



DEPARTMENT OF  
HOUSING AND HUMAN CONCERNS  
COUNTY OF MAUI

MICHAEL P. VICTORINO  
Mayor

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Acting Director

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April 11, 2019

OFFICE OF THE  
COUNTY COUNCIL

Ms. Michele M. Yoshimura *Miy*  
Budget Director, County of Maui  
200 South High Street  
Wailuku, Hawaii 96793

APPROVED FOR TRANSMITTAL

Honorable Michael P. Victorino  
Mayor, County of Maui  
200 South High Street  
Wailuku, Hawaii 96793

*Michael P Victorino* 4/16/19  
Mayor Date

For Transmittal to:

Honorable Keani Rawlins-Fernandez  
Chair, Economic Development and Budget Committee  
Maui County Council  
200 South High Street  
Wailuku, Hawaii 96793

Dear Chair Rawlins-Fernandez:

**SUBJECT: FISCAL YEAR ("FY") 2020 BUDGET (HC-5) (EDB-1)**

Thank you for your letter dated April 8, 2019 requesting additional information as related to items under the Department of Housing and Human Concerns (DHHC) in the Mayor's Proposed FY2020 Budget. The information requested in your letter is listed below and is followed by the Department's responses.

- Please explain the selection criteria for the County Grant Subsidy - Human Concerns Program.**

The Grants Management Division (GMD) and the Department Director's office ensure that all grant applications meet criteria indicated in Maui County Code 3.36.070 which include A) the public purposes to be served; B) the objectives intended to be achieved; C) The activities and services to be performed; D) the reasonableness of personnel classification and compensation plans; E) the probable efficiency and effectiveness of the proposed grant in achieving the intended objectives; F) the target group to be affected; G) measures by which the effectiveness of the grant is to be evaluated; and H) the analysis and justification for the recommended grant. GMD ensures that each grant meets the qualifying standards of County Code 3.36.040. Each grant application is also scrutinized to ensure there is a reasonable, allowable, and allocable budget, and has an appropriate program evaluation plan. Other criteria not specific in County Code

3.36 include program sustainability, collaboration with other organizations, cost effectiveness, and demonstrated program and administrative accountability.

**2. Please explain the monitoring and follow up procedures employed by the Department of Housing and Human Concerns for grant recipients.**

The Grants Management Division conducts grantee program monitoring on two levels, 1) a programmatic review and 2) a fiscal review. The grantee is visited to determine if the program described in the grant contract corresponds with what is actually being implemented by the grantee. DHHC staff will conduct site visits and attend program events, meetings and services. DHHC staff will conduct a review of program files to confirm program reports. Fiscal monitoring consists of reviewing grantee's financial documents to ensure that funds are spent according to grant contract stipulations, State and County laws, and that expenditures charged to the County funding are actual, reasonable, allowable and allocable. Grantees are provided feedback on monitoring visits and DHHC staff follows up with grantees to ensure that any required corrective action is completed.

**3. Has the Department conducted a community needs assessment?**

**a. If so, please provide the findings of the most recent community needs assessment.**

The Department commissioned MEO who contracted SMS to conduct a Human Needs Assessment in 2008. The full needs assessment can be found on the DHHC website:

<https://www.mauicounty.gov/DocumentCenter/View/9112/County-of-Maui-Human-Needs-Assessment-2008?bidId=>

In addition to the assessment in 2008, the Office on Aging is required by the Older Americans Act of 1965, as amended in 2016, to conduct a thorough community needs assessment in the form of a 4-year Area Plan. This plan is accessible to the general public on our ADRC website [www.mauicountyadrc.org](http://www.mauicountyadrc.org). The Office on Aging is currently in the final stages of compiling the 2019-2023 Plan. The new Plan will be subject to a Public Hearing in June, 2019.

A Maui County Early Childhood Needs Assessment is currently being completed. The document will be available at the end of May, 2019

Executive summaries of the most recent community needs assessments which were conducted by the department are attached for your use.

**b. If not, please explain.**

Kaunoa has not conducted an independent community needs assessment. As a direct service provider, the division works closely with Maui County Office on Aging to help identify needs, and focuses on developing and

implementing solutions to meet the demands of the county's aging population.

**4. Relating to the Immigrant Services Division:**

- a. Goal #4, Objective #1, is to increase the number of individuals served. However, for FY 2020 a decrease is estimated over FY 2019 (Program Budget, page 322). Please explain.**

The long term goal of Immigrant Services Division (ISD) is to increase the number of individuals served. However, due to the changing national rhetoric, enforcement priorities and policies, the immigrant communities are less willing to come forward to seek services. Additionally, immigration processes, controlled by the US Citizenship and Immigration Services (USCIS), are taking much longer (what used to take 10 months can take 1.5 years) and it is anticipated that the coming year will see even more slowdowns. So even though the overall long term ISD goal is to increase the number individuals served, we felt it would be only responsible to estimate a realistic number for this performance measure.

- b. Please provide documentation of outreach conducted for FY 2019 (Program Budget, page 322).**

Please see attached.

- c. How does the Immigrant Services Division calculate the number of individuals served? (Program Budget, page 322.)**

The ISD uses a real-time Google Spreadsheet document at point of service to capture and calculate the number of individuals served daily.

