

Application Submittal Checklist

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

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

AUTHORIZED SIGNATURE

PRINT NAME AND TITLE

DATE



STATE OF HAWAII
STATE PROCUREMENT OFFICE

CERTIFICATE OF VENDOR COMPLIANCE

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

Vendor Name: HOSPICE OF HILO

DBA/Trade Name: HAWAI'I CARE CHOICES

Issue Date: 01/10/2025

Status: **Compliant**

Hawaii Tax#: 40417054-01

New Hawaii Tax#:

FEIN/SSN#: XX-XXX8512

UI#: XXXXXX1346

DCCA FILE#: 42257

Status of Compliance for this Vendor on issue date:

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

Status Legend:

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

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

The undersigned authorized representative of the applicant certifies the following:

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

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

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

(Typed Name of Individual or Organization)

(Signature)

(Date)

(Typed Name)

(Title)

Application for Grants

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

I. Certification – Please attach immediately after cover page

1. Certificate of Good Standing (If the Applicant is an Organization)

(Please see attached)

Hawaii Care Choices (HiCARE) has submitted one (1) copy of a certificate of good standing from the Director of Commerce and Consumer Affairs that is dated no earlier than December 1, 2024.

2. Declaration Statement

(Please see attached)

HiCARE has submitted a declaration statement affirming its compliance with [Section 42F-103, Hawaii Revised Statutes](#).

3. Public Purpose

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

Pursuant to Section 42F-102, Hawaii Revised Statutes, this grant will be used for a public purpose. HiCARE is the sole provider of hospice, palliative, and bereavement care services for the East Hawai'i region of the Big Island.

II. Background and Summary

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

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

Hawai'i Care Choices (HiCARE), formerly known as Hospice of Hilo, is a private, nonprofit 501(c)(3) organization dedicated to providing compassionate support to individuals with serious or life-limiting illnesses since 1983. Certified by Medicare and Medicaid, HiCARE's mission is to enhance the lives of those it serves through comprehensive care addressing the body, mind, and spirit. The administrative and operational headquarters is located at 1011 Waianuenue Avenue in Hilo, Hawai'i.

HiCARE's services extend beyond direct patient care to include free community education on end-of-life planning and grief support. Community education workshops provide vital information on advance healthcare directives, practical end-of-life considerations, and coping strategies for loss. The grief support program offers individual and family counseling, specialized support groups for widows, bereaved parents, and other grieving adults, and a children's grief support program serving youth ages 5-17.

The HiCARE team comprises highly trained professionals across various disciplines, including Physicians, Advanced Practice Registered Nurses (APRNs), Registered Nurses (RNs), Licensed Clinical Social Workers (LCSWs), Certified Nursing Assistants (CNAs), Bereavement and Spiritual Counselors, and Board-Certified Chaplains. The Executive Leadership Team, each with over 25 years of nonprofit healthcare experience, includes a CEO, Medical Director, Director of Clinical Services, Director of HR and Accounting, and Director of Organizational Excellence and Advancement.

To meet growing community needs, HiCARE has continually expanded its team, now employing approximately 100 professionals and engaging over 50 specialized volunteers. Together, they strive to deliver culturally sensitive, high-quality care that supports patients and their families throughout East Hawai'i.

2. The goals and objectives related to the request;

The primary goal of this grant request is to further prepare the interdisciplinary palliative care team at HiCARE for the rollout of the MedQUEST Palliative Care Services Benefit. This funding will ensure the team is equipped to handle the anticipated increase in patient volume and provide high-quality, person-centered, and culturally competent care.

- Enhancing team readiness for the MedQUEST benefit implementation.
- Refining advanced skills for holistic, patient- and family-centered care.
- Building capacity to meet the physical, emotional, social, and spiritual needs of patients.
- Strengthening processes to provide seamless care coordination and reduce preventable hospitalizations.

3. The public purpose and need to be served;

As previously mentioned, pursuant to Section 42F-102, Hawaii Revised Statutes, a public purpose will be served by awarding of this grant.

