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Traci N. T. Fujita, Esq.

Deputy Director of Council Services  
David M. Raatz, Jr., Esq.

**COUNTY COUNCIL**  
COUNTY OF MAUI  
200 S. HIGH STREET  
WAILUKU, MAUI, HAWAII 96793  
[www.MauiCounty.us](http://www.MauiCounty.us)

April 6, 2022

Ms. Lori Tsuhako, Director  
Department of Housing and Human Concerns  
County of Maui  
Wailuku, Hawaii 96793

Dear Ms. Tsuhako:

SUBJECT: **FISCAL YEAR ("FY") 2023 BUDGET** (HHC-1) (BFED-1)

May I please request you be prepared to answer the following questions at the BFED Committee meeting held via BlueJeans on **April 7, 2022**.<sup>\*</sup> This will enable the Committee to comprehensively review the FY 2023 Budget. Please also submit your answers to [bfed.committee@mauicounty.us](mailto:bfed.committee@mauicounty.us) by the end of the day on **April 8, 2022**. *\*Date subject to change without notice.*

**Overall**

1. The Department Summary states: "DHHC continues to be up against economic constraints as Federal and State funds are being cut." "Demand for services has increased exponentially." What strategies or solutions in the Proposed FY 2023 Budget aim to alleviate and address these issues? Would the Department benefit from increasing staffing by more than 2 E/Ps? (Pages 280-282, Program Budget) (KRF)
2. Do you support the creation of a new Housing and Community Development Division and can you explain how this Division will help to expedite the creation of affordable housing in Maui County? (GJ)
3. Is an increase of \$250,000 enough to include a master plan or feasibility study for the Lānaʻi Affordable Housing Project in the conditional language of number 6 of the Affordable Housing Fund? (GJ)

4. Please provide an update on the Individual Development Accounts (“IDA”) Program. Please indicate whether the Program is operating and receiving funding for FY 2023, and explain why or why not. (KTK)
5. Is it a priority for your Department to expedite processing of Affordable Housing Projects? (AL)
6. Based on the critical need for affordable housing and the inordinate length of time for these projects to receive reviews and approvals from most of the departments, what suggestions does the Department have to improve collaborative and coordinated efforts amongst pertinent departments to move these projects forward more expeditiously? (AL)
7. Does the Department have designated grant writers? If so, how many? What is the total amount of Federal or State grant funds received in FY 2022 and how were they used? Does the Department anticipate receiving grant funds from either, or both, of these entities in FY 2023? If so, please explain the purpose of the funds. Are matching funds required for the release of the funds? (AL)
8. In FY 2022, the Ohana Zone grant provided \$432,100 for services related to a rental housing program in Kahului for families transitioning out of homelessness. Please explain why the County did not receive this grant in FY 2023. (KRF)
9. Please identify planned or pending CIPs that the Department would be able to initiate in phases or defer. Does your Department have any CIPs that are “shovel ready”? Which CIPs would require upfront funding? (AL)
10. Do the expansion budget requests from the proposed changes to the FY 2022 Adopted Budget constitute a budget amendment? Are these changes reappropriations? Are any of these increases funded with COVID-related Federal funding? (Pages 302 & 303, Program Budget) (SS)
11. The Affordable Housing Fund includes a \$2,000,000 earmark for the upgrade of the culvert on Waiale Road. Which affordable housing projects will this project contribute to? (Page 48, Budget Bill).

**Salaries and Wages (Category “A”)**

1. How many vacant positions currently exist in the Department? (KTK)
  - a. Please list the job titles of all vacant positions. (AL)
  - b. Please describe any difficulties with filling these positions. (AL)
  - c. Please describe any creative recruitment methods used and how effective have they been in filling vacancies. (AL)
2. Related to the request for expansion positions, please answer the following:
  - a. What circumstances necessitate the proposed new positions?
  - b. What will you do to attract and retain high quality candidates for those positions? (Page 9-7, Budget Details, Index Code 914127A, Sub-Object Code 5101) (KTK)
  - c. Please explain how the additional Housing Program Specialist II and Housing Program Specialist V assist in the Department’s operations. (Budget Details 9-7, Index Code 914127A) (MM)
  - d. With a housing crisis, possible bifurcation of the Department, and the enactment of Bill 111 (2022), does the Housing Division only need two expansion positions for a total of 10 positions to meet the housing needs of Maui County? (Page 9-7, Budget Details, Index Code 914127A) (TP)
  - e. Do you anticipate being able to fill your budget expansion positions in FY 2023? If not, how long might it take? What are the major obstacles to filling new positions? (SS)

**Operations and Equipment (Categories “B” and “C”)**

1. What types of capital improvements will the proposed \$750,000 for IMUA Discovery Garden at the former Yokouchi Estate be able to fund? (Page 9-31, Budget Details, Index Code 914185B, Sub-Object Code 6317) (KTK) (KRF)

2. Please explain the necessity of the \$195,000 for Facility Improvements and Repairs of the J. Walter Cameron Center. (Page 9-36, Budget Details, Index Code 914769B, Sub-Object Code 6317) (KTK)
3. The County invested \$239,000 in FY 2019, \$169,000 in FY 2020, and approximately \$100,000 each in FYs 2014, 2017, and 2018 toward improvements for the J. Walter Cameron Center. Please share the project's timeline for completion, and any details regarding other funding sources for this project. (Page 9-36, Budget Details, Index Code 914769B, Sub-Object Code 6317; Page 303, Program Budget) (KRF)
4. Regarding the Maui Humane Society: (Page 348, Program Budget; Page 9-46, Budget Details, Index Code 914018, Sub-Object Code 6112)
  - a. How does the Maui Humane Society propose to spend the additional \$249,532 on staff and salary increases and adjustments to social media programming? Is the Humane Society hiring an additional eight positions or is this funding for salary increases for existing positions? (KTK) (TP) (KRF)
  - b. How will the additional funding further the program's goals and what will be the increase in services provided to the public? (KTK) (TP)
  - c. Has there been a significant decrease in the number of volunteers? (MM)
  - d. Has there been an increased intake of animals? (MM)
  - e. Is feral animal control no longer a priority given that it is not included in the FY 2023 Budget? (MM)
  - f. Has the Spay and Neuter Program been effective? Please explain. (MM)
  - g. How does the Maui Humane Society plan to address the spay and neutering of animals that may have decreased during the pandemic? (TP)
  - h. Please provide information on current adoption rates. (Page 9-46, Budget Details, Index Code 914101B) (MM)