- d. The Department identifies one of its strategies as assisting immigrants with tools needed to become tax-paying citizens of the United States (Program Budget, page 273).**

Thank you for providing the link to the ITEP. The strategy of ISD is not focused on the tax paying elements of the undocumented immigrant. The end goal of immigration is to become a fully engaged member of one's new country which includes both 1) paying taxes and 2) becoming a citizen. Citizenship becomes important because many documented and undocumented immigrants bear a tax burden but have no participation in the democratic processes. They pay taxes but cannot vote for the government leaders who spend that money. If those individuals desire to seek citizenship, ISD will assist them to the extent allowable as a services provider. ISD provides information and education for the pathway to lawful permanent residency, as well as citizenship, with a goal of assisting new

residents of Maui County in becoming fully integrated, productive members of the community.

**5. Relating to the Department Summary (Program Budget, page 276), please explain the significant changes in the amounts of other premium pay.**

The increase in the amounts of other premium pay is attributed to an anticipated increase for collective bargaining as noted in the budget details.

**6. Relating to the Human Concerns Program, Continuation Budget Changes (Program Budget, page 295):**

**a. Please provide the job description for the Enhance Fitness Instructor.**

The Department is awaiting the creation of positions for the Enhanced Fitness (EF) Instructors. Once the actual positions are created, formal job descriptions can be submitted for approval. Until such time, there does exist an approved Classification for EF Instructors. Please see attached EF Instructor Classification.

**b. Please explain the need for an increase in the amount of \$24,000 for the Enhance Fitness Instructor.**

EnhanceFitness is an evidence-based fitness program for kupuna that has proven effective in preventing falls and increasing various measures of physical health.

The Department is requesting an increase in the amount of \$24,000 for Enhance@Fitness Instructors for FY20 due to increased demand for the service. There is a current waitlist sufficient to fill two additional classes, bringing the total to sixteen (16) classes at twelve (12) sites each week. Additionally, the Department would like to expand classes to the island of Molokai as it is the only island in Maui County that does not yet have an Enhance@Fitness class.

**c. Please explain the overtime request for Index Code 914325A- 5205.**

This item relates to Kaunoa Senior Services. Please remove expansion request of \$9,500. Proposed funding was based on projected OT when staff vacancies were very high, and successful recruitment was ineffectively low, resulting in a prolonged and significant staff shortage that required OT from remaining staff to sustain critical services to seniors. Recruitment and hiring is improving and OT is expected to gradually decrease in FY 2020 as new staff is hired and successfully trained.

**7. Relating to the Human Concerns Program, Volunteer Center (Program Budget, page 329), Goal #1, Objectives #1-#3, are to increase public awareness. However, for FY 2020 a decrease is estimated over FY 2019.**

**Please explain.**

Goal #1, Objective 1 — The FY2020 estimate was put together while Facebook was experiencing a major backlash from the Cambridge Analytica scandal and subsequent privacy and security violations. As a result, both reach and engagement on that platform were very low and we had no historical data to project how the recovery for the platform would look. Around that same time, Twitter did a major culling of accounts that impacted our follower and reach numbers. This caused us to reduce expectations for FY20. Since then, both platforms have made a decent recovery. Though it's highly unlikely that we'll reach our FY19 goal, we should see 100K+ in social post views for FY19 and the FY20 numbers should be approximately 120–130,000 social post views, barring any major platform scandals.

Goal #1, Objective 2 — The Volunteer Center expected the Facebook scandal to impact our ability to drive traffic to the site in FY20. We also began excluding several referrers from our analytics, which caused a drop in reported total site sessions. However, the site has performed well beyond expectations in FY19, with year-to-date sessions of more than 22,000. Our FY20 site sessions should be approximately 25–27,000.

Goal #1, Objective 3 — The Volunteer Center expected the Facebook scandal to impact our ability to drive traffic to volunteer opportunities in FY20. However, the excellent site traffic we've experienced in FY19 coupled with the success of the regular volunteer opportunity spotlights and the monthly Volunteer HotSheet email suggests that we're on track to meet our FY2019 estimate. The FY2020 opportunity views is anticipated to be 35–37,000.

8. **Relating to the Human Concerns Program, Expenditures Summary by Character & Object- Grant Revenue Fund (Program Budget, page 331), please explain the increase by 1300.8 percent for other premium pay.**

The increase in the amounts of other premium pay is attributed to an anticipated increase for collective bargaining as noted in the budget details.

9. **Relating to the Affordable Housing Fund (Budget Details, page 8-82, Index Code 101001), what amount has been used from the Fund from its inception to date, and on what programs or services?**

Please see attached report summarizing Affordable Housing Fund Projects/ Programs from the fund's inception.

10. **In 2015, the Research and Economic Analysis Division (READ) of the State Department of Business, Economic Development & Tourism projected that Maui County will need 13,949 additional housing units by 2025 to meet demand. Does the Department have a current assessment or estimate of the total number of housing units needed by FY 2025, and if so, what is the estimate? What about for FY 2020?**

In addition to the DBEDT study, the Hawaii Housing Planning Study was completed in 2016. That study similarly determined that the County of Maui would need to produce 13,949 units between 2015 and 2025. The 13,949 units is broken into the follow Area Median Income (AMI) categories:

<30% AMI	30-50%	50-60%	60-80%	80-120%	120-140%	140-180%	180+%	Total
2,947	2,775	1,414	2,393	1,626	1,493	500	801	13,949

The Hawaii Housing Planning Study is currently being updated and a final report is expected by summer 2019. There was no separate estimate of the units needed by 2020.

