for [REDACTED]**
- Medical report for [REDACTED]
- TB clearances for [REDACTED]
- Clinical report for [REDACTED]
- One personal reference
- Home study by CCH

2

A home visit will be scheduled when your file is received back from CCH. The outstanding requirements are due as soon as possible. *For children to remain in placement, the requirements for approval must met.* If there are any questions regarding the above information, please contact me at [REDACTED]. We wish to express our appreciation for your cooperation.

Sincerely,

[REDACTED]
Licensing Social Worker

Cc: [REDACTED]

CWSB provided four extensions, all retroactively. In total, CWSB extended the provisional certificate seven times.

- July 31, 2022 to September 28, 2022
- September 29, 2022 to November 27, 2022
- November 28, 2022 to January 26, 2023
- January 26, 2023 to March 27, 2023

JOSH GREEN, M.D.
GOVERNOR
KE KA'ĀNA



CATHY BETTS
DIRECTOR
KALUNA HO'OKOLE

JOSEPH CAMPOS II
DEPUTY DIRECTOR

An unconditional certificate will be sent to you when the following requirements are met:

- FBI clearances for [REDACTED]
- Medical report for [REDACTED]
- TB clearances for [REDACTED]
- Clinical report for [REDACTED]
- One personal reference
- Home study by CCH

2

Dear [REDACTED]

We wish to inform you that approval is for the care of [REDACTED] from September 28, 2022. The period of care is from November 28, 2022 to January [REDACTED].

An unconditional certificate

- FBI clearances for [REDACTED]
- Medical report for [REDACTED]
- TB clearances for [REDACTED]
- Clinical report for [REDACTED]
- One personal reference
- Home study by CCH

2

A home visit will be scheduled when your file is received by us and due as soon as possible. For children to remain in place, all requirements must be met. If there are any questions regarding the above information, please contact the office. We wish to express our appreciation for your cooperation.

Sincerely,

Licensing:

cc [REDACTED]

CWSB granted the extension despite missing six different items, including FBI clearance of an adult son living on premise.

JOSH GREEN, M.D.
GOVERNOR
KE KA'ĀNA



STATE OF HAWAII
KAMOU'ĀRĀO HAWAII
DEPARTMENT OF HUMAN SERVICES
KA OHIANA MĀLAMA LAWELawe KANAKA
Social Services Division
Child Welfare Services Branch
Oahu Child Welfare Services Section 3
Resource Home Licensing Unit
420 Waialalo Road, Suite 300B
Honolulu, Hawaii 96817

February 9, 2023

3

[Redacted]

Dear [Redacted]

420 Waialalo Road, Suite 300B
Honolulu, Hawaii 96817

February 9, 2023

3

Twelve days after the issuance of the letter, the kids were removed because of allegations of sexual abuse.

are due as soon as possible. For children to remain in placement, the requirements for approval must be met. If there are any questions regarding the above information, please contact me at [Redacted]. We wish to express our appreciation for your cooperation.

Sincerely,

[Redacted]