The MedQUEST benefit rollout addresses a significant gap in care for seriously ill individuals by expanding access to coordinated, interdisciplinary palliative care services. While Hawai'i Care Choices' team is experienced and currently

delivering high-quality care, additional funding is essential to ensure the team is fully prepared for the program's requirements and the expected increase in patients. Timely preparation will:

- Improve health equity.
- Enhance patient quality of life.
- Reduce caregiver burden.
- Decrease avoidable hospital admissions and emergency visits.

4. **Describe the target population to be served**

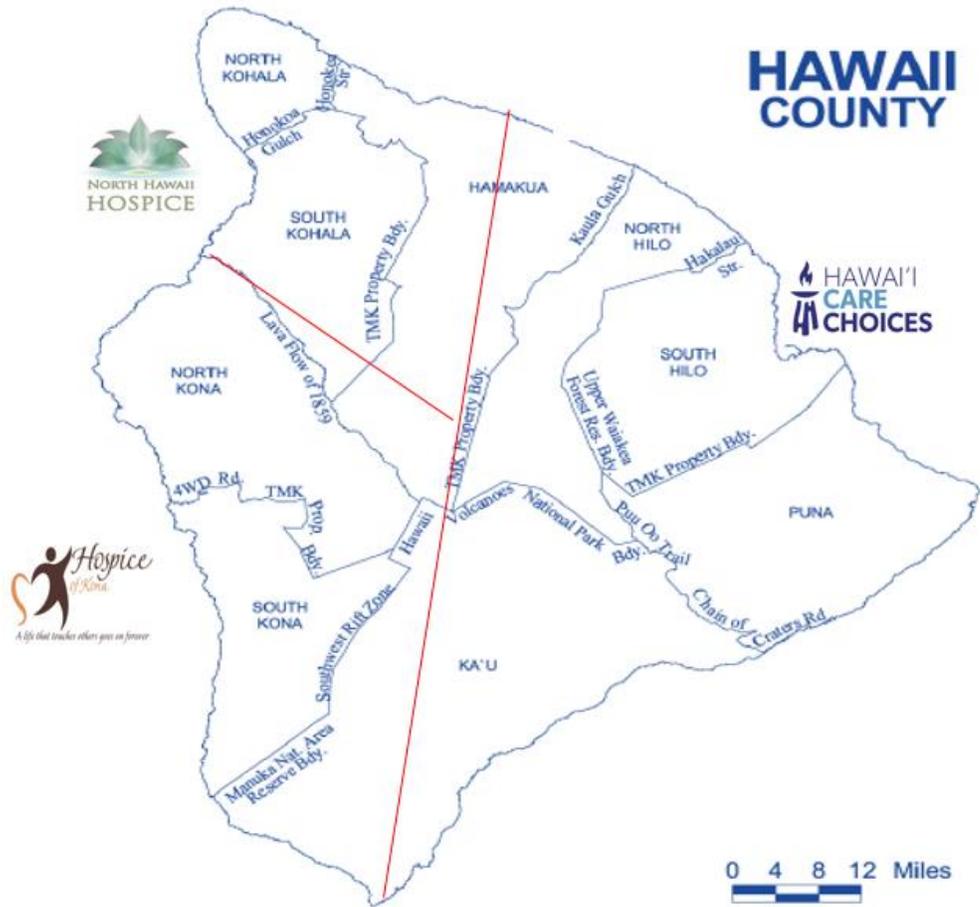
Beneficiaries of our services are people of all ages in our community coping with serious illness, death, and/or major loss in their life. The target population to be served consists of seriously ill individuals, including Medicaid beneficiaries and dual-eligible individuals, on Hawai'i Island. Eligible conditions include advanced cancer, congestive heart failure, chronic obstructive pulmonary disease, end-stage renal and liver disease, Alzheimer's disease, and progressive neurological disorders.

5. **Describe the geographic coverage.**

HiCARE has over 150 staff and volunteers to provide hospice, palliative, and bereavement care for the East Hawai'i region encompassing over 2,000 square miles.

HiCARE will provide services to residents of East Hawai'i, spanning urban, rural, and remote areas. This region includes communities with high rates of health disparities and limited access to specialized care.