- 11. Has the Department updated a more complete list of County-owned lands that are available for potential development for affordable housing purposes? If so, please provide the updated list for reference.**

The County of Maui Affordable Housing Implementation Plan Final Report, which was commissioned by Council Services upon the request of Council, included an inventory of government-owned parcels which included 286 County-owned parcels which are zoned residential. The State of Hawai'i also owns an additional 178 residentially owned parcels in Maui County. These parcels are identified in Appendix Figures A-1 through A-6, beginning on page 14 of that report.

- 12. Please outline the program areas and corresponding amounts that County housing services are funded or augmented by funding from state and federal sources.**

The County Housing Division receives Federal Funding for the Section 8 Housing Choice Voucher Program – as well as for the HOME Investment Partnership & Housing Trust Fund Programs (HOME & HTF funding is received on a three year rotation with the Counties of Kauai and Hawaii). The Department will receive approximately \$23M in funding for the Housing Choice Voucher Program in Program Year (PY) 19 – and an estimated \$3M in HOME and \$1.5M in HTF funding in FY20.

- 13. Relating to the Section 8 Housing Choice Voucher Program, how many renters and how many landlords are currently participating in the program? What is the average rent paid by renters, the average subsidy amount from the program, and the average total rent paid to landlords?**

There are 1,588 renters and 866 landlords currently participating in the Housing Choice Voucher Program. The average rent paid by renters is \$380, the average subsidy amount from the program is \$1,206, and the average total rent paid to landlords is \$1,586.

- 14. Relating to the Section 8 Housing Choice Voucher Program, what is the estimated percentage of work time spent by non-Housing Choice Voucher**

**Program staff on matters related to the Section 8 program?**

The Housing Division is comprised of the Administrative Office and the Section 8 Housing Choice Voucher Program. The Administrative staff does periodically field calls for the program and transfers them to the appropriate personnel. However, this represents a minimal percentage of work time.

- 15. Please provide a list of Department-funded programs and services, and corresponding amounts, that directly address mental health services for (a) the general population and (b) persons experiencing homelessness.**

Please see the attached table. Note that programs listed as serving the general population provide services to all individuals regardless of housing situation and likely have homeless clients, although their program description does not specifically mention targeting individuals experiencing homelessness.

- 16. Please provide a list of Department-funded programs and services, and corresponding funding amounts that directly address alcohol and substance abuse prevention and treatment.**

Please see the attached table.

- 17. Relating to the Immigrant Service (Budget Details, page 8-13, Index Code 914143A), what is the total immigrant population on (a) Molokai, (b) Lanai, and (c) Maui island that the Department provides or targets for services.**

Current census information about the immigrant population is unavailable for Maui County. ISD services non-immigrants, immigrants, non-migrants and citizens alike with a broad range of immigration matters.

- 18. Please provide details about the \$50,000 "Analysis of Impediments" (Budget Details page 8-10, Index Code 914457B, Sub-Object Code 6112, Contractual Service).**

The Analysis of Impediments (AI) is a review of a jurisdiction's laws, regulations, and administrative policies, procedure, and practices affecting the location, available, and accessibility of housing, as well as an assessment of conditions, both public and private, affecting fair housing choice. The County is required to complete an AI every four years to satisfy the requirements of the Housing and Community Development Act of 1974, as amended in 1992 (Public Law 102-550). The AI is also submitted as part of the Consolidated Plan.. The U.S. Department of Housing and Urban Development (HUD) requires that jurisdictions receiving Federal funding for various housing programs submit certification of affirmatively furthering fair housing, which consists of three components: (1) Completing an Analysis of Impediments to Fair Housing Choice; (2) Taking actions to overcome the effects of any impediments identified through the analysis; and (3) Maintaining records to monitor and document the actions taken in response to the AI. The

budget allocation is used to pay for Maui County's share of the total cost of the Analysis of Impediments study.

- 19. Please provide details about the \$66,910 for Contractual Service (Budget Details, page 8-82, Index Code 101001, Sub-Object Code 6112).**

Index Code 101001 is assigned to the affordable housing fund. \$66,910 was allocated to the contractual services sub-object code for the affordable housing fund. Funding in this sub-object code is utilized for the administration/advancement of affordable housing opportunities as outlined in Chapter 3.35, MCC. Items such as studies, surveys and procurement advertisements are paid via this source.

- 20. The HHC Maui Senior Center Leisure electricity amount of \$98,855 is significantly higher than all other line items for electricity in the Department's proposed budget (Budget Details, page 8-29, Index Code 914366B, Sub-Object Code 6120). Please explain if there are extenuating circumstances for the expense and if any energy-saving measures are being taken or considered.**

Unlike other DHHC divisions, Kaunoa operates multiple senior centers and sites including the following: Kaunoa Senior Center (Spreckelsville), the West Maui Senior Center (Lahaina), Lanai Senior Center, and the Molokai Senior Services office. Campuses include multiple classrooms, multipurpose and wellness buildings, and senior services offices. Buildings are equipped with motion-sensor lights which automatically turn off when rooms are not in use. PV panels are installed at the Spreckelsville and West Maui campuses.

- 21. The Acculturation Program Grant Subsidy of \$25,000 (Budget Details 8-24, Index Code 914147B) is listed under unencumbered funds in FY 2019 in the Department's pre-budget presentation. Has this amount already been captured in "carryover savings" reflected in the proposed FY 2020 Budget? Is the Department seeking funding for this program in FY 2020? If so, explain why the funds were not used in FY 2019 and how the funds will be used in FY 2020.**

The ISD Program Coordinator was hired by the department in November 2018, and is still familiarizing herself with all aspects of the position. Due to the transition in Division leadership, the candidate for FY19 funding fell through for the Acculturation Program Grant Subsidy of \$25K. With time running short on FY19, rushing funds into alternative programs would not be a responsible use of the funds. The goal in FY20 is to utilize the funds for an English as a Second Language (ESL) program to assist the immigrant community develop English language skills for better opportunities for work, schooling and civil engagement.