- i. How many enforcement vehicles does the Maui Humane Society currently own? What is the estimated mileage on each of the existing vehicles? (Page 9-90, Budget Details, Index Code 1010258) (MM)
5. How will the proposed \$250,000 Hawaii Housing Planning Study differ from the Affordable Housing Plan provided by Hawaii Community Assets? (Page 9-10, Budget Details, Index Code 914457B) (MM)
6. Funding awarded to the Maui Food Bank was decreased from \$400,000 in FY 2022 to \$100,000 in FY 2023 “based on increases from other funding sources for food. Funding can provide logistical support for Food Bank’s other funding sources for food.” Please provide more details regarding this explanation. (Page 302, Program Budget; Page 9-37 of the Budget Details, Index Code 914940B, Sub-Object Code 6317) (KRF)
7. What Professional Services are contracted using \$230,000 in funding for the Huliau Apartments? (Page 9-10, Budget Details, Index Code 914457B) (MM)
8. Will the \$293,406 increase to the Elderly Lunch Program be used to feed more seniors? How many seniors are currently fed through the Elderly Lunch Program? Do you anticipate an increase in clients under this Program? What vendors do you partner with for this Program? (Page 9-26, Budget Details, Index Code 914358B) (MM)
9. The increase in the Elderly Lunch Program is attributed “to an increase in food cost.” How much of the food for this program is locally sourced? (Page 9-26, Budget Details) (KRF)
10. Please elaborate on the types of services that are provided to residents of Huliau Apartments. Is this a cost that is anticipated to increase annually? (Page 9-37, Budget Details, Index Code 914903B) (MM)
11. What has been the progress and impact of the MEO Underage Drinking program? Can you briefly share some statistics from FYs 2020 to 2022? (Page 9-39, Budget Details, Index Code 914307B) (MM)
12. How many enrolled in the Kihei Youth Center versus the other youth centers? Briefly describe what is part of the satellite services? What is the reasonable staff pay increase? (Page 9-41, Budget Details, Index Code 914181B) (MM)

13. Please provide target areas and operational hours for the Mobile Hygiene Unit. (Page 9-45, Budget Details, Index Code 914903C) (MM) (TP)
14. Will the Mobile Hygiene Unit be ADA-accessible? (Page 9-45, Budget Details, Index Code 914903C, Sub-Object Code 7044) (TP)
15. Please explain how “Housing assistance payments” on page 9-60 differs from “Housing assistance payments” on page 9-61 of the Budget Details. (Pages 9-60 and 9-61, Budget Details, Sub-Object Code 6214) (MM)
16. Of the \$45,000 for Travel for the Aging & Disability Resource Center, does the Department plan to use remote work or remote meeting opportunities to save on travel costs? Please elaborate if there are any challenges to work or meet remotely as it relates to this program. (Page 9-79, Budget Details, Sub-Object Code 6201) (MM)
17. How many staff members are assigned to the Medicaid Administrative Federal Financial Participation program? (Page 9-81, Budget Details, Sub-Object Code 6221) (MM)
18. How many seniors are fed through the \$72,000 funding for the Kaunoa Senior Leisure Meal Program? Please describe how this program differs from the Elderly Lunch Program. (Page 9-89, Budget Details, Index Code 1010178) (MM)
19. Please briefly describe the “Other Services” provided by the \$97,000 line item for the Kaunoa Senior Leisure Program. (Page 9-89, Budget Details, Index Code 1010178) (MM)
20. What are the costs of a housing study and possible contracting for County interest list management? What scope and deliverables do we expect to gain from the housing study? (Page 9-10, Budget Details, Index Code 914457B, Sub-Object Code 6112) (TP) (KRF)
21. Did the Maui Housing Affordability Initiatives not provide the information being sought by the Hawaii Housing Study? What were the deliverables of that expenditure? (Page 9-11, Budget Details, Index Code 914128B, Sub-Object Code 6317) (TP)
22. The FY 2023 Budget did not include \$85,000 in funding for the Lahaina LEAD program. Will this program continue under a

Ms. Lori Tsuhako  
April 6, 2022  
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different department? (Page 9-30, Budget Details, Index Code 914172B, Sub-Object Code 6317) (TP)

23. Please provide data for the Animal Enforcement Program's effectiveness. Is there a need to increase funding based on community demand? (Page 9-47, Budget Details, 6317) (YS)
24. Please explain why the Safe Haven expansion program for \$694,000 was deleted. (Page 301, Budget Program, Index Code 914172B, Sub-Object Code 6317) (SS)

Thank you for your attention to this request. Should you have any questions, please contact me or the Committee staff (Lesley Milner at ext. 7886, Jerry Paredes at ext. 7140, or Yvette Bouthillier at ext. 7758).

Sincerely,



KEANI N.W. RAWLINS-FERNANDEZ, Chair  
Budget, Finance, and Economic  
Development Committee

bfed:2023bgt:220402ahhc01:wal

cc: Mayor Michael P. Victorino  
Budget Director

## BFED Committee

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**From:** BFED Committee  
**Sent:** Wednesday, April 6, 2022 7:36 PM  
**To:** Lori Tuhako  
**Cc:** BFED Committee; Michelle Santos; Zeke Kalua; michele.yoshimura@co.maui.hi.us  
**Subject:** PLEASE READ attached letter re: FISCAL YEAR ("FY") 2023 BUDGET (BFED 1) (HHC-1)  
**Attachments:** (HHC-1) Correspondence to Housing and Human Concerns 04-06-2022.pdf

**Ms. Tuhako:** Please refer to the attached letter from the Budget, Finance, and Economic Development (BFED) Committee Chair, date April 6, 2022.

**Mayor's Office (attention: Michelle Santos and Zeke Kalua):** Please forward the attached letter to Mayor Victorino.

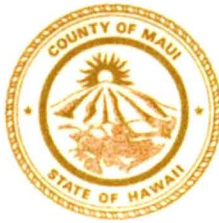
**Ms. Yoshimura:** FYI

Thank you,  
Yvette Bouthillier, Secretary  
BFED Committee

MICHAEL P. VICTORINO  
Mayor

LORI TSUHAKE  
Director

LINDA R. MUNSELL  
Deputy Director



DEPARTMENT OF HOUSING  
& HUMAN CONCERNS  
COUNTY OF MAUI  
2200 MAIN STREET, SUITE 546  
WAILUKU, MAUI, HAWAII 96793  
PHONE: (808) 270-7805

April 11, 2022

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

APPROVED FOR TRANSMITTAL

*Michael P. Victorino* 4/13/22  
Mayor Date

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

For Transmittal to:

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

Dear Chair Rawlins-Fernandez:

**SUBJECT: FISCAL YEAR ("FY") 2023 BUDGET (HHC-1) (BFED-1)**

Thank you for your correspondence of April 6, 2022. The information requested in your letter is listed below in bold and is followed by the Department's responses.

**Overall**

1. **The Department Summary states: "DHHC continues to be up against economic constraints as Federal and State funds are being cut." "Demand for services has increased exponentially." What strategies or solutions in the Proposed FY 2023 Budget aim to alleviate and address these issues? Would the Department benefit from increasing staffing by more than 2 E/Ps? (Pages 280-282, Program Budget) (KRF)**

Like many others, the Department's operations pivoted during the COVID-19

pandemic to do more remote work when possible. However, there were some services provided by our Department that could not be done remotely. Homebound seniors still needed food, they still needed someone to check in on them. Seniors who previously gathered in community centers for congregate meals had their food delivered to their homes. And other frail elderly needed transportation and assistance with essential appointments. Now that our department operations are moving toward more "normalcy", we are confronting the secondary impacts of the pandemic including increased cost associated with food, food containers, food storage, supplies, additional shipping costs, etc. Federal funding via the CARES Act has been spent, and department staff is returning to more in person operations to better serve the community. The Department feels that our request for 2 expansion positions is reasonable. We are mindful of the need to be judicious in our spending of County funds, and will do our best to maintain and improve our services with the existing resources available to us.

