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COUNTY COUNCIL
COUNTY OF MAUI
200 S. HIGH STREET
WAILUKU, MAUI, HAWAII 96793
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March 29, 2026

Ms. Jessica Crouse, Acting Director
Department of Human Concerns
County of Maui
Wailuku, Hawaii 96793

Dear Ms. Willis:

SUBJECT: **PROPOSED FISCAL YEAR 2027 BUDGET FOR THE
COUNTY OF MAUI** (BFED-1) (HC-02)

May I please request you be prepared to answer the following questions at the Council's Budget, Finance, Economic Development Committee meeting of **April 7, 2026**.^{*} This will enable the Committee to comprehensively review the FY 2027 Budget.

May I further request that, after approval by the Office of the Mayor, you transmit your responses to bfed.committee@mauicounty.us by 4:30 p.m. on **April 6, 2026**. **Date subject to change without notice.*

Overall

1. Has the Department created an organizational chart of its strategic network and partnerships with community stakeholders, councils, and government agencies? If so, please provide an explanation or illustration. (Page 410, Program Budget) (TC)
2. What Departmental policies have been issued for:
 - a. Capacity Building;
 - b. Crisis Response and Emergency Support; and
 - c. Financial Stewardship. (Page 410, Program Budget) (TC)

3. How does the Department plan to provide shelter for the houseless, including kauhale communities or safe parking, to support the Mayor's identified priorities:
 - a. Kama'āina Housing;
 - b. Recovery and Well-Being; and
 - c. Natural and Cultural Resources Protection. (Page 410, Program Budget) (NUH)
4. Please describe the Department's successes and challenges in crisis response and emergency support during the recent Kona Low storms to ensure immediate and effective community relief.
 - a. What systems have been implemented to assist with evacuation warnings, advisories, and mandatory evacuations?
 - b. How did these systems perform during the Kona Low storms, and what improvements are needed to strengthen evacuation response? (Page 410, Program Budget) (TP)
5. Relating to Administration Program, Goal #1, item 1:
 - a. Beyond cross-divisional leadership meetings, how does the Department evaluate an initiative's success and community impact? (Page 414, Program Budget) (TC)
6. Relating to Administration Program, Goal #2, item 1: (Page 415, Program Budget)
 - a. Does the Department collaborate with the American Red Cross?
 - i. If yes, have they provided trauma-informed or harm-reduction training? If no, can such training be required? (SS)
 - b. Please explain the decrease in cross-collaboration initiatives between FYs 2025 and 2027. (TC)

7. Relating to Administration Program, Goal #2, item 2:
 - a. Please list the types of training completed by Department staff in FYs 2025 and 2026. (Page 415, Program Budget) (SS)
8. Relating to Administration Program, Goal #2, item 3:
 - a. To enhance the Department's responsiveness, can disaster-related shelter openings include access for the houseless community?
 - i. Could the Department provide a designated shelter for the houseless community, including transportation to and from the shelter? (Page 415, Program Budget) (SS)
9. Relating to Administration Program, Goal #2, item 4:
 - a. How does the Department determine which staff is recognized? (Page 415, Program Budget) (SS)
10. Relating to Administration Program, Goal #3, item 1:
 - a. Please list the Statewide initiatives the Department participates in. (Page 415, Program Budget) (TC)
11. Please highlight five grants that showcase the Department's goals or objectives. (Pages 427-441, Program Budget) (TC)
12. Has the Department considered establishing a Houseless Program that provides a permanent, designated area on County-owned property for tents or non-vehicular habitation?
 - a. If yes, has there been discussion regarding which property could be used for such a project?
 - b. If no, has the Department considered using vacant warehouses as a service center to provide support with legal assistance; federal, state, and county services; and device charging? (Page 435, Program Budget) (SS)

13. Relating to Human Concerns Program, Grants Management, Goal #1, item 3:
 - a. During these meetings, does the Department review and update grant management processes and procedures with the applicant? Please explain.
 - b. Can the Department implement clear timelines for grants management, including:
 - i. When the Department notifies grantees of their selection;
 - ii. When grantees must meet grant requirements;
 - iii. When the contract must be executed following the grantee's selection;
 - iv. How long grantees have to deliver required services or products after contract execution;
 - v. How long grantees have to correct contractual non-compliance. (Page 446, Program Budget) (SS)
14. Relating to Human Concerns Program, Homeless Program, Goal #1, item 1: (Page 449, Program Budget)
 - a. What are the primary issues between providers and common clientele? (TC)
 - b. Can the Department consolidate or improve coordination between providers with common clientele? Please explain. (SS)
 - c. Can the Department create a database of houseless individuals and their specific needs? Please explain. (SS)
15. Relating to Human Concerns Program, Homeless Program, Goal #2, item 1:
 - a. Please list the bill numbers and titles related to houselessness that the Department provided testimony on in FY 2026, to date. (Page 449, Program Budget) (TC)