- 22. Relating to the Department's pre-budget presentation, Strategic Goal 1 relates to increasing the affordable housing inventory, but the measure cited for the Human Concerns Division is "# of units created," whereas the**



Honorable Keani Rawlins-Fernandez  
Chair, Economic Development and Budget Committee  
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**measure for the Housing Division is cited as: "\$ amount of outside funding brought into Maui County for every \$ of ours." Please explain the discrepancy, specifically as it relates to the Housing Program's priorities?**

In the presentation, Goal 1 was to "Leverage County financial resources and assets including County and federal grant funding along with other assets (i.e. land) to increase affordable housing inventory". The measureable included in the presentation was "the dollar amount of outside funding brought into the County for every dollar of ours". The measureable perhaps could better have been stated "increase the number of units produced per dollar of County investment".

Thank you for the opportunity to provide this information. Please feel free to contact me at Ext. 7805 should you have any questions.

Sincerely,



LORI TSUHAKO

Acting Director of Housing and Human Concerns

Attachments

## EXECUTIVE SUMMARY

The *County of Maui Human Needs Assessment, 2008* explored the need for, use of, and preferences for eight human service areas among Maui County households:

- 1) Alcohol and drug abuse;
- 2) Child abuse and domestic violence;
- 3) Early childhood education and care;
- 4) Health and wellness;
- 5) Homeless services;
- 6) Job training and preparation;
- 7) Programs to build stronger families; and
- 8) Youth programs and youth centers.

### HUMAN SERVICE PRIORITIES

When Maui County households were asked to select which of these eight areas were most important for the County to address, the area of alcohol and drug abuse received the highest priority rating. At least 60 percent selected substance abuse among their top four priorities. Family strengthening received the lowest rating (23%) and the remaining six areas were rated in the middle (from 45% to 53%).

Asked how they would allocate County funds across the eight areas of the human services budget, Maui County households indicated that alcohol and drug abuse would receive the most money. Despite some statistically significant differences, seven of the eight human service areas would receive roughly equal pieces of the budget pie (12% to 15%). But family strengthening would receive a significantly smaller portion (6%).

### HUMAN SERVICE NEEDS

About 42 percent of Maui County households reported that one or more household members had at some time needed help in the area of health and wellness. About a fourth had ever experienced a need for youth programs, job training, or early childhood education.

In terms of current needs, 26 percent of households have experienced health-related needs in the past five years. About 16 percent currently have a need for youth programs, 12 percent need job training programs and 11 percent need help with early childhood education. Another 8 percent of Maui County households have needed help with substance abuse in the past five years, 8 percent have a need for family

strengthening programs, 3 percent need help with child abuse or domestic violence and 2 percent need homeless services.

Need levels did not always coincide with priority ratings. For example, substance abuse occurred among a minority of households, but a majority of those same households said it was a top priority for the County. Two factors seemed to influence overall priority ratings: (1) personal experience; and (2) “hot button” status. On one hand, households with past personal experience with a particular human service need were likely to assign a high priority to that service. Thus, needs affecting many households tended to receive higher priority ratings from Maui County households, as a whole. On the other hand, “hot button issues” that grip the public mind, either due to frequent media coverage or due to a sense of societal danger surrounding such issues, also tended to receive higher priority ratings, County-wide – even despite low levels of actual experience with such needs.

## **USE OF HUMAN SERVICES**

About 26 percent of Maui County households had ever sought or received help from a public or private organization for health and wellness needs. Roughly the same number (23%) sought outside help for youth programs and activities. Another 16 percent sought help for job training, 17 percent sought help for early childhood education, and 10 percent for substance abuse. Family-strengthening help was sought by 7 percent of households, help with child abuse or domestic violence was sought by 6 percent, and homeless services were sought by 6 percent.

Comparing usage levels to need levels showed that households were most likely to seek help if the problem involved homelessness, youth programs, household violence, or early childhood education. Maui households were more likely to seek help from a public agency when the problem involves a threat to their family or the needs of their children.

## **BARRIERS TO USING COUNTY-SUPPORTED SERVICES**

For all the service areas, relatively few households sought help from organizations currently supported by the County of Maui Department of Housing and Human Concerns (DHHC). Some chose to use different organizations; others did not seek outside help at all. The two most common reasons cited for not using County-supported help were: (1) we did not really need or want the help; and (2) we did not know where to get the help.

## ACCESS TO SERVICES

Most Maui County households were able to name at least one service (County-supported or not) that was available to help with each human service area. The only exception was family strengthening for which 62 percent of households drew a blank. It may be that the concept “building stronger families” is a term that is not well understood by the average Maui resident or that households were unsure what type of organizations would fit that bill.

Despite respectable awareness levels for all human service areas, households were still more apt to judge that there is *not enough* help available than they were to say that there is just about the right amount of help. The greatest needs were perceived to exist in the areas of homeless services (61% saying there is not enough help), job training (60%), substance abuse (57%) and youth programs (57%).

## THE CONTEXT FOR UNDERSTANDING THESE ISSUES

Having explored the needs, usage, and preferences of Maui residents for the human service areas covered in this study, it will be useful to consider how they stack up against other issues facing Maui County households.