2. **Do you support the creation of a new Housing and Community Development Division and can you explain how this Division will help to expedite the creation of affordable housing in Maui County? (GJ)**

Yes, the department supports the creation of a new division. A new division will allow the department to hire staff with the appropriate skill and experience to expedite affordable housing projects in Maui County.

3. **Is an increase of \$250,000 enough to include a master plan or feasibility study for the Lānaʻi Affordable Housing Project in the conditional language of number 6 of the Affordable Housing Fund? (GJ)**

\$250,000 may be enough for a feasibility study. Please note that for comparison, the Hale Pilina project was awarded \$660,000 in funding for architect design, engineering, and technical studies. Should the Council wish to add an allocation of \$250,000 for a master plan or feasibility study for the Lānaʻi Affordable Housing Project and it is determined to be insufficient funding, the Department may be able to propose a budget amendment to increase the funds as needed in FY 23.

4. **Please provide an update on the Individual Development Accounts ("IDA") Program. Please indicate whether the Program is operating and receiving funding for FY 2023, and explain why or why not. (KTK)**

The proviso reserving \$250,000 in funds allocated to an IDA program in FY 22 is set to lapse at the end of FY 22, and at this time the Department does not intend to start this program in FY 23. The Department has met with external non-profit agencies who have expressed a potential interest in submitting a grant application to administer an IDA program. The 2-year grant application process the Department conducts is critical to maintaining public access and transparency to County funded projects and helps to ensure a path for eligible entities to be considered for County funding for projects that meet community needs. The Department wishes to extend this opportunity to any eligible entities who have the experience and capacity to administer IDA programs.

**5. Is it a priority for your Department to expedite processing of Affordable Housing Projects? (AL)**

Yes, expedited processing of affordable housing projects is a priority for our Department.

**6. Based on the critical need for affordable housing and the inordinate length of time for these projects to receive reviews and approvals from most of the departments, what suggestions does the Department have to improve collaborative and coordinated efforts amongst pertinent departments to move these projects forward more expeditiously? (AL)**

The Department has taken many steps to improve collaborative and coordinated efforts to move affordable housing projects forward in a timely manner. Examples of this include: MCC 2.97, which was recently enacted at the end of calendar year 2019, the Attainable Housing Maui Nui working group (AHMN), and the Administration's support for allowing fast-track permitting for 100% affordable housing projects.

Early consultation for projects and problem solving is done through the AHMN group. We believe that this collaborative effort is very effective when a project is in the early planning stages. AHMN continues to be used to assist developers and Departments to identify and overcome obstacles in the review and approval process.

Once projects are ready for permits, 100% workforce housing projects receive fast track review of their initial applications under 2.9.160.D which requires initial review of plans to begin within 2 working days of receipt by the departments, with comments due back to the developer within 15 days. After the initial review, the timing of subsequent reviews is governed by Chapter 16.26B.105.3.1 MCC, which requires reviews to be done within certain time frames. Whether those timeframes are being met would be a question for Public Works. It should be noted that permitting policies/standards have been generated primarily to protect our environment and infrastructure.

**Written comments from Departments are due back to PW:**

Initial Review 30 days from day sent to Departments from PW

2<sup>nd</sup> Review 15 days from day sent to Departments from PW

Subsequent 5 days from day sent to Departments

For DHHC, if we were to try and speed plan reviews further, we would recommend one amendment to 2.96.160.D, which will require that not just the 1<sup>st</sup> plan review be expedited, but all subsequent reviews also. However, prior to moving that amendment forward we would like to know if the timing requirements already laid out in the law are either inadequate, or not being met.

**7. Does the Department have designated grant writers? If so, how many? What is the total amount of Federal or State grant funds received in FY**



**2022 and how were they used? Does the Department anticipate receiving grant funds from either, or both, of these entities in FY 2023? If so, please explain the purpose of the funds. Are matching funds required for the release of the funds? (AL)**

No, the Department does not have any designated grant writers. Much of the grant funding received by the Department are block grants versus competitive grants. Page 9-49 of the FY23 Budget details list the Department's grant revenue at \$34,248,916. Pages 289 and 296 of the FY 23 Budget Narrative provide details about the grant revenue and match requirements.

- 8. In FY 2022, the Ohana Zone grant provided \$432,100 for services related to a rental housing program in Kahului for families transitioning out of homelessness. Please explain why the County did not receive this grant in FY 2023. (KRF)**

The Ohana Zone grant originated from a State pilot project that was set to sunset no later than FY 2022. The Department is working with the State to pursue an extension to possibly retain funding into FY 2023 however that process is underway now and is not guaranteed or confirmed at this time.

- 9. Please identify planned or pending CIPs that the Department would be able to initiate in phases or defer. Does your Department have any CIPs that are "shovel ready"? Which CIPs would require upfront funding? (AL)**

The Department does not have any Capital Improvement Projects planned for the upcoming fiscal year.

- 10. Do the expansion budget requests from the proposed changes to the FY 2022 Adopted Budget constitute a budget amendment? Are these changes reappropriations? Are any of these increases funded with COVID-related Federal funding? (Pages 302 & 303, Program Budget) (SS)**

No, the expansion requests in the Department's FY23 budget proposal are not budget amendments. Much of the Department's Human Concerns budget formulation is based upon requests made by non profits for grant funding. Often when agencies fail to apply or fail to meet grant requirements, their potential awards are re-allocated to other needs in the subsequent year's budget. Federal COVID-19 funds have been utilized by the Department (as dictated by the Federal government) for program specific benefits such as the Rental and Utility Assistance Program, and are not used to supplant general funded grants.

- 11. The Affordable Housing Fund includes a \$2,000,000 earmark for the upgrade of the culvert on Waiale Road. Which affordable housing projects will this project contribute to? (Page 48, Budget Bill).**

In discussions with the Department of Public Works, who could elaborate further when they come to committee if needed, the culvert will serve a larger regional



need for all projects mauka of its location. This includes several workforce housing projects, including:

Wailuku Apartments 324 mixed income (50% WF)  
Kuikahi – 204 WF units  
Puunani (DHHL) - 161 units  
Waikapu Ventures - 80 WF units

**Salaries and Wages (Category “A”)**

**1. How many vacant positions currently exist in the Department? (KTK)**

**a. Please list the job titles of all vacant positions. (AL)**

There are currently 28 vacant positions which are as follows:

Accountant III  
Aging and Disability Program Specialist II  
Aging and Disability Services Specialist I  
Aging and Disability Services Specialist III  
Aging and Disability Services Specialist III  
Clerk III  
Clerk III  
Housing Choice Voucher Program Supervisor  
Housing Clerk  
Housing Clerk  
Housing Specialist  
Housing Specialist  
Immigrant Services Specialist I  
Immigrant Services Specialist III  
Nutrition Program Aid  
Nutrition Program Aid  
Nutrition Program Aid  
Nutrition Program Aid  
Senior Services Aid II  
Senior Services Aid II  
Senior Services Program Assistant I  
Senior Services Program Assistant II  
Senior Services Program Assistant II  
Senior Services Program Assistant III  
Senior Services Program Assistant III  
Senior Services Program Specialist III

**b. Please describe any difficulties with filling these positions. (AL)**

Applicants not meeting Minimum Qualifications.