16. Relating to Human Concerns Program, Homeless Program, Goal #2, item 2: (Page 449, Program Budget)
 - a. How do the responses from coalition members impact or inform Department operations? (TC)
 - b. Please clarify whether the Administration's houseless division operates separately from the Department and whether there is an opportunity for collaboration. (SS)
 - i. How does the Department foresee delivering services to homeless individuals who are underserved? (SS)
17. Relating to Human Concerns Program, Homeless Program, Goal #3, item 1:
 - a. Does the Department rely on advocates who have established relationships with specific houseless individuals to help prevent complaints or concerns? Please explain why or why not. (Page 450, Program Budget) (SS)
18. Relating to Human Concerns Program, Homeless Program, Goal #3, item 2:
 - a. Please define "timely manner" if it differs from 30 days. (Page 450, Program Budget) (SS)
19. Please provide a few examples of complaints and inquiries the Department has received regarding houselessness, including how the complaints and inquiries were resolved and complaints and inquiries that the Department has not been able to resolve. (Page 450, Program Budget) (TP)
20. Would the Department support creating a medical needs registry, to be updated monthly, so the County knows who to assist during an evacuation? Please explain. (TP)

Salaries and Wages (Category "A")

1. Please provide the job descriptions for the Park Caretaker I and II positions. (Page 421, Program Budget) (SS)

2. Please explain the \$83,390 salary adjustments each under Office of Aging, Index Code 925011A and Senior Services Division, Index Code 925032A. (Page 424, Program Budget and Page 12-15, Budget Details) (SS)
3. For the Human Concerns Administration Program, Index Code 925076A:
 - a. Why is the P-26024 Administrative Officer being reallocated to a Business Administrator I position? Why is the P-33612 Personnel Assistant II being reallocated to an Administrative Assistant I? (Page 12-3, Budget Details) (TP)
4. For the expansion positions needed because of the reduction in Aging and Disability Resource Connection grant funding, please clarify the reason for the reduction, the amount of the reduction, and a list of the affected programs. (Page 424, Program Budget and Page 12-9, Budget Details) (YLS) (TC)
5. For every proposed expansion or reallocated position, what stage is the position currently in, and what steps remain before the position can be filled?
 - a. P-26024 Business Administrator I, Index Code 925076A;
 - b. P-33612 Administrative Assistant I, Index Code 925076A;
 - c. P-00762 Grants Management Program Specialist IV, Index Code 925006A;
 - d. P-26023 Immigrant Services Assistant I, Index Code 925007A;
 - e. P-28568 Immigrant Services Specialist II, Index Code 925007A;
 - f. P-26003 Senior Services Program Specialist I, Index Code 925032A;
 - g. P-26030, Senior Services Program Specialist IV, Index Code 925032A;
 - h. P-26064 Senior Services Program Specialist IV, Index Code 925032A;

- i. P-28508 Senior Services Program Specialist IV, Index Code 925032A; and
- j. P-00763 Program Specialist I, Index Code 925040A. (Pages 12-3, and 12-7 to 12-13, Budget Details) (TP)

Operations and Equipment (Category “B”)

1. Under the Expenditures Summary by Character and Object – General Fund, please explain why Operations: Services reports a change percent of 1,528.3%. (Page 420, Program Budget) (KB)
2. For Professional Services, Homeless Program Operations, Index Code 925074B: (Page 424, Program Budget and Page 12-23, Budget Details)
 - a. Will the \$20,000 be enough to address the concerns raised in the ECONorthwest Report, entitled “Recommendations to Address Homelessness in Maui County”? (SS)
 - b. Please explain what is meant by “capacity building” and how the \$20,000 will be used. (KB)
3. For Contractual Services, Home & Community Support for Kupuna, Index Code 925118B: (Page 424, Program Budget and Page 12-24, Budget Details)
 - a. Has the Department already determined how the \$1,350,000 will be allocated? (SS)
 - b. Why are the unit increases expected to be more than double compared to FY 2026? (KB) (TP)
4. For Maui Mediation Services, Index Code 925124B:
 - a. Did the Department consider their budget request of \$143,000? Please explain. (Page 12-25, Budget Details) (ALL)
5. Please elaborate on the dramatic increase in funding for Partners in Development Foundation, Index Code 925054B, and how the additional \$1,156,303 will be used. (Page 428, Program Budget and Page 12-28, Budget Details) (KB)