Asked to identify the major problems facing Maui County today, residents named the economy (36%), traffic (21%), and unemployment (21%) as the top three. Other often-mentioned concerns were overdevelopment, housing cost and availability, and water shortage issues. About 14 percent of Maui County households named one or more of the eight human service areas in response to this question. That put health and human services needs in seventh-place among “the most important problems facing Maui County today”.

Asked about the most important problems facing your family today, survey respondents identified the economy and other pocketbook issues (46%), unemployment (19%) and housing (9%) as the top three. The eight human services took fourth-place with 8 percent of all households.

## Executive Summary



The four-year Area Plan on Aging, that covers the federal fiscal period from October 1, 2015 through September 30, 2019, is a practical and comprehensive planning and compliance document that guides the County of Maui to assure appropriate, high quality services are delivered to the tri-island county's older adults. The creation and adoption of the plan also enables the County of Maui to receive federal funds under the Older Americans Act through the federal Administration on Aging and the state Executive Office on Aging.

This plan describes the Older American Maui County population and the approaches to be taken to provide them an appropriate and coordinated system of services that fully supports their well-being. The carefully developed array of services provided offers our seniors a backdrop for assuring that Maui County Seniors can age with the grace and dignity encompassed in the Hawaiian value known as 'aloha'.

According to the National Council on Aging (NCOA), as of spring 2010 there were 35 million older adults (age 65+) - a number that will swell to 88 million by 2050. To meet this burgeoning increase of seniors NCOA has offered ten strong ideas to stimulate creative thinking, foster collaboration and give voice to new ideas that will make a difference in helping individuals age well.

- 1) Bend the curve on entitlement programs by helping people to stay healthy longer. This will cut the costs of the big three entitlement programs.
- 2) Promote home and community-based services and offer the aging network greater flexibility for person-centered access to services and information.
- 3) Improve older adults' health and self-care by giving people the support and skills they need to manage their own health.
- 4) Enhance economic security of older adults by modernizing critical systems and supports to assist older adults experiencing economic distress.
- 5) Revitalize Senior Centers to provide vibrant places for seniors to gain information, tools, programs and socialization necessary to increase vitality.
- 6) Engage older adults as the solution by engaging this pool of talent and experience to make meaningful contributions to the community.
- 7) Build the Aging Network into an advocacy force to advocate for their individual and collective needs.
- 8) Invest in aging services research and development to assure the appropriate services are being delivered and that the outcomes are well focused, measurable and transforming.

- 9) Plan for and create livable communities where people can grow old with maximum independence, safety and well-being.
- 10) Help seniors optimize all available resources such as nutrition, job training, legal and protective services, senior centers, family caregiver supports and other important programs. (National Council of Aging's Spring 2010 Issue of 'INNOVATIONS' Newsletter.)

In consideration of those ideas put forth, the State of Hawaii and Maui County have embraced the following five goals to guide the MCOA planning process and ongoing program delivery.

- **Maximize opportunities for seniors to age well, remain active, and enjoy quality lives while engaging in their communities;**
- **Forge strategic partnerships and alliances that will give impetus to meeting Hawaii's greatest challenges for the aging population;**
- **Develop a statewide ADRC (Aging and Disability Resource Center) system for Kupuna and their 'ohana to access and receive long term support services, information and resources within their respective counties;**
- **Enable people with disabilities and older adults to live in the community through the availability of and access to high-quality long term services and supports, including supports for families and caregivers; and**
- **Optimize the health, safety, and independence of Hawaii's older adults.**

These goals relate to the US Administration on Aging's efforts to rebalance and change long term care systems and offer the framework of a map for States and Area Agencies on Aging (AAA's) to build strong Aging and Disability Resource Centers (ADRCs). The further development of Maui's ADRC as the first place to go to obtain accurate, unbiased information on all aspects of life related to aging or living with a disability is the thread that runs throughout all of the programs and services proposed in this comprehensive plan for Maui County Office on Aging's Four Year Plan.

ADRCs are friendly, welcoming places where anyone -- individuals, concerned family members or friends, or professionals working with issues related to aging or disabilities -- can go for information specifically tailored to their situation. The ADRC provides information on a broad range of programs and services, helps people understand the various long term care options available to them, helps people apply for programs and benefits, and serves as the access point for both publicly and privately funded long term supports and services. These services can be provided at the ADRC, via telephone or through a home visit, whichever is more convenient to the individual seeking help.

According to Kathy Greenlee, United States Assistant Secretary of Aging, "We have significant challenges ahead. The reauthorization of the Older Americans Act in 2011 coincides with the first of our nation's baby boomers turning 65. The need for more



Kathy Greenlee  
United States Assistant Secretary of Aging

tailored home and community-based services, more focused prevention programs, and increased support for family caregivers will prove to be a challenge to all of us who work as advocates for older Americans." (National Council of Aging's spring 2010 Issue of 'INNOVATIONS' Newsletter.)

This plan outlines how Maui County Office on Aging will meet those challenges.



### Orientation to Area Agency on Aging Plan

This Maui Area Plan is a document submitted by the Maui County Office on Aging, an Area Agency on Aging (AAA), to the State of Hawaii Executive Office on Aging (EOA) in compliance with the Older Americans Act established in 1965 and for the receipt of sub grants and/or contracts from the Executive Office on Aging's Federal Title III grant and State Kupuna Care funds.