**c. Please describe any creative recruitment methods used and how effective have they been in filling vacancies. (AL)**

Kaunoha worked with Personnel Services to update Position Descriptions, Class Specifications and Minimum Qualifications which improved recruitment results. Department staff have also attended job fairs and other events to promote Department employment opportunities. Social media has also been used for recruitment.

**2. Related to the request for expansion positions, please answer the following:**

**a. What circumstances necessitate the proposed new positions?**

The two expansion positions proposed for the Housing Division are necessary to enable the Department to meet current programmatic requirements for existing projects and activities. It is the Department's hope that once these positions are funded and filled that the Department will be able to assess if services can be increased with these personnel without necessitating the hiring of additional staff.

**b. What will you do to attract and retain high quality candidates for those positions? (Page 9-7, Budget Details, Index Code 914127A, Sub-Object Code 5101) (KTK)**

The Department will utilize all of the available resources through the Department of Personnel Services and approved social media content to recruit qualified applicants for these positions.

**c. Please explain how the additional Housing Program Specialist II and Housing Program Specialist V assist in the Department's operations. (Budget Details 9-7, Index Code 914127A) (MM)**

The Department initially identified a need for an additional Housing Specialist in FY 2020, and an expansion position was included in the Mayor's proposal; however, at the time budget deliberations were underway for FY 2021 the COVID-19 pandemic was just beginning and the Council adopted budget did not include the proposed expansion position. Similar concerns about the economic state of the County delayed proposing the position in FY 2022. The Department has seen an increase in workload and obligations for existing programs and activities, and needs the additional Specialist II to balance the workload and maintain current objectives. The Housing Program Specialist V is needed to assist the Department in some larger projects and activities, such as the efforts to design program guidelines for the changes made to MCC 2.96 in Bill 111, as well as to assist with larger housing planning activities such as the Hawaii Housing Planning Study. Similarly to the Specialist II, this position will help the Department to better meet current requirements but at a higher level of responsibility.

- d. **With a housing crisis, possible bifurcation of the Department, and the enactment of Bill 111 (2022), does the Housing Division only need two expansion positions for a total of 10 positions to meet the housing needs of Maui County? (Page 9-7, Budget Details, Index Code 914127A) (TP)**

The Department believes it is most responsible to increase staffing to address the immediate needs and obligations of the Department at this time. Should the bifurcation of the Department be moved forward, that will be an entirely separate and much larger undertaking that will need to be evaluated once that decision has been made by the residents of the County.

- e. **Do you anticipate being able to fill your budget expansion positions in FY 2023? If not, how long might it take? What are the major obstacles to filling new positions? (SS)**

Yes, the Department has already started to prepare the position description documents that will be submitted once the budget is adopted and will plan to request that positions be posted as soon as possible in the new fiscal year. The Department will be using the County's hiring process, which includes an open application period, an exam, and then an interview stage. In the past, major obstacles to filling new positions have consisted of not receiving applications from candidates who have the necessary and desired experience to succeed in the position.

**Operations and Equipment (Categories "B" and "C")**

1. **What types of capital improvements will the proposed \$750,000 for IMUA Discovery Garden at the former Yokouchi Estate be able to fund? (Page 9-31, Budget Details, Index Code 914185B, Sub-Object Code 6317) (KTK) (KRF)**

The proposed funding for the Capital Improvements of Imua Discovery Garden would provide for construction of a new Model Inclusion Preschool with Outdoor Learning Environment Classroom and theater venues for education, gatherings and community workshops.

The intention of the Administration is to provide \$250,000 for FY23 for the CIP. The balance of \$500,000 would be made available to the grantee contingent upon need. The grantee has informed the Administration that there may be a need to include a fire hydrant and a sewer manhole in order to receive building permits. The \$500,000 would only be provided to the grantee should these additional items be required for the CIP to proceed to permitting.

2. **Please explain the necessity of the \$195,000 for Facility Improvements and Repairs of the J. Walter Cameron Center. (Page 9- 36, Budget Details, Index Code 914769B, Sub-Object Code 6317) (KTK)**

The responses for Question 2 and 3 were provided by the J. Walter Cameron Center:

- A. "Replace the 48-year-old wrapping around the AC distribution pipes needed to maintain water at cool temperatures as it reaches all the different buildings at the Cameron Center. The wrappings also protect the system from water leaking and maintain water conservation. The wrapping has not been repaired or replaced since the Cameron Center was constructed in 1973, with volunteer donations and County, Federal, and State support. However, while new in 1973, the wrapping has deteriorated significantly, and this raises the energy cost to cool the water and maintain the correct AC temperature.
  - B. Convert the Kalima laundry room into needed office space (add AC, remove old plumbing, add flooring, and additional conversion work for ADA compliance)
  - C. Construct an access sidewalk from County sidewalk into JWCC main entrance sidewalk for ADA compliance and wheelchair access."
3. **The County invested \$239,000 in FY 2019, \$169,000 in FY 2020, and approximately \$100,000 each in FYs 2014, 2017, and 2018 toward improvements for the J. Walter Cameron Center. Please share the project's timeline for completion, and any details regarding other funding sources for this project. (Page 9-36, Budget Details, Index Code 914769B, Sub-Object Code 6317; Page 303, Program Budget) (KRF)**

Project will be done by June 30, 2023.

Additional funding is being sought from Atherton Foundation, Fred Baldwin Memorial Fund, 2023 Federal budget in Health Resources and Services Administration budget, Ching Foundation, Cooke Foundation, and Weinberg Foundation.

All projects funded in previous years have been completed, all reports filed, all grants audited, no disallowed costs.

4. **Regarding the Maui Humane Society: (Page 348, Program Budget; Page 9-46, Budget Details, Index Code 914018, Sub-Object Code 6112)**
- a. **How does the Maui Humane Society propose to spend the additional \$249,532 on staff and salary increases and adjustments to social media programming? Is the Humane Society hiring an additional eight positions or is this funding for salary increases for existing positions? (KTK) (TP) (KRF)**

Please see response from the Maui Humane Society attached as Exhibit 1.

- b. **How will the additional funding further the program's goals and what will be the increase in services provided to the public? (KTK) (TP)**

Please see response from the Maui Humane Society attached as Exhibit 1.

- c. **Has there been a significant decrease in the number of volunteers? (MM)**

Please see response from the Maui Humane Society attached as Exhibit 1.

- d. **Has there been an increased intake of animals? (MM)**

Please see response from the Maui Humane Society attached as Exhibit 1.

- e. **Is feral animal control no longer a priority given that it is not included in the FY 2023 Budget? (MM)**

Feral Animal Management funds have been transferred to the Office of Economic Development.

- f. **Has the Spay and Neuter Program been effective? Please explain. (MM)**

Please see response from the Maui Humane Society attached as Exhibit 1.

- g. **How does the Maui Humane Society plan to address the spay and neutering of animals that may have decreased during the pandemic? (TP)**

Please see response from the Maui Humane Society attached as Exhibit 1.

- h. **Please provide information on current adoption rates. (Page 9-46, Budget Details, Index Code 914101B) (MM)**

Please see response from the Maui Humane Society attached as Exhibit 1.

