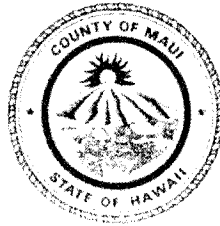


MICHAEL P. VICTORINO  
Mayor

LORI TSUHAKE  
Director

LINDA R. MUNSELL  
Deputy Director

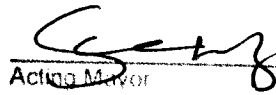


DEPARTMENT OF HOUSING  
& HUMAN CONCERNS  
COUNTY OF MAUI  
2200 MAIN STREET, SUITE 546  
WAILUKU, MAUI, HAWAII 96793  
PHONE: (808) 270-7805

February 9, 2022

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

APPROVED FOR TRANSMITTAL

 2/10/22  
Acting Mayor Date

For Transmittal to:

Honorable Tasha Kama, Chair  
Human Concerns and Parks Committee  
Maui County Council  
200 South High Street  
Wailuku, Hawaii 96793

Dear Chair Kama:

**SUBJECT: OPERATIONAL AND BUDGETARY REVIEW OF DEPARTMENT OF HOUSING AND HUMAN CONCERNS, EXCLUDING HOUSING AND ANIMAL MANAGEMENT PROGRAMS (HCP-28)**

Thank you for your February 4, 2022 letter requesting information related to the services provided by the Office on Aging for Fiscal Year 2022. The Department's responses are provided below. Please note that for comparison purposes, FY22 data provided below is from July 1, 2021 through January 31, 2022, unless otherwise noted.

- 1. How many seniors requested services? Is this an increase or decrease from prior years? What services were most requested for?**

As of January 31, 2022, a total of 1,139 seniors requested authorized service in FY22 which equates to an increase of 4% since SFY 2020. Please note participant count does not include services such as Case Management, and Information & Assistance.

The services most requested are as follows:

1. Home Delivered Meals
2. Homemaker

3. Personal Care
4. Adult Day Care
5. Attendant Care
6. Transportation
7. Assisted Transportation
8. Chore
9. Adult Day Care Respite
10. Kupuna Caregiver Adult Day Care Respite

**2. If services could not be provided as requested, how many seniors were placed on the waitlist? Is this an increase or decrease from prior years?**

A total of 167 older adults have been placed on the waitlist during the period; however, 118 have been removed off of the waitlist thus far in SFY 2022 as they are actively receiving the authorized home and community-based service(s) requested. In comparison to last fiscal year in the same time period (7/1/2020 – 1/31/2021), 82 individuals were moved off of the total waitlist of 159.

Due to an increased demand for service and a worker shortage at the service provider level, the waitlist has grown 5% since SFY 2021 (7/1/2020 – 1/31/2021). While the waitlist has grown since SFY 2021, it is important to note the Division has increased the percentage of those moved off the waitlist by 44%.

The following services are currently waitlisted. This is due to the worker shortage at the service provider level. It is important to note that this is a national issue for the entire aging network.

1. Homemaker
2. Personal Care
3. In-Home Respite
4. Chore

**3. How many seniors were provided services? Is this an increase or decrease from prior years?**

A total of 880 older adults and caregivers have received authorized service during the period (7/1/2021 – 12/31/2021). This represents a 13% increase in registered service delivery from SFY 2020. Data on the provision of services in January will be entered within the next 2 weeks.

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 TSUHAKO, LSW, ACSW  
Director of Housing and Human Concerns