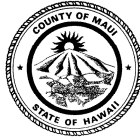


Council Chair
Alice L. Lee

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Presiding Officer Pro Tempore
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Director of Council Services
David M. Raatz, Jr., Esq.

Deputy Director of Council Services
Richelle K. Kawasaki, Esq.

COUNTY COUNCIL
COUNTY OF MAUI
200 S. HIGH STREET
WAILUKU, MAUI, HAWAII 96793
www.MauiCounty.us

April 14, 2025

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

Dear Ms. Tsuhako:

SUBJECT: **FISCAL YEAR 2026 BUDGET** (BFED-1) (HC-04)

Thank you for participating in the Committee's discussion on April 10, 2025. The Committee respectfully submits the follow-up questions listed below. May I further request that you transmit a written response to bfed.committee@mauicounty.us by **April 21, 2025**.

1. Please provide a detailed calculation of the Department's Carryover/Savings from FY 2024 to date. (TP)
2. Lānaʻi Community Health Center and Lānaʻi Kināʻole requested \$125,274 and \$250,000 in FY 2026, but received \$82,610 and \$175,000, respectively. Why did they not receive their requested amounts and what can be done to help them receive full funding? (HC-02 correspondence, FY 2026 Budget) (GJ)
3. For each grant line-item not designated for a specific recipient (e.g. Youth Programs), please provide the Department's grant selection criteria. (TP)
4. In the Department's response to HC-01, please provide a breakdown of West Maui programs offered under Maui Adult Day Care Center. (TP)
5. Please elaborate on the pros and cons of creating a medical-needs registry for County kūpuna and disabled during a disaster. What is

the Department doing to assist them with their evacuation plans?
(TP)

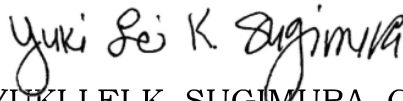
6. Please explain whether the Department supports having more than one Homeless Service Provider authorized to verify homelessness in Maui County. (TP)
7. The Department approved \$771,000 in funding for Ka Hale A Ke Ola in FY 2026.
 - a. Please explain the Department's grant funding criteria and measurement of grantee compliance.
 - b. Please provide Ka Hale A Ke Ola's scope of work using grant funds.
 - c. How does the Department ensure Ka Hale A Ke Ola is in compliance with the grant's criteria? (TP)
8. How does the Department ensure grant-funded programs comply with their reporting requirements? (TP)
9. Please provide a status update on the Community Needs Assessment discussed during the April 10, 2025, BFED meeting that would focus the Department's priorities and guide the distribution of grant funds to align with the community's needs. (NUH)
10. Please provide a breakdown of the Ka Hale A Ke Ola Homeless Resource Centers – Central Operations and Step Up Program? (Page 434, Program Budget) (SS)

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

Ms. Lori Tsuhako
April 14, 2025
Page 3

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

Sincerely,

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

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

bfed:2026bgt:250410ahc01:clm

cc: Mayor Richard T. Bissen, Jr.
Budget Director
Deputy Director of Human Concerns

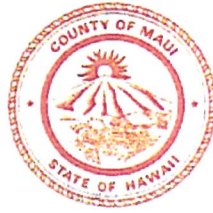
BFED Committee

From: BFED Committee
Sent: Monday, April 14, 2025 3:19 PM
To: loriann.tsuhako@co.maui.hi.us
Cc: BFED Committee; 'Michelle Santos'; 'Zeke Kalua'; Lesley Milner;
kristina.cabbat@co.maui.hi.us; tiare.p.horner@co.maui.hi.us; Janina E. Agapay; 'Jessica C.'; kimberly.ferguson@co.maui.hi.us
Subject: FISCAL YEAR 2026 BUDGET (BFED-1) (HC-04); reply by 4/21/25
Attachments: (HC-4) Correspondence to Human Concerns 04-14-2025.pdf

RICHARD T. BISSEN, JR.
Mayor


LORI TSUHAKE
Director

JESSICA CROUSE
Deputy Director



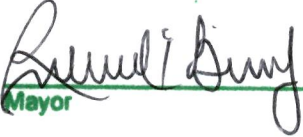
DEPARTMENT OF HUMAN CONCERNS
COUNTY OF MAUI
2200 MAIN STREET, SUITE 546
WAILUKU, MAUI, HAWAII 96793
PHONE: (808) 270-7805

