

For Thursday

Hale Mahaolu recognizes the growing needs of Maui County's older adult population by providing home and community-based services that include **Personal Care, In-Home Respite, Homemaker, Chore, and Attendant Care Services**. Hale Mahaolu programs are participant-centered and family supportive to help the older adult remain in their own home and community for as long as possible while maintaining or improving their quality of life, independence and dignity. These cost-effective services reduce the cost of long-term care for the participant, family, community and government. With RFP No.: 24-25 P-122, Hale Mahaolu will bid on continuing to provide the essential services listed above.

The goals of Hale Mahaolu home and community-based services are to prevent premature or inappropriate institutionalization of frail, at risk, functionally impaired adults 60 years and older; to prevent or remedy abuse or neglect; and to promote their self-sufficiency, dignity, and quality of their independent lifestyle in their own home and community. These goals have been realized through the provision of home and community-based services that meet the participants' comprehensive needs, while providing respite for their caregivers. As a provider of quality home and community-based services for 40 years, we have witnessed that these programs are successful in safely maintaining our participants in their own homes for years. An example of this is our providing services to participants who we assisted with their personal care needs for over 12 years each at ages 101 and 81 respectively. We have many more whom we have served for multiple years.

We will accomplish our goals by mindfully pairing nearly 30 attendants with their matching counterpart participants in meeting their comprehensive needs. Whenever possible we have the client continue across programs with the same attendant when multiple services are authorized. The participants will receive assistance with their activities of daily living such as bathing, grooming, dressing, oral hygiene, toileting, positioning/turning, transfers, ambulation, and other related services such as homemaker, chore, and attendant care that may be needed by the individual participant to remain safely at home in a clean and safe environment. These services help to prevent all sorts of issue, from falls in the home to skin breakdown which may lead to sores and disease. These services also provide respite for caregivers to help prevent caregiver burnout by giving them time away from their caregiving duties.

Providing multiple services to participants from one agency allows for continuity of care, coordinated services, and minimizes the stress of scheduling and confusion for participants. Combining services also allows us to maximize combined services for the participants' benefit in a cost-effective manner as it reduces travel time and expense.

Although a bundling of services, e.g. Personal Care with Attendant Care or Homemaker, is preferred, Hale Mahaolu's Personal Care program does not require a two-hour minimum shift for the attendant. Attendants will work one-hour shifts, if needed.

Services are offered on the Islands of Maui, Lanai and Molokai. In Maui, coverage is

available in Central, South Maui and Upcountry. Although we have ongoing recruitment efforts of home care attendants, we are currently challenged with finding enough attendants on the west side, Paia, Haiku, and Hana to keep up with the current need/demand on the Island of Maui. Our recruiting efforts include job fairs, ads, attending health fairs, solicitation of recent nurse aide graduates of UH Maui and CNA Hawaii Institute in Kahului. In addition, the program has formed a partnership with the owner of CNA Hawaii Institute (a former RN with the Personal Care Program), so the Program Director is invited to speak to the graduating classes for recruiting purposes.

Our retention efforts included the increase of the starting wage of \$20.00 per hour, employee referral program and year-end bonuses. We will inform the Maui County Office on Aging as services become available in these challenging areas as well as increased availability in all areas served.

Hale Mahaolu recognizes the

If you are ABLE to live in and PAY for an assisted living facility, then this program is NOT for you.

If you do NOT qualify for Medicaid, maybe your income is just over the limit, then this program MIGHT be for you.

If you want to live in the comfort of your OWN HOME – But you need a little help, maybe to get in and out of the shower so you don't fall. Or you need help with a sponge bath or you can't stretch your arms all the way up to put on your shirt. Then this program may be EXACTLY what you need.

I am the Director of Hale Mahaolu Personal Care
My name is ~~Reuben Ignacio~~ and I administer the ~~Hale Mahaolu~~ Personal Care Subsidy Program. Our budgeted grant amount for 2025 is \$170K and we humbly ask for your continued support.

Our program provides a client with a subsidy which they use to help pay their caregiver. The cost of a caregiver can be TOO high for many. Some may have to reduce the amount of time they really need.