- i. **How many enforcement vehicles does the Maui Humane Society currently own? What is the estimated mileage on each of the existing vehicles? (Page 9-90, Budget Details, Index Code 1010258) (MM)**

Please see response from the Maui Humane Society attached as Exhibit 1.

5. **How will the proposed \$250,000 Hawaii Housing Planning Study differ from the Affordable Housing Plan provided by Hawaii Community Assets? (Page 9-10, Budget Details, Index Code 914457B) (MM)**

The Hawaii Housing Planning Study is a Statewide effort that the County of Maui participates in. This study provides critical data on population and housing trends and is a core component of decision-making regarding funding for numerous projects and activities. Data from the last Hawaii Housing Planning Study was

used in setting the scope of the Affordable Housing Plan provided by Hawaii Community Assets.

Additionally, the Department anticipates that the upcoming Hawaii Housing Planning Study may identify population trends or changes that have occurred since the onset of the COVID-19 pandemic which are not included in the Affordable Housing Plan and are important to know as the Department continues to plan for future housing development in the County.

The HHPS is the "WHAT IS NEEDED". The Affordable Housing Plan provided by Hawaii Community Assets was intended to provide a "HOW" to guide to provide housing identified in the HHPS. The cost of Maui's portion of the HHPS is estimated at approximately \$100,000. The remaining funds will be used to support the Interest List and Wait List initiatives required by Bill III.

6. **Funding awarded to the Maui Food Bank was decreased from \$400,000 in FY 2022 to \$100,000 in FY 2023 "based on increases from other funding sources for food. Funding can provide logistical support for Food Bank's other funding sources for food." Please provide more details regarding this explanation. (Page 302, Program Budget; Page 9-37 of the Budget Details, Index Code 914940B, Sub-Object Code 6317) (KRF)**

The Maui Food Bank will receive federal ARPA (American Rescue Plan) funds in addition to the County funding. ARPA funding is scheduled to be \$1 million. The statement on logistical support is to demonstrate the funds will be used directly for food and for the costs associated with managing, transporting and distributing food.

7. **What Professional Services are contracted using \$230,000 in funding for the Huliau Apartments? (Page 9-10, Budget Details, Index Code 914457B) (MM)**

Professional Services includes maintaining the operations of the property and is based on the actual monthly expenses to operate and manage the Huliau Apartments in FY 2022.

Because this project targets households which were either homeless or in temporary shelter, family incomes are not anticipated to give them the ability to pay the rent necessary to support the project. Currently the average rent paid by these families is \$300 per month. The average rent needed to support the project is \$1,600 per month.

The \$230,000 requested in the budget is the amount needed to cover the remaining costs including replacement reserves. The department anticipates that on-going financial support will be required for this property

8. **Will the \$293,406 increase to the Elderly Lunch Program be used to feed more seniors? How many seniors are currently fed through the Elderly Lunch**



**Program? Do you anticipate an increase in clients under this Program? What vendors do you partner with for this Program? (Page 9-26, Budget Details, Index Code 914358B) (MM)**

The expansion will feed more people and provide more meals to seniors in the Congregate Nutrition Program and the Home Delivered Meals program and cover the costs of increases in food and supply prices. The amount consists of expected growth in demand based on prior years as well as increases in food and packaging costs. The Congregate Nutrition Program serves 900 seniors, and Home Delivered Meals (Meals on Wheels) serves over 1,000. These numbers will continue to increase as the elderly population grows in Maui County. Both programs combined are on track to provide over 215,000 meals this fiscal year. Primary meal vendors include the State of Hawaii Department of Education and Hale Mahaolu.

9. **The increase in the Elderly Lunch Program is attributed “to an increase in food cost.” How much of the food for this program is locally sourced? (Page 9-26, Budget Details) (KRF)**

All meals are prepared in Maui County, using county-approved local vendors. The Department will ask our vendors to utilize locally sourced food to the extent they are able.

10. **Please elaborate on the types of services that are provided to residents of Huliau Apartments. Is this a cost that is anticipated to increase annually? (Page 9-37, Budget Details, Index Code 914903B) (MM)**

The scope of services for the contracted Case Management include:

- Screening and/or assisting participants in obtaining public benefits
- Assisting in applying for benefits as indicate
- Assisting in SSI/SSDI outreach, access, and recovery (SOAR)
- Provide and/or assisting participants to connect to services such as financial literacy, banking, budgeting, tax prep and credit repair
- Provide and/or assisting participants to connect to educational and vocational services and opportunities, including literacy, FED and computer skills classes, resume development, interview coaching, mentoring, job training, higher education, job placement, and support employment services

Provider services that are designed to help participants build motivation for change. This includes, but is not limited to:

- Participants to gain control of their own lives, define their personal values, preferences and vision for their future, and establish meaningful individual short and long term goals
- Participants to develop ability to distinguish between their personal goals or values and their current behavior
- Participants to build confidence, self-efficacy and hope that the things they want out of life are attainable

- Develop services that are attractive and meaningful to participants and that are responsive to their needs and preferences

Currently, Case Management costs are not expected to increase annually.

**11. What has been the progress and impact of the MEO Underage Drinking program? Can you briefly share some statistics from FYs 2020 to 2022? (Page 9-39, Budget Details, Index Code 914307B) (MM)**

The MEO Underage Drinking Prevention Program has reported the following statistics:

- i. Number of total unduplicated youth participating:
  1. FY20: 326; FY21: 123; FY22 (up to Q2): 110
- ii. Number of youth reporting reduced alcohol use in the last 30 days:
  1. FY20: 53; FY21: 75; FY22 (up to Q2): 79
- iii. Number of youth reporting increases communication with adult family members about underage drinking:
  1. FY20: 50; FY21: 87; FY22 (up to Q2): 79

**12. How many enrolled in the Kihei Youth Center versus the other youth centers? Briefly describe what is part of the satellite services? What is the reasonable staff pay increase? (Page 9-41, Budget Details, Index Code 914181B) (MM)**

- a. FY 22 all youth centers' total membership ranges from 62 to 417 youth. Kihei Youth Center (YC) reported 143 members
- b. FY22 all youth centers' average daily participation ranges from 14 to 65 youth daily. Kihei YC daily average participation is 37
- c. Satellite programming includes offering afterschool program at Kihei Charter school. During the midst of the pandemic Kihei YC started programs outdoors and off site and found the increased reach beneficial and Kihei YC would like to continue offsite programming. Programming can include homework assistance, health and wellness skills, substance abuse and suicide prevention, character and leadership development, and cultural activities.
- d. Total personnel costs at Kihei youth center will increase by a total of 3% from FY22 to FY23. This includes some changes to staff FTE and adding another position.

**13. Please provide target areas and operational hours for the Mobile Hygiene Unit. (Page 9-45, Budget Details, Index Code 914903C) (MM) (TP)**

The exact location and hours for the Mobile Hygiene Unit (MHU) have not been decided upon. The Administration's intention is partner with local providers to utilize this equipment to benefit the unsheltered community.

**14. Will the Mobile Hygiene Unit be ADA-accessible? (Page 9-45, Budget Details, Index Code 914903C, Sub-Object Code 7044) (TP)**

The Administration intends to purchase a Mobile Hygiene Unit (MHU) that is ADA



accessible. In the recent past, we have granted funds for MHU that were not ADA equipped, and then needed to purchase additional units to supplement the services. We hope to avoid this in the future and purchase just one unit.