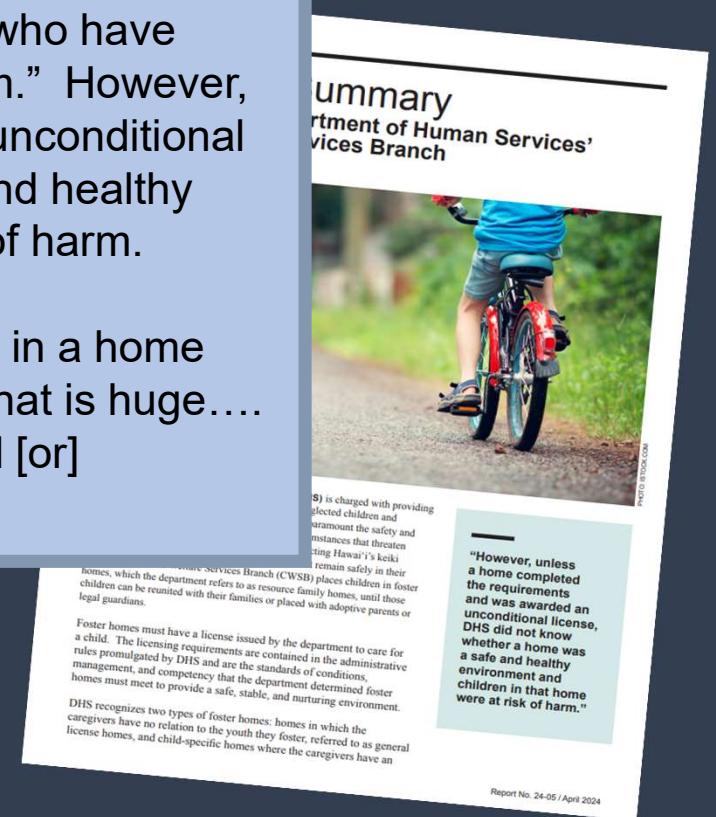
Licensing Social Worker

cc [Redacted]

Why do these problems matter?

CWSB is responsible for “the safety and health of children who have been harmed or are in life circumstances that threaten harm.” However, until a home completes the requirements and is issued an unconditional certificate, DHS does not know whether a home is a safe and healthy environment and whether children in that home are at risk of harm.

As the CWSB Administrator recognized, “If a child gets hurt in a home that’s not licensed, it’s devastating and the liability around that is huge.... You don’t even place children in a home that is not licensed [or] licensable.”

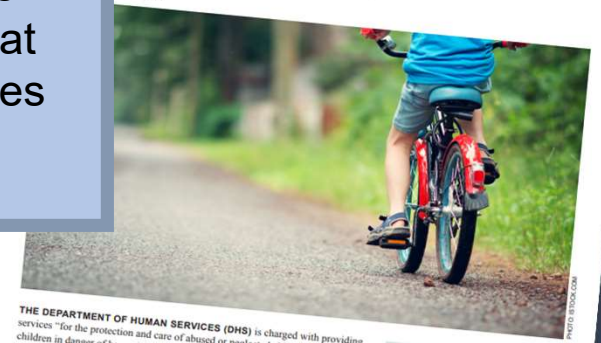


Why do these problems matter?

The State lost a significant amount of Title IV-E federal funds. Those funds, which reimburse the State for eligible foster care payments, are accessible for payments to licensed homes; that State was not able to claim the Title IV-E funds for foster homes operating with provisional certificates.

Auditor's Summary of the Department of Human Services' Welfare Services Branch

Report No. 24-05



THE DEPARTMENT OF HUMAN SERVICES (DHS) is charged with providing services "for the protection and care of abused or neglected children and children in danger of becoming delinquent to make paramount the safety and health of children who are harmed or are in life circumstances that threaten harm." The importance of that responsibility – protecting Hawai'i's keiki – simply cannot be overstated. When children cannot remain safely in their homes, DHS' Child Welfare Services Branch (CWSB) places children in their homes, which the department refers to as resource family homes, until those children can be reunited with their families or placed with adoptive parents or legal guardians.

Foster homes must have a license issued by the department to care for a child. The licensing requirements are contained in the administrative rules promulgated by DHS and are the standards of conditions, management, and competency that the department determined foster homes must meet to provide a safe, stable, and nurturing environment.

DHS recognizes two types of foster homes: homes in which the caregivers have no relation to the youth they foster, referred to as general license homes, and child-specific homes where the caregivers have an

"However, unless a home completed the requirements and was awarded an unconditional license, DHS did not know whether a home was a safe and healthy environment and children in that home were at risk of harm."

Finding No. 2

DHS reimbursed contractors' personnel and administrative costs without assessing whether performance goals were met.



Audit of the Department of Services' Child Welfare Services

The department's process to license child-specific homes did not comply with legal requirements. In addition, the department did not monitor or evaluate the performance of Catholic Charities Hawai'i, the contractor hired to complete documentation necessary for licensing. The question is: Were children at risk?