April 17, 2025

Ms. Lesley Milner 
Budget Director, County of Maui
200 South High Street
Wailuku, Hawaii 96793

Honorable Richard T. Bissen, Jr.
Mayor, County of Maui
200 South High Street
Wailuku, Hawaii 96793

APPROVED FOR TRANSMITTAL

 4-17-25
Mayor Date

For Transmittal to:

Honorable Yuki Lei K. Sugimura, Chair
Budget, Finance, and Economic Development Committee
Maui County Council
200 South High Street
Wailuku, Hawaii 96793

Dear Chair Sugimura:

SUBJECT: FISCAL YEAR ("FY") 2026 BUDGET (BFED-1) (HC-04)

Thank you for your correspondence of April 2, 2025. The information requested in your letter is listed below in bold and is followed by the Department's responses.

- 1. Please provide a detailed calculation of the Department's Carryover/Savings from FY 20-24 to date. (TP)**

A breakdown of the Department's carryover savings pursuant to the FY2024 ACFR is below. Please note that this data also includes information for the Housing Division as FY2024 predates the bifurcation of the Department of Human Concerns and the Department of Housing.

Administrative Program:

- \$64, 575.763 – Salaries and Wages

TO SUPPORT AND EMPOWER OUR COMMUNITY TO REACH ITS FULLEST
POTENTIAL FOR PERSONAL WELL-BEING AND SELF-RELIANCE

- \$8, 636.11 – Operations
- \$68.94 – Capital Outlay

Human Concerns Program:

- \$745, 342.41 – Salaries and Wages
- \$2, 625, 034.31 – Operations
- \$21, 176.11 – Capital Outlay

Animal Management Program:

- \$12,730.69 – Operations

2. **Lānaʻi Community Health Center and Lanai Kināʻole requested \$125,274 and \$250,000 in FY 2026, but received \$82, 610 and \$175,000 respectively. Why did they not receive their requested amounts and what can be done to help them receive full funding? (GJ)**

Lānaʻi Community Health Center and Lānaʻi Kināʻole requested \$125,274 and \$250,000 in FY 2026, but received \$82,610 and \$175,000, respectively.

DHC operates on a 2-year funding cycle. FY2026 is the second year of the funding cycle. During the development of FY2025 budget the Department received guidance from the Budget Office to be conservative and to limit increases in funding. In addition to these general budget instructions, both Lānaʻi Community Health Center and Lānaʻi Kināʻole had additional considerations:

Lānaʻi Community Health Center (LCHC): Their FY2025-FY2026 application (Integrated Behavior Health Direct Services program) indicated a reduction in proposed services (patients screened FY24 = 1,630; FY25 & FY26 = 994 & 1,014) while proposing an increase in requested funds. LCHC also included in their application an increase in other funding sources for the proposed program (FY24 = \$32,205; FY25 & FY26 = \$185,950 & \$195,012). Essentially, LCHC asked for more County funds for reduced services while anticipating increased funding from other sources. Therefore, the award for FY2025-FY2026 was set to the same amount as previous years. LCHC also submitted a proposal in response to the invitation to apply issued by the Department in fall 2024 for the Mental Health Programs allocation. Most of the funds requested was to provide training for LCHC service providers. LCHC was awarded \$75,000 for a one-time 12-month grant which will overlap a majority of FY2026. LCHC will receive \$82,610 from the FY2026 budget and \$75,000 carry forward from FY2025 for total funding of \$157,610 in two grants through the course of the coming fiscal year.

Lānaʻi Kināʻole: This agency's FY2025-FY2026 application (Our Lanai Home is Best program) indicated a reduction in the proposed number of persons serviced (FY24 = 20 participants; FY25 & FY26 = 15 Participants each year) while proposing an increase in the requested funds. At \$175,000 for 15 participants, the FY25 and FY26 funding represents a 16.67% increase in funding per participant. Additionally, the Maui County Office on Aging has invited Lānaʻi Kināʻole to apply

for services contract funding as a home and community-based service provider. Establishing a formal services contract would strengthen the agency's ability to serve Lāna'i's kūpuna through authorized programs such as homemaker services, personal care, and respite services. The most recent procurement opportunity occurred in February 2025 Lāna'i Kinā'ole did not apply. To summarize, Lāna'i Kinā'ole asked for more County funds in exchange for fewer proposed services and has not applied for other funding opportunities even when invited by the Department.