- 15. Please explain how “Housing assistance payments” on page 9-60 differs from “Housing assistance payments” on page 9-61 of the Budget Details. (Pages 9-60 and 9-61, Budget Details, Sub-Object Code 6214) (MM)**

The “Housing assistance payments” specified on page 9-60 are the housing assistance payments supporting the County’s regular Housing Choice Voucher Program and our VASH vouchers. The “Housing assistance payment” on page 9-61 are specific to the HUD Emergency Housing Voucher Program, which is a temporary voucher program targeting special populations.

- 16. Of the \$45,000 for Travel for the Aging & Disability Resource Center, does the Department plan to use remote work or remote meeting opportunities to save on travel costs? Please elaborate if there are any challenges to work or meet remotely as it relates to this program. (Page 9-79, Budget Details, Sub-Object Code 6201) (MM)**

Staff members on Maui assigned to Moloka’i and Lana’i schedule in-person home visits when assessing new participants and conducting reassessments and checks. These in-person home visits allow staff to evaluate the participant’s physical state, their living conditions and their well-being. Video and telephone conferencing are not preferred methods for assessment and evaluation of our participants. We have one staff person who travels between East Maui and Central Maui for meetings, trainings, and to conduct assessments with team members. This funding is also anticipated to be used toward in-person training for staff to maintain their certifications.

- 17. How many staff members are assigned to the Medicaid Administrative Federal Financial Participation program? (Page 9-81, Budget Details, Sub-Object Code 6221) (MM)**

The Medicaid Administrative Federal Financial Participation program is a reimbursement program. These funds are not directed toward employee salaries. The funding however, can be used to support the activities of MCOA employees, primarily the Aging and Disability Services Specialists, in providing services for our participants.

- 18. How many seniors are fed through the \$72,000 funding for the Kaunoa Senior Leisure Meal Program? Please describe how this program differs from the Elderly Lunch Program. (Page 9-89, Budget Details, Index Code 1010178) (MM)**

Index 101017B is Kaunoa’s Revolving Fund. Funds in this account are only used for costs associated with senior activities in the Leisure Program. Unlike the Elderly Lunch Program, Fees and Voluntary Contributions from participants pay for activity

expenses, including meals, tickets, and class supplies, and reimburses the fund. No general funds are used.

- 19. Please briefly describe the “Other Services” provided by the \$97,000 line item for the Kaunoa Senior Leisure Program. (Page 9-89, Budget Details, Index Code 1010178) (MM)**

“Other Services” in Kaunoa’s Revolving Fund include expenses for excursions, classes and events including entrance fees, travel, class supplies, guest speakers and presenters. Fees and voluntary contributions from participants reimburse the account for these costs.

- 20. What are the costs of a housing study and possible contracting for County interest list management? What scope and deliverables do we expect to gain from the housing study? (Page 9-10, Budget Details, Index Code 914457B, Sub-Object Code 6112) (TP) (KRF)**

The County of Maui’s portion of the cost for the 2019 Hawaii Housing Planning Study was approximately \$102,000.00. The County’s portion for the upcoming study is not yet determined as a vendor has not yet been selected, but is currently estimated at approximately \$100,000.

The proposed scope for the 2023 HHPS consists of six major tasks: (A) gather, analyze, and report data on the housing market, including housing conditions, demographic and economic characteristics of Hawaii’s households, the supply of housing in the short-run and long-run, and demand for housing in the short-run by specific geographic areas, income group, and Native Hawaiian status; (B) project housing need by county and statewide by HUD income groups, elderly households, persons with special housing needs, and Native Hawaiian status; (C) provide an inventory of housing stock by county and statewide, including government-assisted housing and housing units for military personnel on or off military bases; (D) gather, analyze, and report historic and current information on for-sale and rental housing by county and statewide; (E) gather, analyze and describe data which identifies gaps in broadband internet access for low- and moderate-income households and where there are few providers, the need for increased competition; and (F) Collect data and seek consultation on natural hazard risks within low- and moderate income communities that are anticipated due to climate change. For the purpose of analyzing trends and measuring outcomes, information from the 2023 HHPS should be comparable with the previous housing planning studies.

Should Council wish to review the 2019 HHPS to see how the report was organized and review the included data, it is published on the County Housing Division web page.

- 21. Did the Maui Housing Affordability Initiatives not provide the information being sought by the Hawaii Housing Study? What were the deliverables of that expenditure? (Page 9-11, Budget Details, Index Code 914128B, Sub-Object Code 6317) (TP)**

No – the Maui Housing Affordability Initiatives was in support of the House Maui Initiative, which was a specific project and included direct delivery of services to County residents. The Hawaii Housing Study is a large-scale research study assessing data on short and long-term trends in population and housing needs.

- 22. The FY 2023 Budget did not include \$85,000 in funding for the Lahaina LEAD program. Will this program continue under a different department? (Page 9-30, Budget Details, Index Code 914172B, Sub- Object Code 6317) (TP)**

Index code 914172B is for Lahaina LEAD. Even after the Department worked with interested organizations and Council Member Johnson and his staff, there was no application submitted or pursuit from organizations to secure the funds.

- 23. Please provide data for the Animal Enforcement Program's effectiveness. Is there a need to increase funding based on community demand? (Page 9-47, Budget Details, 6317) (YS)**

Please see response from the Maui Humane Society attached as Exhibit 1.

- 24. Please explain why the Safe Haven expansion program for \$694,000 was deleted. (Page 301, Budget Program, Index Code 914172B, Sub-Object Code 6317) (SS)**

Index code 914172B is for Lahaina LEAD.

Safe Haven is a program with Mental Health Kokua which is being funded at \$192,337 for FY23 as a line item grant.

Thank you for the opportunity to provide this information. Should you have any questions or require additional information, please feel free to contact me at Ext. 7805.

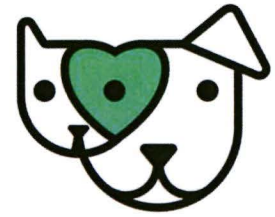
Sincerely,



LORI TSUHAKE, LSW, ACSW  
Director of Housing and Human Concerns

Attachment

# Memorandum



**TO:** LoriAnn Tzuhako, Director  
Maui County Department of Housing and Human Concerns

**FROM:** Stephen MacKinnon, Chief Executive Officer  
Maui Humane Society

**DATE:** April 7, 2022

**SUBJECT:** Responses to Questions Posed by Maui County Council

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Thank you for the opportunity to provide support information to questions posed to your department by Maui County Council that are focused on services provided by Maui Humane Society. The following are my responses to each question. Let me know if you have questions. I will be available at the hearing this afternoon to respond to any additional areas of concern.

4. *Regarding the Maui Humane Society: (Page 348, Program Budget; Page 9-46, Budget Details, Index Code 914018, Sub-Object Code 6112)*

- a) *How does the Maui Humane Society propose to spend the additional \$249,532 on staff and salary increases and adjustments to social media programming? Is the Humane Society hiring an additional eight positions or is this funding for salary increases for existing positions? (KTK) (TP) (KRF)*

Additional funding is sought to keep pace with growth of wage and supply costs over the two years of flat funding during the pandemic. With regard to only the county-mandated services, county funding has dropped from 73% to our proposed request at 54%. No new positions were added in the full budget proposal submitted to DHHC, and staffing for adoption marketing is unchanged, at one half of one position.