Our team serves the East and South portions of Hawaii Island from Laupāhoehoe to South Point Ka'ū. Please refer to the diagram below:



III. Service Summary and Outcomes

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

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

1. Training Scope: Provide comprehensive training in palliative care best practices, cultural competency, and interdisciplinary care coordination.
2. Team Preparation:
 - Palliative Care Program Manager: Oversee program readiness and ensure alignment with MedQUEST guidelines.
 - Advanced Practice Registered Nurse: Specialize in advanced symptom management and care planning.
 - Registered Nurses: Responsible for direct patient care and education.
 - Licensed Social Workers: Provide emotional and psychosocial support.
 - Palliative Care Coordinator: Manage referrals and patient navigation.
3. Cultural Integration: Refine care practices to incorporate Hawaiian values and culturally congruent approaches into care plans.
4. Community Outreach: Educate patients and providers about the MedQUEST benefit.

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

Quarter 1:

- Conduct team workshops on MedQUEST benefit implementation and related protocols.
- Update workflows and care coordination processes.
- Begin specialized training sessions focused on clinical and cultural competencies.

Quarter 2:

- Conduct simulation-based training for managing increased patient volumes.
- Pilot refined workflows and evaluate team performance.
- Launch community education and stakeholder engagement initiatives.

Quarter 3

- Implement full-scale service delivery in alignment with the MedQUEST benefit.
- Monitor initial patient outcomes and collect performance data.
- Conduct mid-year review and adjust processes as needed.

Quarter 4

- Evaluate program outcomes and compile a comprehensive report.
- Provide recommendations for ongoing training and improvement.
- Plan next year's quality improvement initiatives.

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

HiCARE has extensive experience in applying evidence-based quality assurance and evaluation principles to improve coordination and quality of care, patient and staff satisfaction, and patient centered care outcomes in the health care setting, which will also be used to help ensure the successful completion of the proposed project and achievement of stated objectives and outcomes.

We will apply the core framework of the Lean Six Sigma methodology Plan, Do, Check, Act (PDCA) for implementation, evaluation, and continuous improvement of project-related activities.

During the "Plan" phase, objective data is used to identify ways and opportunities to institute practice change. During the "Do" phase, project team members incorporate their understanding of and vision to address identified challenges and barriers to implement the proposed activities. The "Check" phase allows for review and analysis of outcomes related to project activities at regular intervals to determine if the desired results have been achieved, and if not, how project activities and/or processes could be altered or enhanced to more effectively support stated project goals. If the desired results have been achieved, the "Act" phase allows the project team to identify opportunities to expand successful activities to ultimately benefit more patients.

4. ***List the measure(s) of effectiveness that will be reported to the State agency through which grant funds are appropriated (the expending agency). The measure(s) will provide a standard and objective way for the State to assess the program's achievement or accomplishment. Please note that if the level of appropriation differs from the amount included in this application that the measure(s) of effectiveness will need to be updated and transmitted to the expending agency.***

Specifically, the following metrics will be taken into account:

- Number of patients served and demographic breakdown.
- Reduction in hospital readmissions and emergency visits.
- Improvement in patient and caregiver satisfaction scores.
- Increase in team members achieving certification in palliative care.
- Progress in addressing social determinants of health.

If funding levels differ, measures will be updated and communicated to the expending agency accordingly. These outcomes will provide a robust, objective framework for assessing the program's impact on health equity, care quality, and cost efficiency.

IV. Financial

Budget

- 1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.**
 - a. Budget request by source of funds
 - b. Personnel salaries and wages
 - c. Equipment and motor vehicles - not applicable
 - d. Capital project details - not applicable
 - e. Government contracts, grants, and grants in aid - not applicable

- 2. The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2026.**

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$50,000	\$50,000	\$50,000	\$50,000	\$200,000

- 3. The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2026.**
 - Cooke Foundation - \$20,000
 - Hawai'i County Grant-in-aid: \$20,000
 - Fundraising & Private Donations: \$155,032

- 4. The applicant shall provide a listing of all state and federal tax credits it has been granted within the prior three years. Additionally, the applicant shall provide a listing of all state and federal tax credits they have applied for or anticipate applying for pertaining to any capital project, if applicable.**