6. Did all the grant recipients listed under Grants and Disbursements for Health, Human Services, and Education apply for funding? Please explain. (Page 432, Program Budget) (SS)
7. For Hale Mahaolu, Index Code 925123B, and Hale Mahaolu Personal Care Grant, Index Code 925027B:
 - a. Why is Hale Mahaolu receiving \$200,000 for their Personal Care Grant? If they requested more funding, why did they not receive the full amount?
 - b. Did the Department consider their budget request of \$224,700 for their Meals Delivery program? Please explain. (Page 12-30, Budget Details) (ALL)
8. For Houseless Program, Index Code 925059B: (Pages 426, 434 and 435, Program Budget and 12-31, Budget Details)
 - a. Please clarify who is administering the Safe Parking Program and provide a status update, including where it will be located and what will be offered. (TP)
 - b. What is the anticipated timeline for the program to accept residents? (NUH)
 - c. Please provide a breakdown for the \$1.5 million expansion request to meet operational needs. (TP) (NUH)
 - i. Was the additional \$1.5 million part of the original Request for Proposals? (SS)
 - d. Please explain the \$1 million request to “support more houseless programs.” What will this include? (NUH)
 - i. Has the Department already determined which programs will receive the \$1 million? (SS)
 - e. Regarding Family Life Center, Inc. – Case Management and Outreach, please provide the following for FY 2026:
 - i. Number of cases managed;
 - ii. Types of housing provided to clients;

- iii. Examples of services provided and how they communicated that these services are available; and
 - iv. How they assisted individuals who may need medical attention or have chronic health problems. (Page 434, Program Budget) (SS)
 - f. Have there been discussions with Ka Hale A Ke Ola Homeless Resource Centers about upgrading their current locations? Please explain. (SS)
- 9. For Mental Health Programs, Index Code 925081B:
 - a. Has the Department tried to assist the program that is out of compliance to bring it back into compliance? Please explain why or why not.
 - b. Is the expansion request of \$50,000 for a new or existing program? If for an existing program, can the additional capacity be handled? (Page 12-35, Budget Details) (YLS)
- 10. For Molokai Community Health Center, Index Code 925082B, and Molokai Rural Health Community, Index Code 925103B: (Page 12-36, Budget Details)
 - a. The FY 2026 Budget included a \$330,000 County grant subsidy for Molokai Community Health Center and a \$570,000 County grant subsidy for Molokai Rural Health Community. Did these grantees apply for funds in FY 2026? If no, please explain why. (YLS) (NUH)
 - i. If the grantee did not apply for funds, did the Department reach out to them? Please explain why or why not. (YLS)
 - b. When the grantee did not apply for funding in FY 2027, did the Department reach out to confirm whether they needed assistance? Please explain why or why not. (YLS)
- 11. Please explain whether Kohala Coast Urgent Care, Index Code 925102B requested funding in FY 2026. If they did not, please explain why. (Page 12-33, Budget Details) (NUH)

12. For Youth Programs, Index Code 925045B: (Page 12-40, Budget Details, and Page 12, Budget Bill)
 - a. Please explain why the description mentions funding for Maui Mountain Bike Coalition and Scouting America, Aloha Council, but there are no conditional appropriations in Bill 55 (2026). (KB)
 - b. Does Maui Mountain Bike Coalition have a specific site for rides and service activities? (SS)
13. For Mental Health Kokua, Index Code 925008B:
 - a. Has there been discussion about opening another facility? If yes, could the Department work with advocates to determine the most suitable location?
 - b. Could Mental Health Kokua offer a mobile unit to assess needs at different encampments? (Page 436, Program Budget and 12-35, Budget Details) (SS)
14. For Salvation Army, Index Code 925066B:
 - a. How is their outreach to the community measured? Do they track the number of individuals served?
 - i. Do they report these numbers to the Department? Please explain why or why not. (Page 437, Program Budget and 12-36, Budget Details) (SS)
15. For Lokahi Pacific, Index Code 925077B: (Page 440, Program Budget and Page 12-40, Budget Details)
 - a. How many organizations and what is the total grant funding Lokahi Pacific is anticipated to support in FY 2027? (TP)
 - b. What is the formula used to determine how many start-ups or nonprofits are expected to be supported? (TP)
 - c. Why is Lokahi Pacific the main fiscal sponsor for start-up and nonprofit agencies who lack back-office support? (KB)
 - i. Are there other providers for the fiscal sponsorship that Lokahi Pacific provides? Please explain. (KB)