Introduction

THE STATE OF HAWAII'S Department of Human Services (DHS) provides child welfare services for children who have been abused, neglected, or threatened with maltreatment, offering an array of services including foster care placement when circumstances require children to be removed from their homes. Once DHS assumes placement responsibility, it must ensure resource family homes¹ – private homes caring for foster children on the department's

¹ A resource family home means a home that has met the state licensing requirements "in which minor children are received for temporary substitute supervision, care and maintenance apart from their legal custodians on a twenty-four-hour basis for monetary payment." Hawai'i Revised Statutes and Hawai'i Administrative Rules also refer to resource family homes as "foster family boarding homes," "foster boarding homes," and "foster homes."

In FY2022, DHS provided services to 2,322 children who spent some or all of that year in foster care, including 964 children who entered foster care and 1,033 who exited.



CONTRACT
COMPE

This Contract, executed
July 01

(Name of)

State of Hawai'i ("STATE"), by its

whose address is: 1390 Miller Street
Honolulu, HI 968

and

("PROVIDER"), a Non-profit Corpora
tion

under the laws of the State of

identification numbers are as follows:

Business street address:

1822 Keeaumoku Street

Honolulu, Hawaii 96822

Mailing address if different than bu

Federal employer identification nu

Hawai'i general excise tax number:

C. Service goals

The goals of this service are to:

1. Increase the number of resource caregivers who are willing and able to care for children under the DHS' placement responsibility and who also can support the work with the children's birth families towards reunification and/or relative placement and connections to include Shared Parenting to develop, strengthen and maintain long-term connections between resource caregivers, birth parents and their children.

4. Expedite child-specific trainings and licensure to provide support for resource caregivers, the children, and birth families as well as to maximize federal Social Security Act Title IV-E funding. IV-E funding is an essential component of the DHS/CWS budget, however, the funding may only be utilized for resource homes with completed, unconditional licensure.

2.4 Scope of Work



STATE OF HAWAII CONTRACT FOR HEALTH AND HUMAN SERVICES COMPETITIVE PURCHASE OF SERVICES

This Contract, executed on the respective dates indicated below, is effective from
July 01, 2021, to July 31, 2021, between
Department of Human Services
(Name of the state department, agency, board or commission)

State of Hawai'i ("STATE"), by its Director
(Title of person authorized to execute contract)

whose address is: 1390 Miller Street, Room 209
Honolulu, HI 96813

and Catholic Charities Hawaii
(Name of PROVIDER)

("PROVIDER"), a Non-profit Corporation
(Legal form of PROVIDER (i.e., Corporation))

under the laws of the State of Hawaii whose business
identification numbers are as follows:

Business street address:
1622 Kooaumoku Street
Honolulu, Hawaii 96822

Mailing address if different than business street address:

Federal employer identification number: 99-0073547
Hawai'i general excise tax number: W-20270798-01

COMPETITIVE
Page 1 of 4

2. Licensing

Assessments (home studies) of resource caregiver homes for children in foster care:

- a. The assessment process shall include making initial contacts with potential resource families, assuring that applicant resource caregivers complete the

adult and child in the home) in accordance with the DHS' procedures.

- d. The Provider shall complete all other resource home certification requirements such as criminal history clearances, Child Abuse and Neglect (CA/N) clearances, medical clearances, tuberculosis (TB) clearances, and financial evaluations using the Hawaii Licensing Solution Website and Portal.
- e. All applicant resource caregivers (both general licensed and child-specific homes) shall meet the same professional and safety standards and undergo the same comprehensive examination of their suitability and fitness to care for foster children as defined in Hawaii Administrative Rules (HAR) 17-1625, Licensing of Resource Family Homes for Children, as well as any applicable federal requirements.
- f. The Provider shall complete reports on all resource caregiver applications

uploaded into Hawaii's Licensing Solution Portal.

Completed assessments within 90 days of placement for child-specific licensure shall provide the necessary support to the applicant resource families, foster children, and birth families as well as maximize federal IV-E funding. Applicant resource homes may be provisionally licensed for another 30 days under certain conditions and with the approval of the DHS.