The Older Americans Act (OAA) is the major federal discretionary funding source for home and community-based services for older adults and is currently being considered for reauthorization by the United States Congress. This current reauthorization provides an opportunity to reassess the successes and shortcomings of the OAA's ability to serve older Americans, particularly those with the greatest social and economic need, and adjust the act to reflect the current times.

OAA funds resource centers that support the work of the aging services network. These resource centers address a variety of needs, including access to benefits, elder justice, multigenerational service, volunteerism, legal services, financial literacy, long-term care ombudsman training, and targeted services to minority and special populations in need. These essential federal funds represent the 'seed money' which can be wisely leveraged by mindful AAA's to create community based programs for

older adults that result in helping these individuals lead an engaged, healthy and active lifestyle as community assets.

This plan contains the Maui Area Agency on Aging's strategy for meeting all of the important programs mandated by the reauthorized Older Americans Act (2006) as well as those identified needs that may be unique to Maui County. Some of these programs are home delivered and congregate nutrition services, in-home supportive services, transportation, caregiver support, community service employment, the long-term care ombudsman program, services to prevent the abuse, neglect, and exploitation of older persons, and other supportive services. These programs provide vital support for those older adults who are at significant risk of losing their ability to remain in their own homes and communities, or who need support and protection in long-term care facilities.

This plan is made up of five major parts: **Part I** provides an overview of the structure of the older adult service network, notable statistics on the older adult population of the County of Maui and the programs and services available. **Part II** describes the context in which programs and services are developed. **Part III** provides specific goals, objectives, and plans for action over the next four years. **Part IV** summarizes the plan for allocating funds for access, in-home, legal assistance, and community-based services received under Title III of the Older Americans Act and State Kupuna Care Funds. This section also includes the previous year's expenditures of public funds. **Part V** reviews the evaluation strategy. The **Appendices** provide assurances made by the Area Agency on Aging as well as other pertinent information.

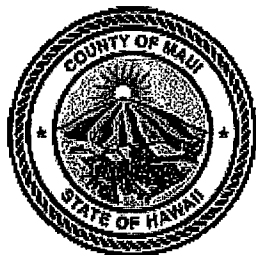




## Response to #4b

### **Immigrant Services Division – FY19 Outreach Documentation**

- **7/26/18** – Malama I Ke Ola Health Center – Information gathering regarding Civil and Immigration Rights; provided information, answered questions, and shared ISD services offered.
- **7/28/18 – 7/29/18** – Maui County Business Resource Center - Philippine Consulate Passport Outreach, dual citizenship oath ceremonies, and other consular services; ISD provided information, answered questions, and shared services offered.
- **8/4/18** – Lao Church - FSM Outreach – ISD explained the I-765 (Work Authorization) process; provided information, answered questions, and shared services offered.
- **9/17/18** – Tante’s - Rotary Club meeting – ISD provided information regarding the I-765 (Work Authorization), answered questions, and shared services offered.
- **9/15/18 & 9/22/18** – Maui County Business Resource Center - In partnership with MEO, ISD staff conducted Naturalization Test Preparation classes to prepare applicants for their citizenship test; answered questions, shared services offered.
- **9/22/18** – Hale Makana O Waiale Community Center – FSM Outreach – ISD shared w/Consular representatives the need for more outreach on Molokai, provided information regarding I-765, answered questions, and shared services offered.
- **10/1/18** – County Building - Flag Raising Ceremony/Fil-Am History Month – ISD networking & outreach opportunity to answer questions about the division’s roll in the community.
- **10/5/18** – Hale Makana O Waiale Community Center – VoMom (Voices of Micronesia) Outreach – ISD provided updates on I-94/I-102, and preparing I-765 application; answered questions, and shared services offered.
- **11/17/18 – 11/18/18** – Maui County Business Resource Center - Philippine Consulate Passport Outreach, dual citizenship oath ceremonies, and other consular services. ISD provided information, answered questions, and shared services offered.
- **11/30/18** - Moore Center, Kaunakakai, Molokai – FSM Outreach support; ISD staff provided information on I-765 Work Authorization application, answered questions, and shared services offered.
- **3/2/19 – 3/3/19** – MEO – Mexican Consulate Passport Outreach – ISD staff provided information regarding permanent resident card renewals, DACA status, answered questions, and shared services offered.
- **3/23/19 – 3/24/19** – Maui County Business Resource Center - Philippine Consulate Passport Outreach, dual citizenship oath ceremonies, and other consular services. ISD provided information, answered questions, and shared services offered.



# ENHANCE FITNESS INSTRUCTOR

Class Code:  
0D.025

Bargaining Unit: Non-Exempt

COUNTY OF MAUI

Established Date: Jul 1, 2018

Revision Date: Jul 25, 2018

## SALARY RANGE

\$20.00 - \$35.00 Hourly  
\$3,466.67 - \$6,066.67 Monthly

### DUTIES SUMMARY:

Teach an evidence-based fitness program to senior citizens by maintaining fidelity with the program model.

### EXAMPLES OF DUTIES:

- Work with MCOA staff and T-Trainer to teach EnhanceFitness at a variety of sites across the county.
- Maintain nationally recognized fitness instructor certification and participate in on-going training offered by the T-Trainer.
- Maintain program fidelity in instruction, collection of required data, administrative requirements of the County.