Not applicable

5. ***The applicant shall provide a listing of all federal, state, and county government contracts, grants, and grants in aid it has been granted within the prior three years and will be receiving for fiscal year 2026 for program funding.***
- Congressionally Directed Spending allocated by Sen. Brian Schatz for the renovation of our administrative building: \$1.2 million
 - 2023 Hawaii State Grant-in-Aid for Capital Improvement: \$200,000
 - Hawai'i County Contingency Fund Request for Celebration of Life, Lantern Floating Public Event & Community Memorial:
 - 2023: \$4,500 from District 1 - 5
 - 2024: \$5,000 from District 1 - 5
 - Hawai'i County Grant-in-Aid for Community Bereavement Program: \$20,000 in 2023
6. ***The applicant shall provide the balance of its unrestricted current assets as of December 31, 2024.***

\$4,214,974.40

BUDGET JUSTIFICATION - PERSONNEL SALARIES AND WAGES

Period: July 1, 2025 to June 30, 2026

Applicant: Hospice of Hilo dba Hawai'i Care Choices

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
Palliative Care Program Manager	1	\$75,000.00	80.00%	\$ 60,000.00
Palliative Care Coordinator	1	\$55,000.00	80.00%	\$ 44,000.00
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				\$ -
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TOTAL:				104,000.00
JUSTIFICATION/COMMENTS: The two positions are NOT positions covered through the MedQuest reimbursement payment model. Nonetheless, these positions are crucial in implementing, managing, and executing the new palliative care benefit system.				

V. Experience and Capability

1. Necessary Skills and Experience

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

HiCARE has a well-documented history of providing high-quality palliative care services through its Kupu Care (Palliative Care) program. With over a decade of experience, the program has successfully addressed the needs of seriously ill patients across East Hawai'i, delivering culturally sensitive and patient-centered care. Our interdisciplinary team is equipped with the expertise necessary to ensure the effective rollout of the MedQUEST Palliative Care Benefit.

Program Reach and Impact:

- From January 2023 to October 2024, the Kupu CARE program served 244 unique patients, with 205 admissions and 132 discharges
- In 2023, 38.6% of patients were directly discharged to hospice or concurrent care, demonstrating seamless care transitions
- The program achieved a median length of stay (LOS) of 120 days in 2023 and 102 days in 2024, ensuring patients received meaningful, prolonged support

Improved Outcomes:

- Patients transitioning from Kupu CARE to hospice experienced a longer average hospice LOS compared to those not receiving prior Kupu CARE services, highlighting the program's role in enhancing care continuity and quality
- Over 85% of surveyed patients in recent years reported feeling respected, trusting their care team, and being satisfied with the services provided.

Innovation and Leadership:

- Implemented a Palliative Care Screening Tool in collaboration with Hilo Medical Center, significantly increasing patient referrals through integrated electronic medical records
- Negotiated Hawai'i's first bundled per-member-per-month (PMPM) palliative care reimbursement model with United Healthcare and 'Ohana Health Plan, reducing hospitalizations and emergency visits for participating patients

Community Engagement and Education:

- Conducted monthly “Healthcare Talk Story” webinars since 2018, averaging 30-50 participants per session, to raise awareness about palliative care and serious illness. This has been elevated to a TV show that gets aired on public broadcasting station at least twice a week.
- Developed culturally sensitive outreach programs to overcome barriers in East Hawai'i's diverse community, where 65% of residents are of Asian or Pacific Islander descent

HiCARE has consistently demonstrated its ability to design and implement effective palliative care programs, making it uniquely qualified to support the MedQUEST benefit rollout. Our experience in program management, patient care, and community collaboration ensures we are well-positioned to meet the objectives of this grant application and expand access to life-enhancing services for Hawai'i's residents.

2. Facilities

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

HiCARE's headquarter administrative offices located at 1011 Waianuenue Street, Hilo, HI are composed of a 4,000 square foot administrative center (Building A) and a 1,500 sq. ft. office (Building B). They are located on 1.75 acres of land leased from the Department of Land and Natural Resources. The lease runs until 2063. Both of these buildings comply with ADA requirements. The administrative center houses administrative and clinical staff which includes a reception area, a conference room a staff lounge, a counseling room, a central equipment/copy room, a supply room, nine (9) closed-door rooms and several staff rooms with work stations. All staff members are connected to a central computer network. There is on-site parking space for 40 vehicles.