3. For each grant line-item not designated for a specific recipient (e.g. Youth Programs), please provide the Department's grant selection criteria. (TP)

DHC grant applications are reviewed on an individual basis with guidelines for consideration. Applications are received by the Grants Management Division and screened for completeness. Any missing items are identified for the grant managers consideration. Applications are reviewed by assigned grant managers who develop initial proposals for funding. The Grants Management Division then reviews all funding proposals. The Director and Deputy Director then meet with the grants managers to decide upon final award recommendations within the parameters of the Budget Office's budget instructions.

Grant managers are provided guidelines for reviewing applications including the following:

- Is the application complete and on time?
- Are Qualifying Standards filled out and signed?
- Did the applicant follow the application instructions?
- Is it clear what the program will be doing and are the goals achievable?
- Does the program address an unmet need within Maui County?
- Are there clearly identified measurable outcomes (indicators of change or impact on the target population)?
- Does the program design benefit a marginalized population or community experiencing disparities?
- Does the program utilize practices that are evidenced based or industry standard?
- Is the program sustainable?
- Is the program appropriately staffed?
- Does the organization have a positive history of program implementation and administrative capacity?
- If previously funded, are there significant changes in the program implementation, budget requests, and/or program outcomes?
- Is the budget reasonable and appropriate for program implementation?
- Are there any unallowable or unreasonable budget items?
- Identify major strengths, major weaknesses, and required improvements/adjustments to the program and/or budget - should the program be funded?
- Should the program be funded - if yes, how much?

4. In the Department's response to HC-01, please provide a breakdown of West Maui programs offered under Maui Adult Day Care Center. (TP)

Maui Adult Day Care (MADCC) provides the following services at all locations:

- Adult Day Care
 - Supervised daytime care in a structured and supportive environment
 - Therapeutic and recreational activities to enhance physical, emotional, and cognitive well-being
 - Nutritionally balanced meals and snacks
 - Support with activities of daily living
- Adult Day Care Respite
 - Flexible, short-term care options that provide relief for family caregivers
- Personal Care
 - Assistance with bathing, grooming, toileting, hygiene, and mobility throughout the day
- Family Caregiver Support Services
 - Ongoing education, referrals, and assistance for caregivers
- Family Caregiver Support Counseling
 - Individual counseling for caregivers facing stress, burnout, or other emotional challenges

Prior to the August 2023 wildfires, Maui Adult Day Care Center (MADCC) operated a licensed adult day care facility in Lahaina that provided services to older adults and their caregivers in West Maui. Unfortunately, this facility was destroyed in the fires and has not yet been replaced.

After the August 2023 wildfires, MADCC has continued to serve displaced West Maui families by offering services at its other sites in Kahului, Wailuku, and Kihei, and developed a partnership with Maui Economic Opportunity to transport West Maui Residents to these sites. Many West Maui residents who have relocated temporarily or permanently now access services through these alternate centers.

MADCC has been working with the County to secure space at a property located on Kenai Street in West Maui. Our Department has been informed of the forward progress being made and is hopeful that the site will be finalized and open for services this summer. Re-establishment of a West Maui facility will be critical to meeting the needs of displaced families, both for the care and well-being of the kupuna as well as support of the family caregivers.

5. Please elaborate on the pros and cons of creating a medical-needs registry for County kupuna and disabled during a disaster. What is the Department doing to assist them with their evacuation plans? (TP)

Pros:

- Support facilities like hospitals and emergency shelters can prepare in advance for the special needs of registered residents pre disaster.

- Encourages individuals and caregivers to consider their emergency preparedness needs.
- Helpful in accounting for, and assisting people post disaster.

Cons:

- May foster a false sense of security. For example, refusing immediate assistance from neighbors and friends because they believe they are “registered” or signed up to be picked up by the county, giving them a false sense of security. In the Lahaina Fire, one senior refused a ride from her own family because she believed the property manager would evacuate them. She perished in the fire.
- Data accuracy and maintenance: registries require continuous updates to remain accurate and rely on self-reported information which can quickly become outdated, which may lead to inaccurate deployment of resources or delays in response time. A registry would also rely on voluntary participation, which may result in skewed planning efforts and inaccurate resource availability.
- Privacy and liability concerns – the registry would likely include sensitive medical and personal information which may trigger compliance risks and limit which entities could utilize or access the database.

