



Maui County Department of Housing and Human Concerns

*"To support and enhance the social well-being
of the citizens of Maui County"*

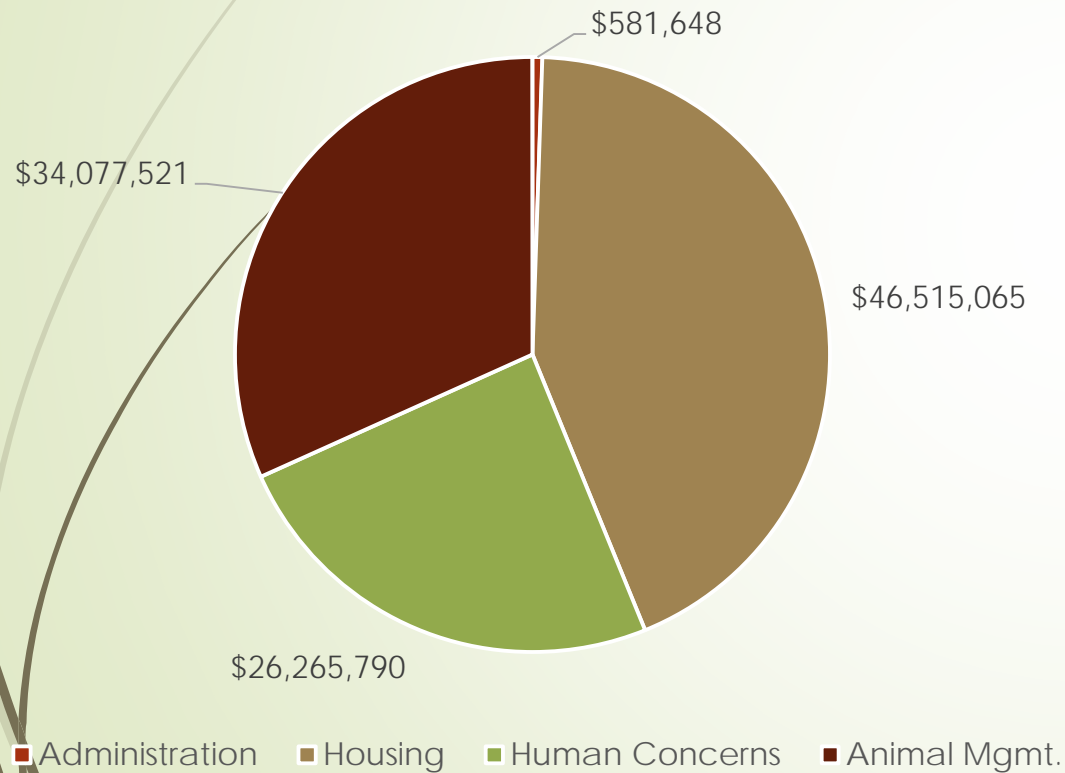
*Operational and Budgetary Review
of the Human Concerns Program
HCP Committee – January, 2022*

DHHC PROGRAMS

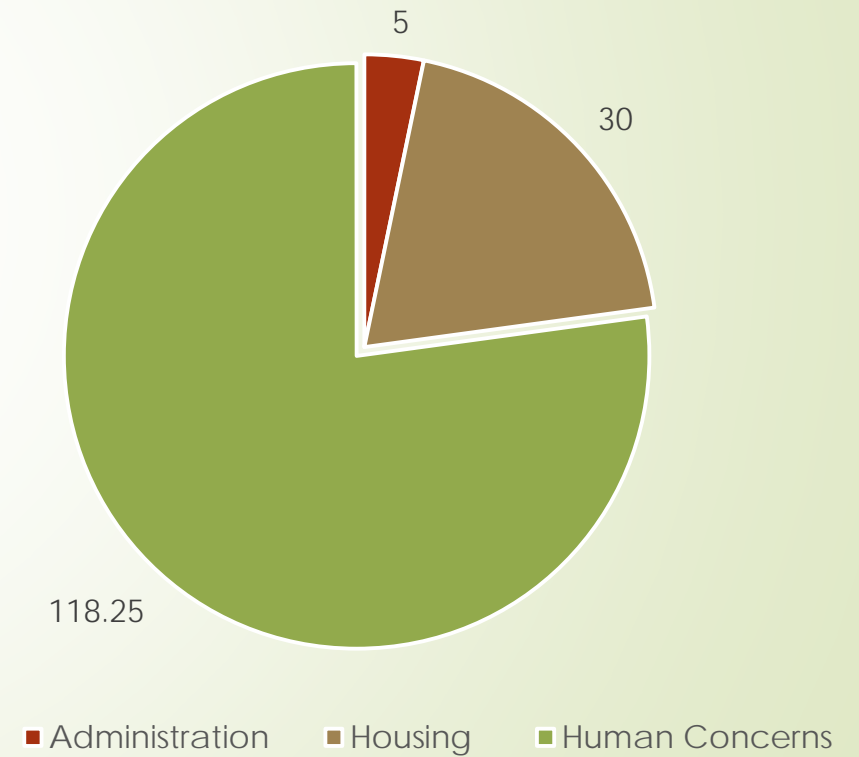
- Administration Program
- Housing Program
- **Human Concerns Programs**
 - Early Childhood Resource Center
 - Grants Management Division
 - Homeless Program Division
 - Immigrant Services Division
 - Maui County Office on Aging / Aging and Disability Resource Center (MCOA / ADRC)
 - Senior Services Division - Kaunoa
 - Volunteer Center
- Animal Management Program