- g. The Provider shall ensure that there is no waitlist for H.A.N.A.I. training and assessments. Due to the DHS' need for competent resource caregivers who

Catholic Charities' Proposal

Proposal to administer Licensing and Support Services – Since 2006, CCH has provided services that are part of the Licensing and Support Service portions of this project. This proposal seeks to provide Licensing is submitted alongside a separate proposal to provide Support Services. Management of both these contracts will enable CCH to significantly improve the efficiency and timeliness of services: the initial visit and assessment will be coordinated; recordkeeping will be maintained in common files; the need for consent forms between the two programs will not be required; and importantly, resource families will not need to go through two separate agencies and procedures. This will facilitate the requirement for meeting the 90-day deadline for licensing resource families, and importantly, will promote a seamless delivery of services for resource caregivers.

In the event CCH is only awarded the Licensing contract and not the Support Services contract, the ability to meet the 90-day deadline for licensing will be dependent upon the timeliness of the contractor for Support Services.

Performance Measures - CCH will seek to meet or exceed all of the required outputs and outcomes required by DHS in this project:

- Certification/approval and home studies to 75 General Licensed (GL) homes and 325 Child Specific (CS) homes.
- 100% of GL and CS resource families will be licensed within 90 days. (With the award of both contracts, 100% is reasonable and achievable.)
- 75% of GL and CS resource families will be active 15 months following licensure/approval.

whose address is: Honolulu, HI 96813
Catholic Ch
and
("PROVIDER"), a Non-profit Corporation
(Legal form of PP
Hawaii
under the laws of the State of
identification numbers are as follows:
Business street address:
1822 Kooaumoku Street
Honolulu, Hawaii 96822
Mailing address if different than business
Federal employer identification number
Hawaii's general excise tax number:

Catholic Charities' Proposal

DHS-22-POS-0008

LICENSING FORM C: OUTCOMES

GENERAL LICENSE

1. % of new GL resource families who are unconditionally licensed within 90 days
2. % of resource families who are still active with the department 15 months following licensure or approval

CHILD SPECIFIC LICENSE

1. % of new CS resource families who are unconditionally licensed within 90 days
2. % of CS resource families who are still active with the department 15 months following licensure or approval

Annual Goal for Contract Year

DHS' PROJECTED GOALS	APPLICANT'S PROJECTED GOALS
----------------------	-----------------------------

100%	100%
75%	75%
100%	100%
75%	75%

(Name of the state department)
State of Hawai'i ("STATE"), by its Director
whose address is: 1390 Miller Street, Room 209
Honolulu, HI 96813
and Catholic Charities
("PROVIDER"), a Non-profit Corporation
(Legal form of PROVIDER)
under the laws of the State of Hawaii
identification numbers are as follows:
Business street address:
1622 Kooaumoku Street
Honolulu, Hawaii 96822
Mailing address if different than business street address:
Federal employer identification number: 99-0073547
Hawai'i general excise tax number: W-20270788-01

HAWAII ADMINISTRATIVE RULES
TITLE 3
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
SUBTITLE 11
PROCUREMENT POLICY BOARD
CHAPTER 149
CONTRACTING

Subchapter 1 Purpose and Scope
§3-149-101 Scope
§3-149-102 Purpose

Subchapter 2 Contract Forms and Conditions
§3-149-201 Contracts subject to app
of state funds
§3-149-202 Contracts subject to the
of federal funds
§3-149-203 Contract requirement
§3-149-204 Termination of contract

Subchapter 3 Miscellaneous Contracting Proce
§3-149-301 Extension of existing
procurement process
§3-149-302 Multi-term contract u
and procedures
§3-149-303 Amendment of contract
§3-149-304 Parceling forbidden

SUBCHAPTER 1

PURPOSE AND SCOPE

§3-149-101 Scope. The provisions of this chapter shall apply to all contracts awarded under chapter 103F, HRS, and these rules. [Eff 6/19/99; comp JAN 23 2006] (Auth: HRS §103F-106) (Imp: HRS §§103F-408 to 103F-414)