- b) *How will the additional funding further the program's goals and what will the increase in services provided to the public? (KTK) (TP)*

Program Goals:

- The majority of owners do not want to surrender their pets but are faced with seemingly insurmountable challenges that force this decision
- MHS does not have enough space for the increased number of animals coming into our care (Last 6 months we have had double the number of dogs vs kennels resulting in overcrowding, staff burnout, increased euthanasia)

EXHIBIT

1



- MHS is transitioning to a community-centric model of sheltering placing the emphasis on preventing surrender of animals by helping owners
- The goal is to keep pets with their families recognizing the importance of the human-animal bond
- MHS will assist pet owners who cannot afford to keep their pet due to financial hardship, veterinary costs, problematic animal behavior, temporary housing challenges and emergency situations such as domestic violence and hospitalization
- Address lack of access to care, the most significant animal welfare crisis affecting owned pets in our community by offering equitable access to basic veterinary services
- Increase education and awareness in the community about animal welfare, humane treatment of animals, solutions for community cat issues and TNR

#### Increased Services Provided to the Public

- Pet food pantry providing free food, litter, supplies and flea medicine to any pet owner expressing a need
- Partnering with human service nonprofits including mental health providers, income assistance programs, food distribution networks, senior living facilities, domestic violence organizations and unsheltered/houseless services to identify at-risk pets and their owners who need resources
- Provide support to domestic violence victims and emergency life situations when a pet cannot accompany an owner to a shelter or hospital
- Mobile community outreach events in areas of need such as Hana, providing free vaccinations and microchipping, basic medical exams
- Free spay/neuter for pets at large-scale public clinics held at the shelter and in strategic underserved locations (We will spay/neuter 500 animals in Hana this June, 2000 animals on the Westside in September)
- Low-cost spay/neuter for pets as part of regular operations with MHS offsetting the cost to keep it affordable for the public (\$45 cats, \$60 dogs)
- Free spay/neuter for feral/community cats with traps available for rent
- Providing free or reduced cost veterinary care to pets in need
- Dedicated employee handling pet surrender inquiries takes a case management approach to identifying the underlying pet issue and presenting solutions to the owner to help them retain the pet
- New Humane Enforcement *Resource* Officer (HErO) is a fully trained officer who serves the community by providing education and resources rather than focusing on enforcement duties

#### c) *Has there been a significant decrease in the number of volunteers? (MM)*

The total number of hours worked in this past fiscal year was 14,321. The previous year we had 11,773 hours. Even though we saw an increase in hours, you can see we had a decrease in actual volunteers:

FY 2020 - Total # of Active Volunteers = 393 Volunteers

FY 2021 - Total # of Active Volunteers = 356 Volunteers

FY 2022 - Total # of Active Volunteers = 332 Volunteers

The primary explanation for this decrease can be blamed on COVID-19. In the opening months of COVID we closed the shelter completely to volunteers because of our unfamiliarity with the challenges. A large percentage of our volunteers are senior citizens. As we re-opened to them, many volunteers opted out due to potential concerns over exposure.

With COVID seemingly dissipating we are seeing a resurgent this year. Along with a new Volunteer Coordinator, a new interactive hiring and training program along with expanded opportunities we are very confident both the number of hours and the number of volunteers will be increasing.

d) *Has there been an increased intake of animals? (MM)*

Yes - we have seen an increase from FY2020 to FY2021. We are currently in FY2022 and have not yet reached the increase from kitten season. Spring is often an increase of kittens, puppies, and guinea pigs.

INTAKE	Cat	Dog	Other	Wildlife	Total
FY 2022*	1865	743	198	7	2813*
FY 2021	3049	1125	240	12	4426
FY 2020	2281	1491	376	26	4174

**\*Note, this data does not reflect April-June. We have not yet reached Kitten season yet**

Comparing the first half of the current fiscal year to the previous year, our intake increased from 3,091 to 3,799, an increase of 23% in intake.

We have actively tried to reunite animals in the field before they come to the shelter. Throughout calendar year 2021, we reunited 228 animals, which means they did not come through our intake.

e) **Is feral animal control no longer a priority given that its is not included in the FY 2023 Budget? (MM) No need to answer this question**

f) *Has the Spay and Neuter Program been effective? Please explain. (MM)*

We would refer to our response to Question g that provides a response to this question as well.

g) *How does the Maui Humane Society plan to address the spay and neutering of animals that may have decreased during the pandemic? (TP)*

We would disagree with the form of the question that assumes there has been a decrease. In actuality, this past fiscal year our Spay/Neuter numbers have increased to an all-time high at 8,080 spay and neuter surgeries. In addition, we performed an additional 2,559 surgical

procedures during the same time period. It should be noted that this was also during the fiscal year that we shut down our clinical services twice due to COVID precautions or exposures.

Because of the success of the last year we have increased our monthly target goal for spay and neuter to 625 procedures per month. We are happy to report each month we have exceeded these goals. For example, in January of this year we hit 715, in February we hit 620 (even though we were closed for three surgery days), and we had 802 such surgeries this past March.

We continue to be confident that our Spay/Neuter program is the only effective manner in which to address the feral cat challenge. The Trap/Neuter/Release program is seeing results. One of the best measures is seeing the decrease in the number of kittens taken in during "Kitten Season" each year. While there was a slight increase this past year primarily because we were not able to focus spay/neutering in the critical spring months, each of the past five years has seen a decrease in this number. In the 2022 calendar year we anticipate two large Spay/Neuter clinics (one in Hana in the Spring, one in Lahaina in the Fall) that we project an additional 2,500 spay/neuter surgeries over our annual projections.

Finally, we are proud to report the first "Community Cat Count" will be occurring this summer. We had proposed such a program to the County last year but we were unable to secure funding. We were successful in locating alternative private funding and will be moving forward with this population count. This recognizes that there is significant uncertainty as to exactly how many feral cats exist on Maui. Along with the Canary Islands we will be the first field test of a new counting method that was developed by a consortium including Humane Society of the United States, ASPCA, The Smithsonian Institute, and Great Basin Bird Conservancy. We hope to have an official count completed in the fall which will be of significant aid as we seek to accurately manage and reduce the feral cat population.

Decreasing the feral cat population on Maui is a major priority for the shelter. The only humane solution to reducing the numbers is Trap, Neuter, Release (TNR) and although it is a long term plan, it is proving to have a measurable positive impact on our shelter and community already.

It's really quite amazing to think that Maui's feral/community (terms used interchangeably) cat population has a direct influence on our shelter's overall operation, but every department and program is impacted by the strain of our annual "kitten season". Kitten season is characterized by an overwhelming number of newborn kittens being brought to MHS between May to September. This year, we received 3000 kittens. A correlation between the total number of spay/neuter surgeries in a year and the subsequent reduction of kitten intake has been documented. The spay/neuter program of cats is the lynchpin of effective shelter operations and long term population control of community/feral cats.