Departmental Budget and Personnel for FY22 by Program

Fiscal Year 2022 Department Budget



Fiscal Year 2022 Personnel





Administration Program

- Provides direction and oversight to eight divisions, as well as the Animal Management Program
- Ensures efficient operations and high performance by providing training and leadership opportunities within the department
- Ensures the most relevant and highest quality services are provided to the citizens of Maui County in areas of housing and human concerns



Administration Program Budget / Personnel

- Total of 5 staff members/EP
- Total program budget in FY2022 = \$581,648
- Equates to 5.4% of Department's overall budget
- 1 vacancy (Administrative Officer) to be filled this month



Human Concerns Program

There are 7 divisions which are funded through the Human Concerns Program. Funding allocated to this program equates to approximately 24.4% of the Department's overall budget.

The divisions are as follows:

- Early Childhood
- Grants Management
- Immigrant Services
- Senior Services -Kaunoa
- Office on Aging
- Volunteer Center
- Homeless Program (to be reviewed at AH Committee)



Maui County

Early Childhood Resource Center

Mission

- ▶ The Early Childhood Resource Program's *mission* is to *coordinate, support, mobilize and leverage partnerships and funding*, including early childhood grants as appropriate; and *identify, provide and share resources for families and professionals*, moving toward *implementing a coordinated system of early childhood services* for young children from prenatal to kindergarten entry in Maui County.

Vision

- ▶ The *vision* of the Early Childhood Resource Program is to *improve and enhance the availability, affordability, and quality of early care and education services* through the promotion of *shared goals partnerships, and resources*.

Quickly Stated: Anything that will impact Maui County Families (prenatal to kindergarten entry) is within the scope of the Early Childhood Resource Center. It's not just about preschool. Being a division of 1 >>>>>>> Partnerships at all levels and in all areas are ESSENTIAL.

*Family
Engagement
(Support)*

Safety

Childcare

Literacy

*Workforce
Capacity &
Professional
Development*

Health

Population Served

This program serves providers and families engaged in meeting the needs in early childhood care and learning in Maui County, specifically for children ages prenatal to kindergarten entry.

Early Childhood Grant Highlights

Grants Supporting Families with Young Children so Parents can Work:

- ❖ County Early Childhood Resource Center & Subsidy Program
- ❖ MEO Kahikamali'i Infant Toddler Center
- ❖ MEO Headstart After School and Summer
- ❖ MFSS Early Head Start
- ❖ E Malama I Na Keiki O Lanai Maui
- ❖ Imua Family Services Inclusion Preschool

Nurturing Children,
Empowering Families!



Grants Supporting Parent Engagement & On Track Child Development:

- ❖ PID Tutu & Me Program
- ❖ Imua Family Services Early Childhood Development Program
- ❖ Imua Family Services Teddy Bear Corner (Molokai)
- ❖ PATCH LENA Pilot Program
- ❖ MFSS Early Childhood Family Literacy Program
- ❖ MFSS Kane Connections Fatherhood program

Grants Supporting Quality & Early Childhood Workforce Sustainability

- ❖ PATCH Early Childhood Workforce Sustainability

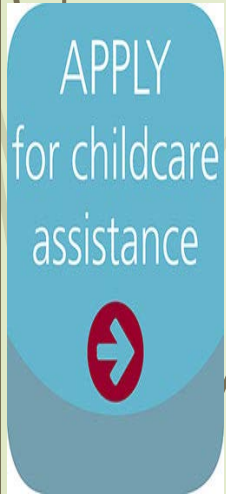


Early Childhood Grants Implementation Highlights



Maui County Early Childhood Resource Center now houses a **Team of 4:**

- ❖ EC Resource Coordinator (Maui County)
- ❖ EC Financial Assistance Project specialist
- ❖ EC Program Navigation Project Specialist
- ❖ EC Family Literacy Project Specialist