- d. What happened in FY 2025 that resulted in a negative actual appropriation to Lokahi Pacific? (KB)
 - e. Has Lokahi Pacific, and other fiscal sponsors identified in the FY 2027 Budget, been provided with a copy of the Administration's proposed Fiscal Sponsor Guidelines? (YLS)
16. For Maui United Way for Countywide ALICE Initiative – Kama‘aina Credit, Index Code 925114B: (Page 12-41, Budget Details)
- a. Please provide an update and the current status of the \$12 million allocation. (NUH) (TP) (YLS) (GJ)
 - b. When did disbursement of the monies begin and how much to date has been dispersed? (NUH) (TP)
 - i. When are the funds expected to last? (TP)
 - c. How many people have been helped and what was the average award? Please also provide the number of County workers that have been assisted. (TP)
 - d. Has a grant been executed? If yes, provide a copy of the grant agreement. If no, why did the Department not request funds for FY 2027? (YLS)
17. For each grant line item not designated for a specific recipient, such as the Food, Shelter, and Safety Grants, or the Grants and Disbursements for Early Childhood, please provide a breakdown of each grantee that will be funded. (Pages 12-25 to 12-40, Budget Details) (TP) (SS)
18. For every County grant subsidy, Sub-object Code 6317: (Pages 12-25 to 12-40, Budget Details)
- a. Please provide a breakdown of all grants that will be funded by your Department. (GJ)
 - b. How did the Department decide which organizations would get increased, decreased, or static funding, and by how much? Did the static funding programs not report increased salaries and program costs? (TP) (YLS)

19. For FYs 2025 to 2027, please provide a list of all grant applicants who applied for funding from the Department, including the organization's name, program name, amount request, and amount recommended or approved by the Department. (GJ)
20. Please provide the Department's latest completed grant scoring worksheet for repeat grantees. (TP)

Capital Improvement Projects

1. For the CBS-8939 West Maui Senior Center: (Page 916, Program Budget)
 - a. What is the timeline for the rebuild? Will FEMA funds cover the total rebuild cost? Please explain. (SS)
 - b. How long does the Department anticipate it will take for the County to receive FEMA Public Assistance funds?
 - i. If it will take a while, does the Departments plan to float a bond to front the monies, build, and then submit for FEMA reimbursement? (TP)
 - c. What efforts have been made to help West Maui seniors feel empowered on individual preparedness, identifying high-risk individuals, and helping them understand new technologies, like Genasys Protect? (TP)

Appendix B

1. What does the \$35 Passport Application Acceptance Fee cover? Is it in lieu of regular passport fees or is it a separate fee? (Page 20) (TP)

Appendix B-1

1. What is the Department's plan for leases that are expiring this year, including for lessees Aloha House, Inc. and Women Helping Women? (Page 5) (TP)
2. What is the status of the Molokai Occupational Center lease that expired on 05/04/19 or Maui Aikido-Ki Society whose lease expired on 06/30/25? (Pages 5 and 7) (TP)

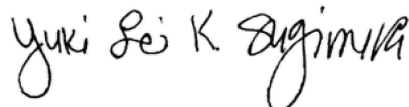
Ms. Jessica Crouse
March 29, 2026
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May I also request that you restate each question followed by your corresponding response. Include any attachments or exhibits. Please ensure your response is clear and legible by using a minimum 12-point font throughout so Committee members and the public can easily read the document once it is posted.

To ensure efficient processing, please duplicate the coding in the subject line above for easy reference.

Thank you for your attention to this request. Should you have any questions, please contact me or the Committee staff (Kirsten Szabo at ext. 7662, James Krueger at ext. 7761, Jarret Pascual at ext. 7141, Clarissa MacDonald at ext. 7135, or Pauline Martins at ext. 8039).

Sincerely,

A handwritten signature in black ink that reads "Yuki Lei K. Sugimura". The signature is written in a cursive, flowing style.

YUKI LEI K. SUGIMURA, Chair
Budget, Finance, and Economic
Development Committee

bfed:2027bgt:260328ahc01:clm

cc: Mayor Richard T. Bissen, Jr.
Budget Director

BFED Committee

From: BFED Committee
Sent: Sunday, March 29, 2026 8:55 PM
To: 'Jessica.Crouse@co.maui.hi.us'
Cc: 'Kimberly.Ferguson@co.maui.hi.us'; 'vanessajoy.domingo@co.maui.hi.us'; 'Michelle Santos'; 'Zeke Kalua'; 'Lesley Milner'; Kristina Cabbat; Tiare P. Horner; Shirley Blackburn; Janina Agapay; 'Margaret.Willis@co.maui.hi.us'
Subject: PROPOSED FISCAL YEAR 2027 BUDGET FOR THE COUNTY OF MAUI (BFED-1) (HC-02)
Attachments: 260328ahc01 (HC-02).pdf
Importance: High