The consequence of a high intake kitten season is an immense demand on shelter resources, from staffing to supplies, and the kitten population crisis becomes the center of attention. Our Foster program is quickly overwhelmed with needing to place dozens of kittens into "bottle baby" homes at the same time where they are fed every three hours. It is the norm to have over 300 kittens in foster homes at any one time. The kittens require our Veterinary Department to handle all the medical exams and treat ongoing Upper Respiratory Infections and Ringworm cases. Each kitten needs to be rechecked by our

medical team every two weeks and many are hospitalized due to illness that cannot be avoided at such a vulnerable age. The entire shelter goes into kitten mode at the expense of many other animals needing the same level of attention. Our capacity for care is greatly reduced during kitten season meaning that we are stretched too thin and other animals cannot be helped to the degree that they can outside of kitten season. *The key to avoiding this predictable pattern is to spay and neuter as many cats as possible.* Fewer kittens translates into more resources for all the animals and an overall higher Live Release Rate. This is what we strive to accomplish.

High Volume Spay/Neuter = Lower Kitten Intake + Higher Live Release Rate

Here are some facts about our Trap, Neuter, Release and feral cat spay/neuter program:

- There is no charge to spay/neuter a feral/community cat
- We have charged \$45 to spay/neuter a pet cat, \$60 to spay/neuter a pet dog
- MHS loans out cat traps at no cost
- MHS hired the first Community Cat Coordinator to educate the community on TNR best practices, provide trapping assistance, liaise with businesses and residential complaints about nuisance cats/cat colonies, establish relationships with cat colony caretakers to map hotspots of “unfixed” cats and organize trapping projects, promote the use of humane cat deterrents and educate Maui County Council on the fallibility of any inhumane population control method
- TNR Villa - our old “overnight drop off kennels” were converted into a building to house feral/community cats in traps waiting for surgery or to be released. They are fed and their traps are cleaned every day, they’re rarely in our care for more than 24 hours.

Live Release Rate Increase as TNR Program Grew *							
FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21
21%	26%	34%	45%	70%	82%	85.4%	80.93%
* Number of cats leaving MHS alive - reclaimed, adopted or transferred.							

Please note FY21 was an anomaly due to the pandemic. Our entire Vet team was quarantined at home due to a COVID outbreak. For a period of time we were unable to accept surrendered cats unless they were in medical distress, this resulted in an increased number of euthanasias for humane or untreatable reasons.

h) Please provide the current adoption rates. (Page 9-46, Budget Details, Index Code 914101B (MM))



We are not clear if the question is seeking information about the rates we charge the public for an adoption (fee) or the numbers of adoptions we are able to do with the community. We are responding to both options.

Adoption rates decreased this fiscal year. Comparing the first half of our fiscal year to the previous year, we've had a 6% decline in adoptions. Combined with a 23% increase in intake at the same time, this has led to critical levels of overcrowding beyond the shelter's capacity.

In order to try to lower our population in the shelter, we have monthly or seasonal promotions based on the needs of the shelter. As part of the adoption rates, there is a plethora of care that is included in the adoption (please see below). All animals adopted out of Maui Humane Society are spayed/neutered, microchip, receive medical exams, 1st vaccinations, flea control, deworming. Pending on the animal, there are significantly more benefits that are included (see below).

- Puppies (under 6 months) – starting at \$200
- Dog Adults (over 6 months) – Pick Your Price
- Dog Senior (7+ years) – Pick Your Price
- Kittens (under 6 months) – \$30
- Cat - Adults (over 6 months) – Pick Your Price
- Critters & Others - Pick Your Price

a) *How many enforcement vehicles does the Maui Humane Society currently own? What is the estimated mileage on each of the existing vehicles? (Page 9-90, Budget Details, Index Code 1010258) (MM)*

As a result of County Legal Counsel expressing concerns about non-County employees operating County vehicles we have agreed to slowly transfer over the fleet to exclusively MHS vehicles. The following table outlines this progress:

<b>Humane Enforcement Vehicles as of 04/07/2022</b>	
<b>MHS Owned Vehicles</b>	<b>Mileage</b>
2020 FORD F150 4X4	23,723
2018 FORD F150 4X4	79,294
2017 FORD F150 4X4	78,520
2017 DODGE RAM 4X4	55,903
2015 CHEV TAHOE	76,270
2013 TOYOTA TUNDRA	52,525
<b>Maui County Owned Vehicles</b>	<b>Mileage</b>
2014 CHEV SILVERADO, EQUIP NUMBER 1599	117,500
2007 FORD F150 4X4, EQUIP NUMBER 1367	231,797
2005 FORD F150, EQUIP NUMBER 1274	265,995
2003 FORD F150, EQUIP NUMBER 1157	233,886

1. *Please provide data for the Annual Enforcement program's effectiveness. Is there a need to increase funding based on community demand? (Page 9-47, Budget Details, 6317) (YS)*

During FY21 officers drove 100,093 miles, and responded to 3,253 calls for service. The total number of calls for service during FY22 is on track to exceed 3400 calls. In any given month officers provide in excess of 600 preventive patrols (i.e., beach and/or park patrols, education opportunities, etc.), they conduct over 25 cruelty and bite investigations and conduct a wide variety of other investigations dealing with neglect and education issues.

It is difficult to state this data illustrates our programs *effectiveness*. We are confident that we are able to respond to every call for service requested by the community but we recognize some areas of the island (particularly the Hana and Lahiana areas) do not get enough routine patrol time or opportunities for our officers to interact with the community. But our effectiveness has been significantly increased in a number of ways. Areas we are particularly proud of include:

- We started our “4EverPets” program at the beginning of the pandemic and now have given out more than 100,000 pounds of food along with cat litter, enrichment toys, beds, leashes and other supplies to those in need. Our officers carry on board their vehicle these same supplies to give out to those in need when we encounter them in the field.
- We have started the practice of attempting to return stray animals to their owners in the field rather than transporting the animals to be held at our shelter. This reduces travel time for the officers and pet owners and often eliminates citations and impound costs to those first offenders.
- We have increased the training to all of our officers in investigation techniques, report writing, self-defense tactics, community relations and other critical topics. This allows our officers to be more effective in dealing their services to the community.

Two solutions are included in our FY23 proposal to increase our effectiveness:

- Add an additional half-time officer to the serve the Hana community. This officer would provide patrol time, immediate response to calls for service, and serve as a transport officer to link with our other on-duty staff to deliver and return animals that belong to the Hana area.
- We currently have one full-time dispatcher to handle incoming calls and dispatch officers to calls for service. When the dispatcher is on days off, an officer takes on this task. This is an inefficient use of our trained officers. Adding a part-time dispatcher will allow more time for officers to be on the road to respond to calls and interact with the community.

## BFED Committee

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**From:** Melissa Agtunong <Melissa.P.Agtunong@co.maui.hi.us>  
**Sent:** Thursday, April 14, 2022 11:32 AM  
**To:** BFED Committee  
**Cc:** Linda Munsell; LoriAnn Tsuhako  
**Subject:** FY 2023 Budget (HHC-1)  
**Attachments:** (HHC-1) Response.pdf

Please see attached response from the Department of Housing and Human Concerns.

Mahalo,  
Melissa Jahja (Agtunong)  
Office of the Mayor | County of Maui  
(808)270-8263