I want to share an ²excerpt from ^{1st} a testimonial written a couple of years ago from the daughter of a client. Unfortunately, *her mother* the client recently passed away:

My name is Andrea, my mother is Susan. My mother is quadriplegic confined to her wheelchair with only the use of her right arm due to a stroke many years ago that paralyzed her. My mother started requiring further assistance with getting into bed, out of bed, showers, and dressing. We applied for MEDICAID assistance although she did not qualify as she was slightly above the income threshold. I was helping my mother as much as I could. I started searching for help and that is when I found Hale Mahaolu. This program has definitely saved us so my mother can live independently with assistance. We found two loving caregivers Kara and Irish and thanks to the Hale Mahaolu Personal Care Subsidy program, my mother is able to pay them with the money that she receives.

Your Honorable Mayor - With the cost to stay in an assisted-living facility upwards of \$7,000 per month, this program allows a client to keep their dignity and independence in their own home on the one hand – and on the other hand avoid a living in a facility. It's a cost savings to the client, their families and to our community. Mahalo for your time.

Miss A
Hildalee Albert has been a recipient of Hale Mahaolu Personal Care services ~~for over 10 years~~ *since 2003 for over 14 years*. She says "My life depends on it. It is my one thing in everyday living I look forward to. Everyone takes for granted that they can bathe themselves, have good hygiene, and even brush their own hair. I struggle with these things and could never do it by myself due to my physical ailments. I suffer from Muscular Dystrophy, diabetes, high blood pressure, and vertigo. My aide, Zena is wonderful. She helps me every day with my personal care and helps me keep my dignity through all this. Thank you Hale Mahaolu for helping me all these years."

Hale Mahaolu Personal Care Program has been serving Maui County's disabled, chronically ill adults and frail elderly since 1985. The Program provides in-home personal care services to frail elderly and disabled adults (18 years of age and older) or who may have a chronic or acute condition(s), including cognitive and/or emotional problems, which impair the individual's ability to perform activities of daily living (ADLs) and/or instrumental activities of daily living (IADLs). Clients served by this Program require personal care services to remain safely at home, as determined by a physician, an osteopath, a chiropractic doctor, a registered nurse from a program recognized by a department, or a discharge plan from an acute care, rehabilitation, or nursing facility.

The goals of the Personal Care Program are to prevent premature or inappropriate institutionalization of frail elderly and disabled/chronically ill adults 18 years and older, to prevent or remedy abuse or neglect, to promote their self-sufficiency, dignity, and to help them achieve, restore, or maintain their quality of their independent life style and self-direction.

Hale Mahaolu receives funds from the Maui County Department of Housing and Human Concerns for clients 18 years and older which may also include subsidies to defer the cost of services for clients with low to moderate income. Maui County and the State of Hawaii through the Maui County Office on Aging fund the Kupuna Care Program which include Personal Care, In-Home Respite, Homemaker, and Chore services provided by Hale Mahaolu Personal Care Program to clients 60 years and older.

Services are provided in accordance with the client's care plan, which is developed based on information gathered from the client, family members, case manager, physician, and other coordinated services. The care plan is approved by the client and/or the person responsible for the client's care and physician, and acknowledged by case manager and personal care attendant. The care plan specifies the types of duties to be performed and the number of hours required to perform those duties. Establishing a care plan for each client ensures individualized service.

For more information on services through the Personal Care Program, please call 873-0521.

HALE MAHAOLU PERSONAL CARE (SUBSIDY) OVERVIEW

WHO WE SERVE

- Persons who are frail, elderly, chronically ill, disabled over age 18
- Not covered by Kupuna Care or qualify for Medicaid
- Residents of Maui, Molokai, Lanai

HOW WE ASSIST OUR CLIENTS

Subsidies are paid to clients bi-weekly to help defray the cost of personal care attendant (PCA) fees up to 4 hours per day 7 days a week. The subsidy is based on a sliding scale.

FY 2024 paid \$133K in client subsidies.

OUR PROGRAM'S GOAL AND PURPOSE

Through the provision of in-home personal care, the Personal Care Program helps promote dignity and self-sufficiency to maintain the quality of independent life style and self-direction.

OUR STORY...

- Serving Maui County residents since 1985
- Providing in-home personal care services for clients in the privacy of own home
- Preventing premature or inappropriate and costly institutionalization which also impacts self-worth

HOW WE CAN HELP

Serving those in need with a passion. Seek funding sources to sustain this valuable program.