Maui County Helps Pay for childcare

\$324,000 FY22 Allocation to Direct Assistance for childcare

29% (\$94,000) Payments issued through quarter 2

34 County of Maui Subsidy Recipients

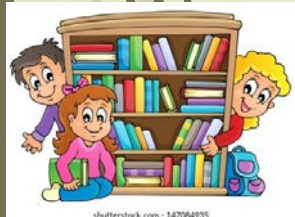
96 County Maui Subsidy Assistance Applicants

64 (\$440,000) Families helped to access other assistance

***After 1.31.2022 the # of families needing assistance from Maui county is anticipated to increase due to a change in the DHS eligibility criteria.**



Lending Library children's book selection expanded to over **3,600 books** and an online borrowing process implemented

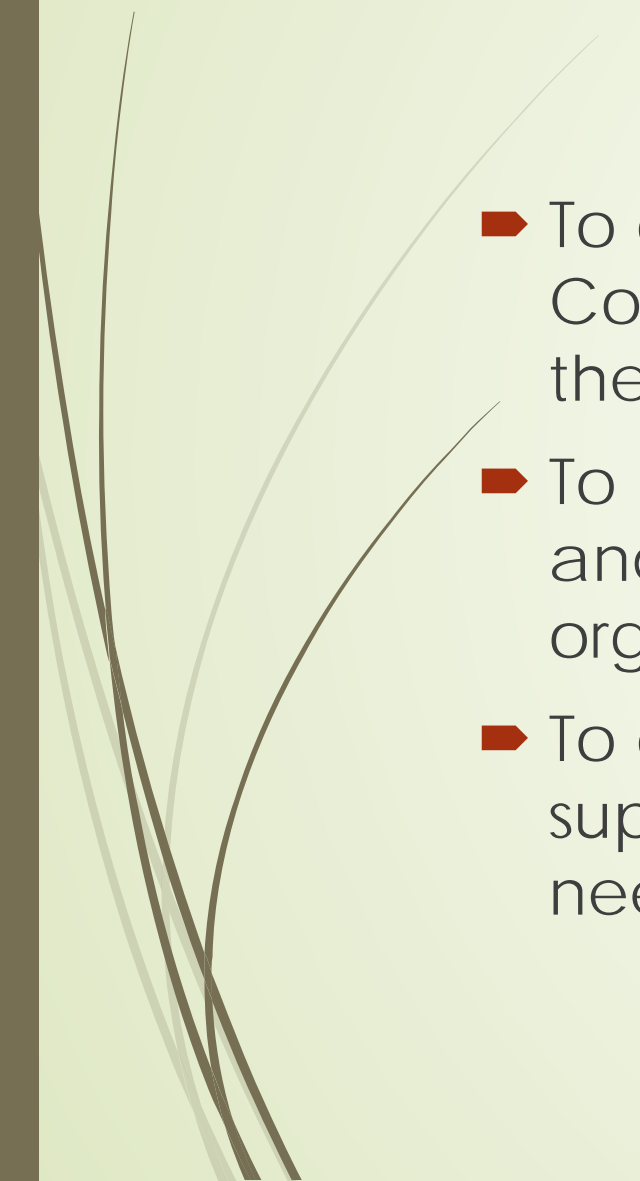


Investing in children
is good for everyone!





Grants Management Division Mission

- To develop and implement plans to meet the Human Concerns program objectives with the assistance of the community and direct service providers.
 - To monitor and evaluate County funded programs and services provided by private non-profit organizations.
 - To distribute funds for programs and services that support and enhance the human and social service needs of Maui County.
- 

Grants Management Division (GMD)

**Currently Oversees: 105 Grants
\$19,799,432 in Community Assistance**

Capital Improvements
(\$1,980,000)

Animal Management
(\$4,283,328)

Human Concerns (\$13,536,104)

- Food, Shelter, and Safety
- Early Childhood
- Health, Human Services, and Education
- Services for the Frail and Elderly
- Substance Abuse Prevention and Treatment
- Youth Alcohol Education Awareness
- Youth Centers and Programs
- Homeless Programs
- Self Sufficiency



Programs & Services

- GMD provides administrative and fiscal oversight throughout the life of County Council's approved line item grants with focus on health, human services and education.
- GMD also performs significant role in the administration of DHHC programs addressing the community needs in areas of homelessness, substance abuse prevention and treatment and self- sufficiency.
- GMD provides input into the DHHC grants selection process, initiates the execution of grant agreements, reviews quarterly reports, approves and processes grant payments, and monitors grants to ensure compliance with the mandate of Chapter 3.36 of the Maui County Code.