The conference room located in Building A is used steadily for the following purposes:

- (1) training hospice volunteers,
- (2) community lectures on end-of-life topics such as Advance Healthcare Directives,
- (3) adult and children's bereavement support group meetings,
- (4) volunteer office support/tasks
- (5) staff meetings,
- (6) physician education programs, and
- (7) meetings with other non-profit organizations and community organizations

A section in the Pohai Malama Care Home located in 590 Kapiolani St, Hilo, HI 96720 will also be converted for usage by the Palliative Care Team.

VI. Personnel: Project Organization and Staffing

1. Proposed Staffing, Staff Qualifications, Supervision and Training

The applicant shall describe the proposed staffing pattern and proposed service capacity appropriate for the viability of the request. The applicant shall provide the qualifications and experience of personnel for the request and shall describe its ability to supervise, train and provide administrative direction relative to the request.

The team is prepared to handle an increased patient volume resulting from the MedQUEST benefit implementation. In 2023-2024, the Kupu CARE program served 244 unique patients, with 205 admissions and 132 discharges. The team's demonstrated ability to manage this caseload underscores its readiness to meet the anticipated influx of patients under the expanded benefit.

All team members hold relevant certifications and have specialized training in palliative care. The APRNs and RNs are experienced in symptom management, care coordination, and patient education. The LCSWs have extensive experience in providing emotional and psychosocial support, while the Program Manager ensures operational alignment with state guidelines.

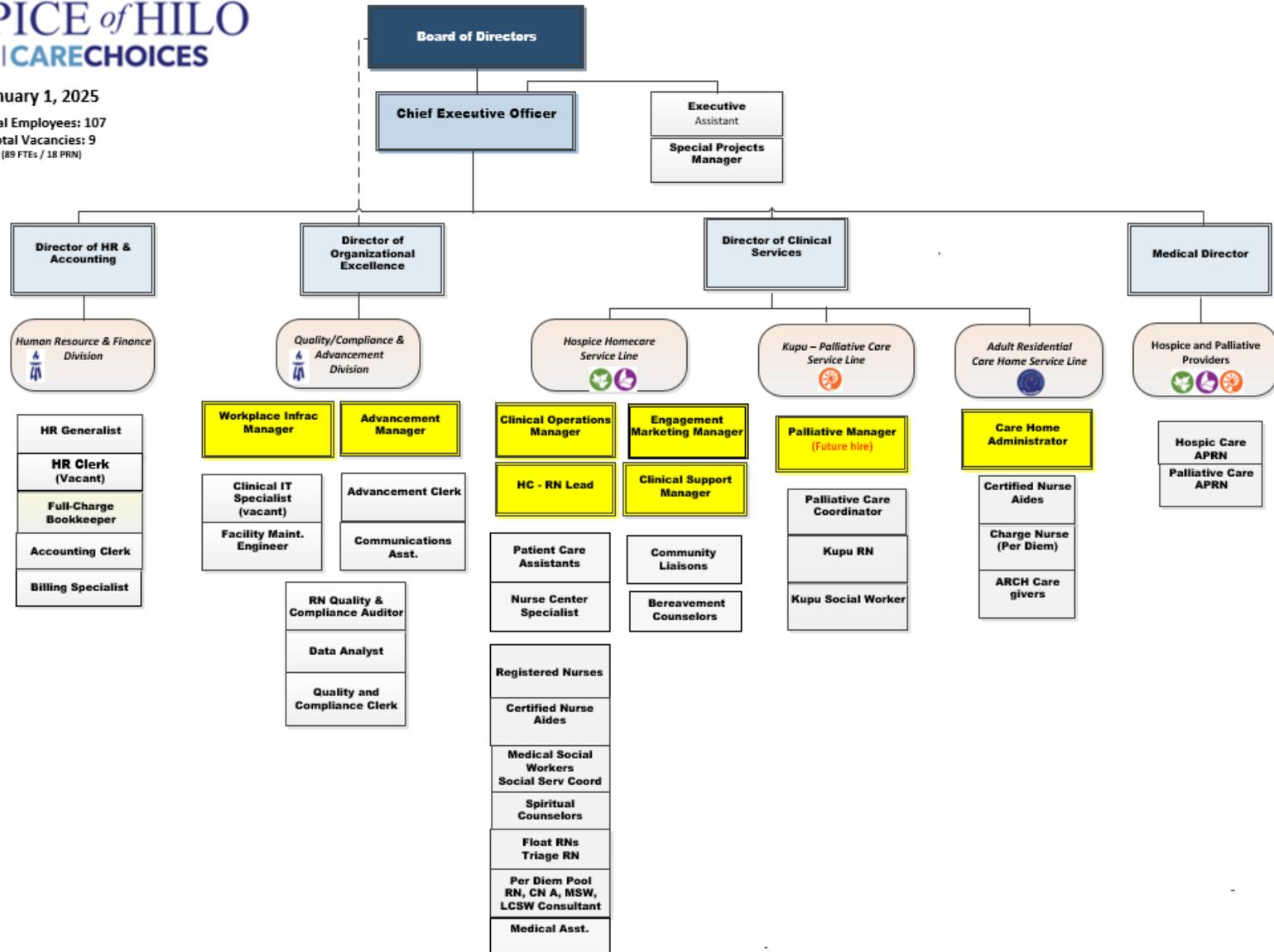
HiCARE has a robust infrastructure to support team supervision, training, and administrative oversight. The Executive Leadership Team—comprising the CEO, Medical Director, Director of Clinical Services, Director of HR and Accounting, and Director of Organizational Excellence—provides strategic direction and ensures adherence to best practices. Regular team meetings, case reviews, and quality assurance protocols are in place to foster continuous improvement and team cohesion. Training initiatives will be tailored to align with the MedQUEST benefit requirements, ensuring the team is fully prepared to deliver exceptional care.