Kaunoa Senior Services and the Maui County Office on Aging (MCOA) have implemented several initiatives to support kūpuna and persons with disabilities with personalized preparedness and planning:

- Kaunoa provides emergency preparedness information to its participants in all programs, throughout the year. Presentations by HECO, Maui Fire Department, Maui Police Department, are provided to Congregate Nutrition sites and at Kaunoa’s centers.
- In an emergency, Kaunoa staff in each program calls its identified at-risk senior participants to make them aware of the danger and ensure that they have transportation and food in case of evacuation. Follow-up wellness calls are made post-emergency.
- MCOA conducts ongoing outreach and educational sessions for community groups and public events to help individuals and families create personalized evacuation plans, assemble emergency kits, and understand local sheltering options.
- Emergency Preparedness Database: MCOA maintains an “emergency preparedness” database of approximately 1,400 program participants receiving Kupuna Care or Title III services. This database is regularly updated through participant assessments, collecting vital information and reviewing this

information annually with our participants. The information has been used to support Maui Emergency Management Agency (MEMA) planning efforts in the past and has been used by MCOA staff to check in with program participants before and after an event.

- MCOA is researching possible tools, such as mobile apps or wearable alert devices, that may help individuals signal for help, access real-time information, and stay connected with caregivers and emergency responders during a disaster.

6. Please explain whether the Department supports having more than one Homeless Service Provider authorized to verify homelessness in Maui County. (TP)

While the Department of Human Concerns (DHC) is not opposed to there being more than one Homeless Service Provider authorized to verify homelessness in Maui County for the purposes of entry into homeless shelters, we note that this decision is not the County's to make. The State of Hawaii Department of Human Services (DHS) Homeless Programs Office (HPO) is the entity that dictates which outreach providers administer homeless verification for shelter placement eligibility. The State of Hawaii is the primary funder of homeless shelters, and thus the shelters that receive State funding are contractually obligated to accept homeless verifications only from HPO-funded Outreach contractors. The State DHS Homeless Programs Office currently includes language in its contracts that a homeless verification letter for purposes of accessing services must come from another HPO contracted provider. A main reason for this is that HPO does not have oversight over agencies that are not contracted by it for homeless services.

7. The Department approved \$771,000 in funding for Ka Hale A Ke Ola in FY 2026.

a. Please explain the Department's grant funding criteria and measurement of grantee compliance.

Criteria for application review is provided in response to #3 above.

Grantee compliance is based on administrative, programmatic and fiscal monitoring. Grantees are required to submit quarterly financial reports, narrative reports, and demographic reports. Grant Managers conduct monitoring through site visits and/or by request of supporting documents to verify the reports are accurate and that the grantee is abiding by the terms of the grant agreement. Monitoring includes verifying expenses, procurement practices, cost allocation practices, participant logs, program activities, case management logs, program databases, and/or other program data. If a grantee's records align with the reports submitted and are operating within the parameters of the grant agreement, the grantee maintains compliance. A

grantee can be deemed non-compliant when the agency is no longer abiding by the terms of the grant agreement which could include expending funds outside of the approved budget, utilizing grant funded resources outside of the

grant agreement narrative (program description), not implementing elements of the program narrative, violating the terms and conditions of the grant agreements, submitting late, incomplete and/or inaccurate reports, etc. Some non-compliance issues can be resolved quickly but if resolution cannot be achieved efficiently, and a grantee continues to be deemed non-compliant they are put on a corrective action plan to make necessary adjustments in their program, fiscal and/or record keeping to re-establish compliance with the terms of the grant agreement.

b. Please provide Ka Hale A Ke Ola's scope of work using grant funds.

Ka Hale A Ke Ola's grant for the Central Operations and Step-Up Program is to support costs associated with personnel, administration, maintenance, and safety of KHAKO's homeless services facilities. Funding covers executive and administrative personnel salaries, taxes and fringe benefits in addition to overhead costs for client food, utilities, facility repairs and maintenance, insurance, HR/payroll services, and administrative software. These administrative expenses support the implementation of the emergency shelter program, case management services, permanent housing program, and Step-Up program. Program evaluation measures are related to the overall organization's activities including providing emergency sheltering for homeless individuals and families, increased knowledge and skills in housing maintenance in the Step-Up program, and how many of those exiting to permanent housing will remain successfully housed after 6 months. The County grant agreement is not a contract for services, nor does it cover expenses specifically for emergency shelter beds.