Successes – Impact to Community

- Supported funding for
 - 15 Substance Abuse Prevention and Treatment Programs
 - 12 Youth Serving Organizations
 - 11 Homeless Programs
 - 3 Food Security Organizations
 - 13 Animal Management and Feral Animal Control Programs
 - 9 Capital Improvement Grants to Non-Profits
 - Other Various Human Concerns Grants
- Provided technical assistance to grantees to identify or develop meaningful outcome measures.
- Provided reasonable flexibility as programs continuously adjust to the COVID Pandemic and the various changes brought by virus variants.
- Provided fiscal oversight for capital improvement projects



Immigrant Services Division

Our Mission

To assist new residents of Maui County to become fully integrated productive members of our community

We endeavor to connect immigrants, non-immigrants, and citizens alike to the people, places, and resources that enable them to build successful lives and enrich our community.



Activities – FY22

1. Integrated FastVisa, a next generation case management platform to maintain security of ISD's client information.
2. Coordination and hosting of cultural training workshops for community/agency partners – 1st workshop scheduled in January 2022 with Pacific Resources for Education & Learning (PREL)
3. As of December 1, 2021, ISD no longer provides legal immigration assistance – remainder of FY22 will need to focus on other service endeavors



Programs and Services

- Provide basic document assistance (scan/upload) to Federal agencies; provide free Federal Immigration forms; assist with scheduling appointments for passports and acquiring documents
- Referrals to other services and service providers
- Support development of acculturation and integration programs to assist immigrant/migrant communities to become more actively involved in the Maui County community.
 - \$25K Acculturation Program grant subsidy - RFP issued/no responses. Working with Voices of Micronesians of Maui (VoMOM) on program development.
 - English as second language
 - Micronesian Coalition
- Support of Consular Outreaches to Maui





The Department of Housing and Human Concerns - Senior Services Division produces a wide spectrum of programs and services for adults ages 55 and better. Kaunoa provides a critical foundation for ensuring that the aging population of Maui County remains healthy, has opportunities to contribute to communities, and live independently with dignity, preventing the costly need for institutionalization, for as long as possible.