2. Organization Chart

(Please see attached next page)

HiCARE has included an Organization Chart that illustrates the position of each staff and line of responsibility/supervision.

January 1, 2025
 Total Employees: 107
 Total Vacancies: 9
 (89 FTEs / 18 PRN)



3. Compensation

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

- Chief Executive Officer: \$200,904
- Director of Clinical Services: \$162,355
- Director of Organizational Excellence & Advancement: \$137,483

VII. Other

1. Litigation

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

HiCARE is not a party in any pending litigation at this time.

2. Licensure or Accreditation – (Not Applicable)

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

3. Private Educational Institutions – (Not Applicable)

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

4. Future Sustainability Plan

The applicant shall provide a plan for sustaining after fiscal year 2026 the activity funded by the grant if the grant of this application is:

- Received by the applicant for fiscal year 2026, but*
- Not received by the applicant thereafter.*

To ensure the long-term viability of activities funded by this grant, HiCARE has developed a comprehensive sustainability plan:

1. **Diversification of Funding Sources:** HiCARE will continue pursuing additional grant opportunities, including federal, state, and private foundation funding, to supplement the program. The organization will expand its donor base through targeted community outreach and fundraising events, leveraging its strong community ties.
2. **Integration with Reimbursement Models:** The program will be sustained through established partnerships with managed care organizations. Existing reimbursement models, such as per-member-per-month (PMPM) contracts, will cover a substantial portion of operational costs for patient care. Ongoing negotiations with private payers will aim to expand reimbursement coverage for palliative care services.
3. **Cost Efficiency Measures:** Regular program reviews will identify opportunities to optimize resource utilization and reduce costs without compromising care quality. Investments in technology, such as electronic health records and patient tracking systems, will streamline operations and improve efficiency.
4. **Community and Stakeholder Engagement:** HiCARE will continue strengthening relationships with local healthcare providers, hospitals, and community organizations to encourage patient referrals and collaborative efforts. Monthly "Let's Talk Healthcare" webinars and community education initiatives will reinforce public awareness and program support.
5. **Strategic Planning:** A dedicated task force will assess the program's progress and sustainability annually, ensuring alignment with organizational goals and community needs.

Even if grant funding is not renewed after FY 2026, these strategies will enable HiCARE to sustain and grow its palliative care services, ensuring uninterrupted support for patients and their families in East Hawai'i.