c. How does the Department ensure Ka Hale A Ke Ola is in compliance with the grant's criteria? (TP)

Ka Hale A Ke Ola (KHAKO) provides the required quarterly financial reports which detail expenses for each quarter, previous reported amounts, and a year-to-date total. KHAKO also submits the required quarterly narrative and demographic reports which provide details on the overall progress of their programs and highlights any key status updates. Their narrative report also includes specific outputs and outcomes included in their grant agreement program evaluation table. As backup documentation for their narrative reports, KHAKO submits a 1) Exit Destination Report, which provides details on how many individuals were exited from KHAKO, where they were exited to and how long they stayed at the KHAKO shelter; 2) Central Step-Up program client completion list; and 3) report on how many clients released to permanent housing still maintain housing after 6 months of exiting the KHAKO shelter.

To date, KHAKO has maintained compliance with the grant agreement for the FY2025-FY2026 grant cycle.

8. How does the Department ensure grant-funded programs comply with their reporting requirements? (TP)

Grantee reporting compliance requires that grantees submit their reports on time and accurately. Grantees are required to submit quarterly financial reports, narrative reports, and demographic reports on department specified forms. The reporting timeline and reports required are specified in the grant agreement general terms and conditions. Reports are then checked during monitoring. Grant Managers conduct monitoring through site visits and/or by request of supporting documents to verify the reports are accurate and that the grantee is abiding by the terms of the grant agreement. Monitoring includes verifying expenses, procurement practices, cost allocation practices, participant logs, program activities, case management logs, program databases, and/or other program data. If a grantee's records align with the reports submitted and are operating within the parameters of the grant agreement, the grantee maintains compliance.

9. **Please provide a status update on the Community Needs Assessment discussed during the April 10, 2025 BFED meeting that would focus the Department's priorities and guide the distribution of grant funds to align with the community's needs. (NUH)**

The assessment survey went live in March 2025. The County issued a press release on March 20, 2025 to notify residents that they may be invited to participate. Six hundred fifty-eight (658) completed surveys have been collected to date. The Department's Consultant expects to finish data collection in early May, conduct their analysis, and the Department expects to receive a full draft report in late May or early June.

10. **Please provide a breakdown of the Ka Hale A Ke Ola Homeless Resource Centers – Central Operations and Step Up Program? (Page 434, Program Budget) (SS)**

Please see response to #7.b.

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

Sincerely,



LORI TSUHAKE, LSW, ACSW
Director of Human Concerns

BFED Committee

From: Lesley J. Milner <Lesley.J.Milner@co.maui.hi.us>
Sent: Thursday, April 17, 2025 5:52 PM
To: BFED Committee; loriann.tsuhako@co.maui.hi.us
Cc: Michelle L. Santos; Ezekiel I. Kalua; Kristina Angeline C. Cabbat; Tiare P. Horner; Janina E. Agapay; Jessica C. Crouse; kimberly.ferguson@co.maui.hi.us
Subject: RE: FISCAL YEAR 2026 BUDGET (BFED-1) (HC-04); reply by 4/21/25
Attachments: (BFED-1)(HC-04).pdf

Aloha,
Please see attached correspondence. Thank you very much.
-Lesley

From: BFED Committee <BFED.Committee@mauicounty.us>
Sent: Monday, April 14, 2025 3:19 PM
To: Lori Ann Y. Tsuhako <loriann.tsuhako@co.maui.hi.us>
Cc: BFED Committee <BFED.Committee@mauicounty.us>; Michelle L. Santos <Michelle.Santos@co.maui.hi.us>; Ezekiel I. Kalua <Zeke.Kalua@co.maui.hi.us>; Lesley J. Milner <Lesley.J.Milner@co.maui.hi.us>; Kristina Angeline C. Cabbat <kristina.cabbat@co.maui.hi.us>; Tiare P. Horner <tiare.p.horner@co.maui.hi.us>; Janina E. Agapay <Janina.E.Agapay@co.maui.hi.us>; Jessica C. Crouse <Jessica.Crouse@co.maui.hi.us>; Kimberly A. Ferguson <kimberly.ferguson@co.maui.hi.us>
Subject: FISCAL YEAR 2026 BUDGET (BFED-1) (HC-04); reply by 4/21/25