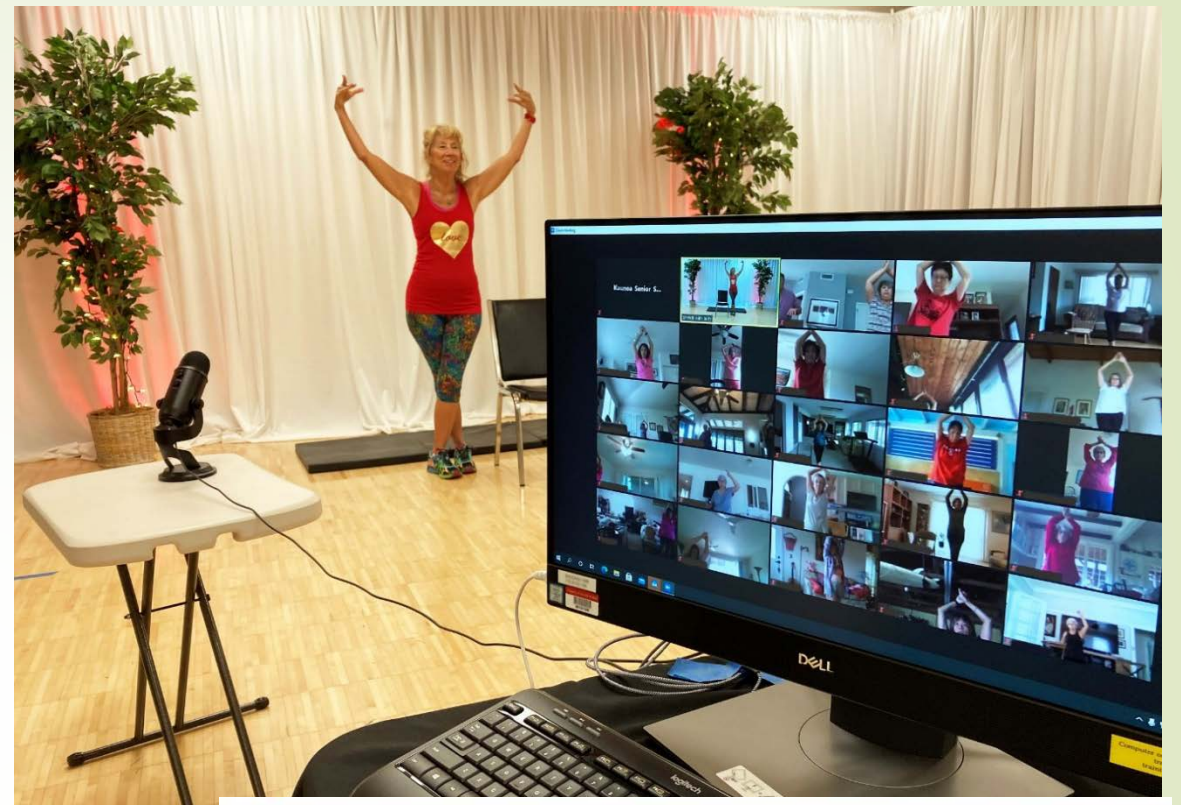
Leisure/Wellness

- Wellness Classes, Excursions, Special Events (online since the pandemic)
- Promotes Physical/Mental/Emotional Health, and Independence
- Provides Social Connections to Peer Groups
- Ages 55 and Better
- 96% of participants agree that the program is important to maintaining their overall health and independence

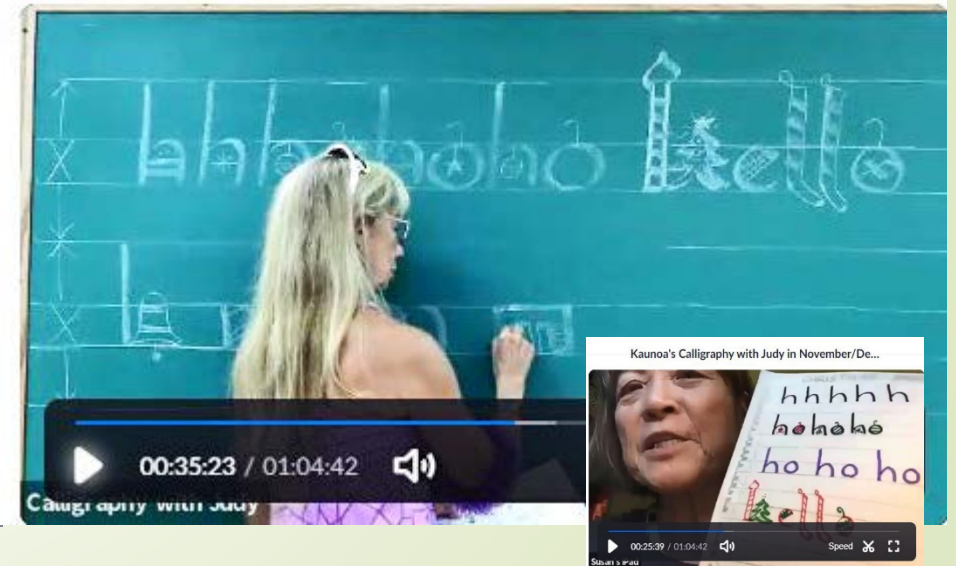


Kaunoa's Online Wellness Program

- Decreases seniors risk for physical decline and depression due to isolation.
- Seniors remain healthy, active and socially connected at home.
- Classes are broadcast live and monitored for safety.
- Provides one-to-one technical assistance to participants.
- Programming partners include the University of Hawaii Maui College, AARP, and the University of Hawaii Statewide Cultural Extension Program



Stretch
Low Impact
Aerobics
Cooking
Calligraphy
Yoga
Tai Chi
Zumba
Cyber Security
Brain Health
Intro to iPhone
And more.....



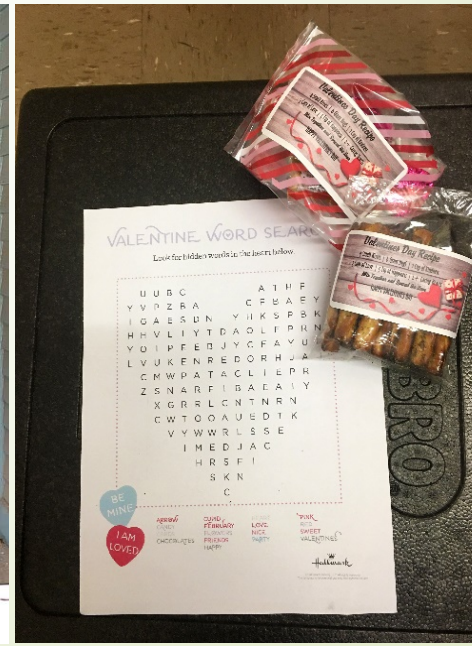
Congregate Nutrition Program

- Provides Fresh, Nutritionally Balanced Meal, Nutrition Education
- Creates Essential Socialization Experiences
- Adults Ages 60+
- Over a Dozen Nutrition Sites in Maui County (closed due to pandemic)
- 95% of participants agree that the program is important to maintaining their overall health & independence



Pandemic Transforms Congregate Lunch Program to Home-Based Meals and Activities

- With lunch sites closed, over 5700 meals are being delivered to Congregate participants' homes every month in FY22.
- Daily face-to-face wellness check provide safety, security and peace of mind for seniors and families
- Safe, friendly visits for socialization reduce loneliness and risk of depression. Congregate participants struggle without socialization from lunch sites.
- At-home special activities and celebrations provide mental stimulation and feed the spirit: BINGO, HALLOWEEN SURPRISE, CHRISTMAS GREETINGS, VALENTINES GIFTS, LUCKY NUMBERS, and more...