# '18 AFFORDABLE HOUSING FUND STATUS REPORT (06/22/18)

Project Name	Amount Funded	Amount Expended	Project Completed	# Units Provided/ Proposed	District	Comments
<b>Fiscal Year 2010</b>						
Mokuhau Apartments (Family Life Center)	\$1,200,000	\$1,200,000	Y	16	Wailuku	Purchase apartment for low income & special needs housing
Hale Mahaolu Ehiku (Hale Mahaolu)	\$2,425,000	\$2,425,000	Y	51	Kihei	Construction of Senior Housing Project in Kihei
<b>Fiscal Year 2011</b>						
County of Maui's Kulamalu Project	\$3,862,238	\$3,862,238	Y	56	Pukalani	Purchase land for low income rental project
Imi Ikena Rental Project (DBR Development)	\$2,750,000	\$2,750,000	Y	27	Wailuku	Construction low Income Housing Project in Wailuku
Hale Maunaloa, Molokai (ARC of Maui)	\$150,000	\$150,000	Y	1 (serves 5)	Molokai	Construction of 5BR home that assists 5 DD ARC clients
Kahawai Apartments (Habitat for Humanity)	\$693,000	\$693,000	Y	16	Wailuku	Construction of housing project for 80% or less of AMI
Neighborhood Revitalization Program (Na Hale O Maui)	\$1,050,000	\$1,050,000	Y	4	Varies	Purchase 4 homes for low income housing
Kenolio Leilani Project	\$700,000	\$700,000	Y	7	Kihei	Construction of New Homes
Helani Gardens Project (Self Help Housing Corp)	\$200,000	\$200,000	Y	n/a	Hana	Septic system for 14 homes at 80% and below AMI in Hana, Maui
<b>Fiscal Year 2012</b>						
Neighborhood Revitalization Program (Na Hale O Maui)	\$1,100,000	\$1,100,000	Y	5	Kahului, Makawao	Purchase 5 homes for low income housing
County of Maui's Kulamalu Project	\$615,000	\$615,000	Y	incl	Pukalani	Funding for master planning
Harbor Lights Project (Habitat for Humanity)	\$400,000	\$400,000	N	8	Kahului	Purchase of 8 units. Rehab & sell to 80% and below AMI
Aloha House Clean & Sober Project (Aloha House, Inc.)	\$340,000	\$340,000	Y	1 (serves 5)	Kahului	Purchase special needs home for substance abuse treatment.
Hale O Ekolu Project (ARC of Maui)	\$350,000	\$350,000	Y	1 (serves 5)	Wailuku	Purchase special needs home for the I&DD
Hale Makana O Waiale Rehab (Ka Hale A Ke Ola)	\$300,000	\$300,000	Y	n/a	Wailuku	Rehab of flooring for 200 unit low income affordable project
<b>Fiscal Year 2013</b>						
Lower Main Street Project (Family Life Center)	\$800,000	\$800,000	Y	1 (serves 10)	Wailuku	Purchase 10-unit apartment building for 60% & below AMI
Kulamalu Town Center Proj. (Hale Mahaolu)	\$2,000,000	\$2,000,000	N	incl	Pukalani	\$2M of \$3.5M paid for purchase of lot for future project
Building Houses, Building Hope Project (Habitat for Humanity)	\$500,000	\$500,000	Y	incl	Wailuku	Construction of low income housing (Kahawai Apartments)
Neighborhood Revitalization (Na Hale O Maui)	\$800,000	\$800,000	Y	3	Lahaina, Makawao, Kahului	Purchase foreclosed homes & sell to 81-120% AMI
Hale Lokelani Ohana Project (Lokelani Ohana)	\$400,000	\$400,000	Y	1 (serves 5)	Kahului	Purchase special needs home
Hale Makana O Waiale Rehab (Ka Hale A Ke Ola)	\$500,000	\$500,000	Y	n/a	Wailuku	Rehab stairwells/landings for 200 unit low income rental project

Project Name	Amount Funded	Amount Expended	Project Completed	# Units Provided/ Proposed	District	Comments
<b>Fiscal Year 2014</b>						
County of Maui's Kulamalu Rental Project	\$11,010,000	\$11,010,000	Y	incl	Pukalani	Construction of County of Maui's Kulamalu Rental Project
County of Maui's Lanai Affordable Housing Project	\$2,000,000	\$85,731	N	TBD	Lanai	Master planning and pre-development work
Kulamalu Town Center Proj. (Hale Mahaolu)	\$1,500,000	\$1,500,000	n/a	incl	Pukalani	Balance of \$3.5 M paid for purchase of lot for future project
Mokuhau Subdivision (Lokahi Pacific)	\$2,000,000	\$2,000,000	Y	16	Wailuku	Land acquisition, planning & construction of Single Family subdivision for 81 - 120% AMI
Building Houses, Building Hope Project (Habitat for Humanity)	\$1,400,000	\$1,400,000	Y	incl	Wailuku	Funds used for construction of low income housing project (Kahawai Apartments)
Na Hale O Maui Kahoma (Na Hale O Maui)	\$780,000	\$780,000	N	incl	Lahaina	Purchase of 12 lots (Kahoma) for 81 - 120% AMI
<b>Fiscal Year 2015</b>						
No Affordable Housing RFP was held in FY 2015 due to insufficient funds.						
<b>Fiscal Year 2016</b>						
Hale Mahaolu Ewalu PH I (Hale Mahaolu)	\$2,500,000	\$2,500,000	N	38	Pukalani	Construction of Phase I, senior rentals
Aloha House	\$450,000	\$450,000	Y	1 (serves 9)	Kahului	Purchase a special needs home for substance abuse
ARC of Maui	\$290,430	\$182,427	N	n/a	Kihei, Wailuku, Kahului, Lahaina, Maunaloa	Renovation & repairs of 4-6 special needs homes
Na Hale O Maui Kahoma (Na Hale O Maui) W Maui	\$660,000	\$250,128	N	12	Lahaina	Construction of homes (Kahoma)
Habitat for Humanity Kahoma (Habitat for Humanity) W Maui	\$1,500,000	\$984,668	N	10	Lahaina	Lot Purchase & construction of homes (Kahoma) for low income families <80% AMI
<b>Fiscal Year 2017</b>						
Hale Mahaolu Ewalu PH II (Hale Makaolu)	\$2,500,000	\$0	N	22	Pukalani	Construction of Phase II, senior rentals
FABMAC Affordable Project (Fabmac Homes)	\$1,500,000	\$0	N	9	Wailuku	Purchase lots, construct single family homes, sell 6 to 0 - 80% AMI & 3 to 81 - 100% AMI
<b>Fiscal Year 2018</b>						
Na Hale O Maui Kahoma ( Na Hale O Maui)	\$1,000,000	\$0	N	incl	Lahaina	Construction of 12 homes in Kahoma Subdivision
County Buyback Provision	\$1,000,000	\$505,000	N		Wailuku	Funding for Residential Workforce Housing Unit Buybacks
County of Maui's First-Time Home Buyers Program	\$2,000,000	\$0	N			Funding for COM's FTHB Program