§3-149-102 Purpose. The purpose of this chapter is to provide for uniform practices and procedures for drafting, monitoring, and evaluating contracts awarded under chapter 103F, HRS. [Eff 6/19/99; comp JAN 23 2006] (Auth: HRS §103F-106) (Imp: HRS §§103F-408 to 103F-414)

HAWAII ADMINISTRATIVE RULES
TITLE 3
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
SUBTITLE 11
PROCUREMENT POLICY BOARD
CHAPTER 149
CONTRACTING

Subchapter 1 Purpose and Scope
§3-149-101 Scope
§3-149-102 Purpose

Subchapter 2 Contract Forms and Conditions
§3-149-201 Contracts subject to appropriation of state funds
§3-149-202 Contracts subject to the availability of federal funds
§3-149-203 Contract requirement
§3-149-204 Termination of contracts

Subchapter 3 Miscellaneous Contracting Procedures
§3-149-301 Extension of existing contract during procurement process
§3-149-302 Multi-term contract use, requirements and procedures
§3-149-303 Amendment of contracts
§3-149-304 Parceling forbidden

SUBCHAPTER 4

MONITORING OF CONTRACTS

§3-149-401 Contract monitoring. (a) Each purchasing agency shall formulate and implement a monitoring plan consisting of the following components:

- (1) A manual or other set of guidelines that includes the objectives, procedures, and requirements of the monitoring process;
- (2) Procedures for documentation of reporting problems or recommendations between the provider and the purchasing agency; and
- (3) A clear procedure for follow-up on recommendations, problems, and items requiring corrective action including deadlines for both reporting and responding to such items.

HAWAII ADMINISTRATIVE RULES
 TITLE 3
 DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
 SUBTITLE 11
 PROCUREMENT POLICY BOARD
 CHAPTER 149
 CONTRACTING

Subchapter 1 Purpose and Scope
 §3-149-101 Scope
 §3-149-102 Purpose

Subchapter 2 Contract Forms and Conditions
 §3-149-201 Contracts subject to appropriation of state funds
 §3-149-202 Contracts subject to the availability of federal funds
 §3-149-203 Contract requirement
 §3-149-204 Termination of contracts

Subchapter 3 Miscellaneous Contracting Procedures
 §3-149-301 Extension of existing contract due to procurement process
 §3-149-302 Multi-term contract use, requirements and procedures
 §3-149-303 Amendment of contracts
 §3-149-304 Parceling forbidden

SUBCHAPTER 5

EVALUATION OF CONTRACTS

§3-149-501 Contract evaluation. (a) Each purchasing agency shall establish contract evaluation criteria and procedures. The administrator may coordinate with purchasing agencies to develop uniform criteria and procedures.

(b) Minimum requirements for evaluation process. Each contract awarded under the competitive or restrictive purchase of service method shall be evaluated. A final written evaluation shall be completed within 120 days after the expiration or termination of the contract and shall include an analysis of the extent to which defined performance outcomes were met. As applicable, a discussion of any problems with or adjustments to, the performance outcomes shall also be addressed.

(c) Provider response to report. The provider shall be given an opportunity to respond in writing to all evaluation reports. The evaluation report and provider response shall be included in the contract file. [Eff 6/19/99; am and comp **JAN 23 2006**]
 (Auth: HRS §103F-106) (Imp: HRS §103F-408)

CONTRACT NO. DHS-22-POS-0008

STATE OF HAWAII
CONTRACT FOR HEALTH AND HUMAN SERVICES:
COMPETITIVE PURCHASE OF SERVICES

This Contract, executed on the respective dates indicated below, is effective as of
 July 01, 2021 between the
 Department of Human Services
(Name of the state department, agency, board or commission)

State of Hawaii ("STATE"), by its Director
(Title of person signing for the STATE)

whose address is: 1390 Miller Street, Room 209
 Honolulu, HI 96813

and Catholic Charities Hawaii
(Name of PROVIDER)