Retired and Senior Volunteer Program (RSVP)

- Ages 55+
- Corporation for National and Community Service Grant
- Service Categories (Focus Areas)
 - Education
 - Human Needs Services
 - Economic Opportunity/Capacity Building
 - Environmental Stewardship
 - Public Safety/Disaster Preparedness
- 99% Participant Satisfaction Rate
- Converted to online reporting system for work stations and advisory council.
- Created drive-through volunteer recognition events on Maui, Lanai and Molokai



Lanai Volunteer Recognition



Hospital Volunteers



Lanai Cat Sanctuary

Assisted Transportation

- Ages 60+
- Eligibility determined by MCOA
- Frail, Homebound
- Kupuna Care Transportation (Helpful Driver P/U and D/O)
- Assisted Transportation (Escort Remains with Client)
- Door-to-Door Assistance
- Providing over 550 personalized assisted rides per month in FY22
- 100% On-Time Pickup
- 99% Participant Satisfaction Rating



Home Delivered Meals (Meals on Wheels)

- Ages 60+, Frail, Homebound
- Eligibility Determined by MCOA
- Meals Delivered Five Days/Week
- Face-to-Face Safety Check
- Friendly Visit Reduces Isolation
- Provides Peace of Mind for Families
- 99% Satisfactory Rate
- 100% on-time delivery



Demand for Home Delivered Meals Increases Due to COVID-19 Pandemic

- Demand for meals increases due to pandemic-driven food insecurity and fear of leaving home.
- New participants enrolled as seniors become homebound.
- All Kaunoa staff is cross-trained to meet service demand. Volunteers recruited countywide.
- Back-up system developed to store and disperse frozen meals in preparation for interruptions to meal production
- Supply/labor shortage and rising costs to produce meals affect food vendors and increase meal prices.
- In FY22, delivering 13,500 meals/month. On track to be most annual deliveries in Kaunoa's history.





Maui County Office on Aging and Aging and Disability Resource Center (ADRC)

Mission: To Promote and Protect the
Well-Being of the Older Person in Maui County



What Does MCOA Do?

- Serves as the lead advocate, facilitator, planner, policy developer, and evaluator relative to all aging, disability, and family caregiving issues in the County of Maui.
- Informs the public regarding programs, resources, and services available.
- Allocates federal, state, and county funding to service providers so that home and community needs of Maui County seniors, individuals with disabilities are met.
- Serves as the designated operating entity of the Aging and Disability Resource Center (ADRC) for Maui County.



What *IS* the ADRC?

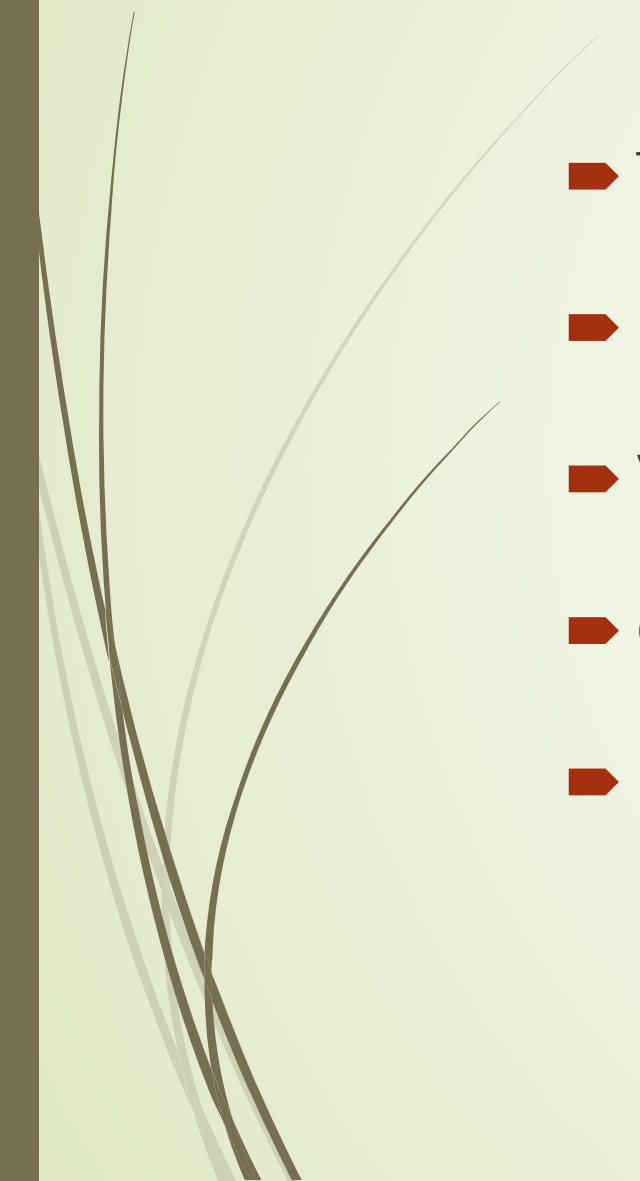
- The highly visible and trusted source where people of all incomes and ages can turn for information on the full range of long-term support options and access to publicly funded long-term support programs and benefits.
- Primary Functions of an ADRC
 - Information and Assistance
 - Options Counseling
 - Streamlining Eligibility for Long-Term Supports and Services
 - Quality Assurance and Continuous Improvement
 - Caregiver Information and Assistance