SUMMARY	Amount Funded	For Sale Units Built	Rental Units Built	Total Units Built	Total Units Benefitting from Funding
<b>2010-2018 FUNDING</b>	<b>\$52,525,668</b>	<b>83</b>	<b>216</b>	<b>306</b>	<b>526</b>

incl-previously included

**Response to #15**

**Department-funded programs and services, and corresponding amounts, that directly address mental health services for (a) the general population and (b) persons experiencing homelessness**

<b>AGENCY NAME</b>	<b>PROGRAM TITLE</b>	<b>AWARD SOURCE</b>	<b>POPULATION SERVED</b>	<b>FY2020 REQUESTED AMOUNT</b>
Community Clinic of Maui	Substance Abuse Treatment Program	Substance Abuse Programs	General	\$86,567
Ka Hale Pomaikai	Co-Occurring Disorder/Substance Abuse Treatment	Food, Shelter, Safety	General	30,000
Lanai Community Health Center	Integrated Behavioral Health Program	Line Item	General	82,610
Mental Health Association in Hawaii, Inc.	Mental Health Education, Advocacy, and Support	Line Item	General & Homeless	65,000
Mental Health Kokua	Maui Safe Haven	Line Item	General & Homeless	192,337
Mental Health Kokua	Homeless Outreach for Mental Health Empowerment & Psychosocial Rehab	Substance Abuse Programs	General & Homeless	95,000
Molokai Community Service Council	Maurice Thompson Drop-In Center	Food, Shelter, Safety	General & Homeless	15,000
Ohana Makamae	Substance Abuse and Mental Health Services	Substance Abuse Programs	General	55,000

**Response to #16****Department-funded programs and services, and corresponding funding amounts that directly address alcohol and substance abuse prevention and treatment.**

<b>AGENCY NAME</b>	<b>PROGRAM TITLE</b>	<b>AWARD SOURCE</b>	<b>FY2020 REQUESTED</b>
Aloha House	Residential Substance Abuse Treatment for Adults	Food, Shelter, Safety	\$136,350
Aloha House	Medically Modified Substance Detox	Substance Abuse Programs	125,000
Boys and Girls Club of Maui	Teen Expo	Youth Alcohol Education Awareness Programs	20,000
Community Clinics of Maui, Inc.	Substance Abuse Treatment Program	Substance Abuse Programs	86,567
Hawaii Public Health Institute	Maui Coalition for Drug Free Youth	Youth Alcohol Education Awareness Programs	88,377
Ka Hale Pomaikai	Sober Housing & Culture Based Treatment on Molokai	Substance Abuse Programs	63,000
Ka Hale Pomaikai	Co-occurring Disorder/Substance Abuse Treatment	Food, Shelter, Safety	30,000
Kumpang Lanai	Coalition for Drug-Free Lanai	Line Item	50,000
Malama Na Makua A Keiki	Substance Abuse Treatment for Women	Food, Shelter, Safety	172,000
Maui Economic Opportunity, Inc.	Underage Drinking Prevention Program	Line Item	53,825
Maui Economic Opportunity, Inc.	Project Graduation	Line Item	47,741
Maui Economic Opportunity, Inc.	Youth Services	Line Item	217,125
Maui Family Support Services	Teen Voices	Line Item	42,630
Maui Youth and Family Services	Substance Abuse Treatment for Adolescents	Substance Abuse Programs	60,000
Mental Health Kokua	Homeless Outreach for Mental Health Empowerment & Psychosocial Rehab	Substance Abuse Programs	95,000
Mental Health Kokua	Safe Haven Maui	Line Item	192,337
Ohana Makamae	Substance Abuse Treatment & Domestic Violence Intervention	Line Item	103,207
Ohana Makamae, Inc.	Substance Abuse and Mental Health Services	Substance Abuse Programs	55,000
Paia Youth Council	MPPV Underage Drinking Prevention	Youth Alcohol Education Awareness Programs	50,000
Tri-Isle RC & DC, Inc.	Hooulu Na Kamalii Program	Substance Abuse Programs	117,000