("PROVIDER"), a Non-profit Corporation
(Legal form of PROVIDER (i.e., Corporation, Limited Liability Company, etc.))

under the laws of the State of Hawaii whose business street address and
 identification numbers are as follows:
 Business street address:
 1622 Kooaumoku Street
 Honolulu, Hawaii 96822

Mailing address if different than business street address:

Federal employer identification number: 99-0073547
 Hawaii's general excise tax number: W-20270788-01

COMPETITIVE POS
 Page 1 of 5



STATE OF HAWAII
COMPENSATION AND PAYMENT SCHEDULE
Cost Reimbursement Pricing

This Original Contract provides funding for FY 2022 and FY 2023 for the delivery of one (2) years of Licensing Services from July 01, 2021 through June 30, 2023.

The Provider's final budget, including all amendments and revisions which have been accepted by the State, shall be incorporated into this Contract as part of this Attachment 3. All terms and conditions of this Compensation and Payment Schedule are valid and enforceable.

1. Payment Conditions and Sum

Subject to the continuing availability of State and Federal funds, the State agrees to pay the Provider:

- a. For the maintenance of the capacity to fully deliver services in compliance with the terms and conditions, and throughout the term, of this Contract.
- b. For the services satisfactorily performed under this Contract.
- c. For the expenditures actually and appropriately incurred in the performance of this Contract, according to a budget for costs approved by the State, by the submittal of invoices supported by the required documentation specified by the State.

The total sum, unless otherwise agreed, shall not exceed:

TWELVE MILLION DOLLARS AND 00/100 DOLLARS (\$12,000,000.00)

This sum shall be allocated as follows for the specified fiscal years:

	FY 2022		FY 2023		FY 2024	
	Amount	%	Amount	%	Amount	%
State Funds	\$2,000,000.00	100.00	\$2,000,000.00	100.00	\$2,000,000.00	100.00
Total Federal Funds	\$0.00	0.00	\$0.00	0.00	\$0.00	0.00
Annual Maximum Contract Amount	\$2,000,000.00	100.00	\$2,000,000.00	100.00	\$2,000,000.00	100.00

Why do these problems matter?

CWSB did not hold Catholic Charities accountable for performing the contracted services, one of which was to “expedite” the licensing of child-specific homes. We found DHS’ licensing of child-specific homes was not expedited or in compliance with legal requirements. Without any monitoring program and confusion between offices as to which was responsible for ensuring performance of the contract, DHS essentially reimbursed Catholic Charities’ personnel and administrative costs without ensuring satisfactory performance under the contract.

That approach resulted in a waste of State funds.

Summary Department of Human Services’ Child Welfare Services Branch



is charged with providing
ected children and
amount the safety and
stances that threaten
ing Hawai’i’s keiki

— simply cannot be overstated. When children cannot remain safely in their homes, DHS’ Child Welfare Services Branch (CWSB) places children in foster homes, which the department refers to as resource family homes, until those children can be reunited with their families or placed with adoptive parents or legal guardians.

Foster homes must have a license issued by the department to care for a child. The licensing requirements are contained in the administrative rules promulgated by DHS and are the standards of conditions, management, and competency that the department determined foster homes must meet to provide a safe, stable, and nurturing environment.

DHS recognizes two types of foster homes: homes in which the caregivers have no relation to the youth they foster, referred to as general license homes, and child-specific homes where the caregivers have an

“However, unless a home completed the requirements and was awarded an unconditional license, DHS did not know whether a home was a safe and healthy environment and children in that home were at risk of harm.”

Why do these problems happen?



Source: Department of Human Services

Audit of the Department of Human Services' Child Welfare Services Branch

A Report to the Governor
and the Legislature of the

<https://files.hawaii.gov/auditor/Reports/2024/24-05.pdf>

Report No. 24-05
April 2024



OFFICE OF THE AUDITOR
STATE OF HAWAII



Independent | Accountable | Objective
Office of the Auditor | State of Hawai`i