Some of the Services MCOA Provides





Adaptations as a result of COVID-19

- Telephonic in-home Assessments and Reassessments
 - Routine Wellness Checks by telephone
 - Virtual caregiver support and training
 - Outdoor caregiver support meetings
 - Enhance® Fitness Classes offered by Zoom
- 

A snapshot of MCOA participants...

64% of participants receiving home and community-based services were female



37% of participants reside **alone**.



107 Years

Age of the Eldest Recipient of services

79 Years

Average Age of program participant



10.2% increase in the number of Total Registered Participants



Impact on the Community

- Allows seniors and individuals with disabilities to function at their highest level and avoid institutionalization
- Alleviates Caregiver Stress
- Furthers Health Promotion
- Prevents re-hospitalizations, injuries, decline
- Provides hope, information, connection, and education
- Assists in a holistic manner
- Saves the system money
- Contributes to county-wide employment by providing contracts to community agencies through the RFP process





County of Maui Volunteer Center Mission

- ↴ The County of Maui Volunteer Center is the one resource and catalyst on Maui that leads, connects and mobilizes volunteers and volunteer agencies to contribute to a better life on Maui.

NATIONAL AFFILIATION

- ↴ The Volunteer Center also known as “HandsOn Maui” is an affiliate of the HandsOn Network & the Points of light Foundation.

PROGRAMS & SERVICES



GetConnected
volunteer management



Connect Partner Agencies
with Registered Volunteers



Host Volunteer Leader
Training Events



Volunteer Hero Program
volunteer recognition



Social Media
community outreach



Volunteer HotSheet
monthly opportunity email

November 2021 TRAINING EVENT

“Building Community & Keeping Connections with Volunteers who Help Off-Site or Work Remotely”

- ↴ A top notch training by Tobi Johnson, an internationally sought after volunteer expert, consultant and master trainer in volunteer engagement.
- ↴ Offered to Maui County's Non Profit Executive Directors & Volunteer Managers/Leaders



UPCOMING in FY 2022

↴ Annual Volunteer Hero Recognition Program

↴ April's National Volunteer Week



Volunteer Hero Program
volunteer recognition

SOCIAL MEDIA IMPACT

- ↓ Over 1,500 visits to the website came from social media.
- ↓ Posts about volunteer opportunities appear in follower news feeds and Maui Volunteers group.



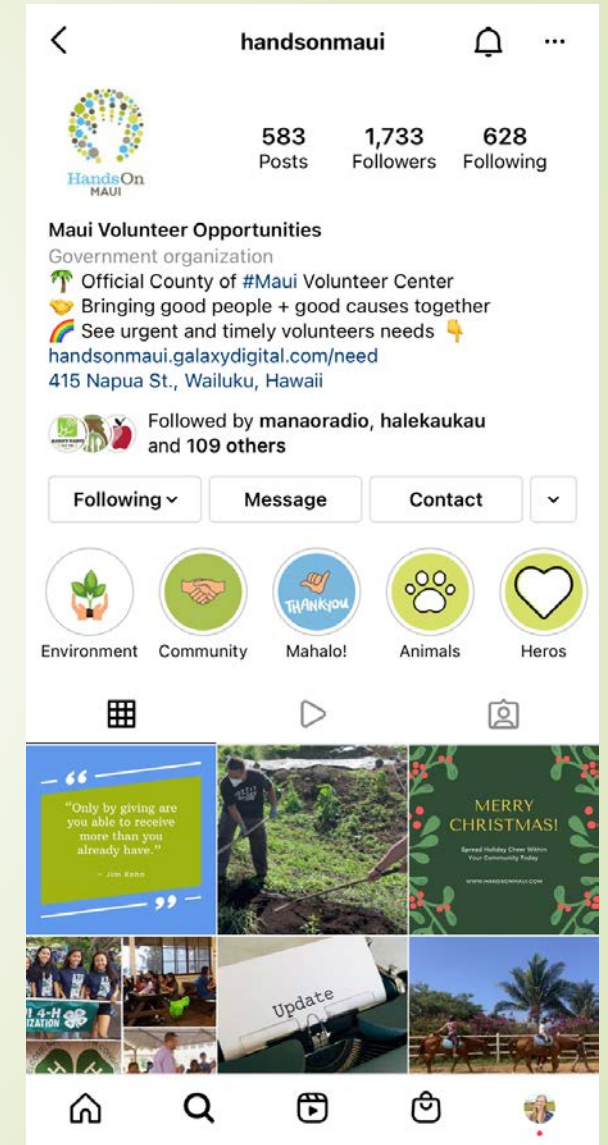
facebook

70,000 people
reached
5,100 people
engaged



Instagram

20,000 impressions
1,000 people
engaged






The POWER of GetConnected FY 2022

- ↴ 79 Volunteer Opportunities were posted on www.handsonmaui.com Jul 1 - Dec 31, 2021
- ↴ 2,133 Volunteer responses
- ↴ Feed My Sheep was the most active Partner Agency
 - ↴ Posted 40 Volunteer Opportunities
 - ↴ Received 485 Volunteer Responses



FY22 Budget Status of Expansion Request(s)

- One (1) Mini Cargo Van for Molokai Senior Services
 - Status: Ordered. Manufacturing delayed due to pandemic-related supply (chip) shortage. Expected to be received in 2022.
- 

Animal Management Program





ANIMAL MANAGEMENT PROGRAM

Budget / Personnel

- Total program budget in FY2022 = \$34,077,521
- Equates to 31.7% of Department's overall budget
- Funded via the General Fund & Revolving Fund
- No E/Ps

Maui Humane Society & Maui County: In Partnership Since 1987

The County has partnered with MHS over the past 34 years, and they have provided animal sheltering and animal enforcement services as mandated by state statutes and county code.



Programs & Services Provided

- **Maui's ONLY Open-Admission Animal Shelter**
- Humane Enforcement
- Spay-Neuter Assistance
- Pet Adoption, Reclaim & Transfer
- Humane Education & Outreach
- Pet Disaster Preparedness
- Dog Licensing
- End of Life Services
- Pet Cremation
- Airport Direct Release
- Agility Classes





Feral Animal Management

FY2021 Awarded Grants

Maui

- Living Pono Project – Chicken Relocation and Egg Donation - \$25,000
- Living Pono Project (Maui Nui Venison) – Maui Deer Mgmt. & Venison Donation - \$138,966
- Lokahi Pacific (Kula Hunting Club) – Kula Hunting Club - \$26,162

Lanai

- The Nature Conservancy – Lanai Terrestrial Program - \$95,000
- Lanai Resorts LLC – Axis Deer Mgmt. - \$193,919 (terminated)

Molokai

- The Nature Conservancy – Molokai Terrestrial Program - \$99,929
- Molokai Humane Society (Molokai Hunting Club) – Feral Axis Deer Mgmt.

Assessment

- Living Pono Project (Kia LLC) – Axis Deer Assessment Study - \$98,800

Feral Animal Management

FY2022 Awarded Grants

Maui

- The Nature Conservancy – Feral Axis Deer and Pig Mgmt. Waikamoi Preserve - \$56,414
- Lokahi Pacific (Kula Hunting Club) – Feral Animal Control Program - \$32,321
- Maui Humane Society – Humane Animal Enforcement - \$50,000
- Maui Nui Marine Resources Council – Feral Ungulate Control Fencing at Kaunoulu Ranch – 56,414
- Pacific International Center for High Technology Research (Maui Nui Venison) – Deer Management and Donation Program - \$50,815

Lanai & Molokai

- Lanai: The Nature Conservancy – Feral Deer Mgmt. & Removal in Kanepuu Preserve - \$60,450
- Molokai funds and remaining Lanai funds have currently been reopened for applications.
 - Only one application received from Lanai (awarded at requested amount)
 - All applications from Molokai were either incomplete, ineligible, or non-responsive.
 - No applications from Molokai addressed the proviso for Axis Deer Management Specialist



Mahalo!

For more information, please visit: Mauicounty.gov