

DEPARTMENT OF
HOUSING AND HUMAN CONCERNS
COUNTY OF MAUI

HFC-13(2)
MICHAEL P. VICTORINO
Mayor

WILLIAM R. SPENCE
Acting Director

LORI TSUHAKO
Deputy Director

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OFFICE OF THE MAYOR

OFFICE OF THE
COUNTY CLERK

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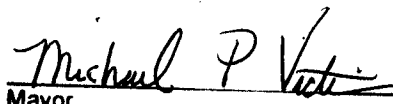
January 29, 2019

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

APPROVED FOR TRANSMITTAL

For Transmittal to:

Honorable Chair Riki Hokama
Healthy Families and Communities Committee
Maui County Council
200 South High Street
Wailuku, Hawaii 96793



Mayor Date

Dear Chair Hokama:

**SUBJECT: OVERVIEW OF THE HUMAN CONCERNS PROGRAM (DEPARTMENT
OF HOUSING AND HUMAN CONCERNS) (HCF-13(2))**

Thank you for the opportunity to present an overview of the Human Concerns Program at the January 31, 2019 Healthy Families and Communities Committee meeting.

Enclosed for your committee's use is a flash drive containing the PowerPoint presentation which will be delivered by the department, along with a hard copy of the slide presentation.

Should you have any questions, please feel free to contact myself or Deputy Director Tshako at Ext. 7805.

Sincerely,



WILLIAM R. SPENCE
Acting Director of Housing and Human Concerns

Enclosures

Maui County Department of Housing and Human Concerns

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

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 – Maui Humane Society

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

BOARDS AND COMMISSIONS

Commission on Children and Youth

Commission on Persons with Disabilities

Animal Control Board

Council on Aging

Immigrant Services Division

Mission

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



Goals

1. Increase staff training. Including at least three more staff members completing the CLINIC introduction to immigration law courses, which would result in all staff receiving basic training.
2. Continued research and application for US Department of Justice Executive Office of Immigration Review Accreditation and Recognition. Accreditation of staff and ISD being recognized by the DOJ EOIR would be of great assistance to the community and allow ISD to provide more in depth and proficient services.



Goals

3. Increased outreach into the community regarding immigration policy changes. As well, develop programs to educate the community on the diverse cultures and ethnicities.
4. Develop an Acculturation Program to support and educate our community on the many diverse cultures. The goal would be to release an RFP for cultural clubs or other organizations to put together cultural events which could ease the transition into the United States.



Programs and Services

- Provide assistance with Department of Homeland Security and Department of State immigration, citizenship and employment forms
- Referrals to other services and service providers
- Acculturation to provide programs to assist immigrant/migrant communities to become more actively involved in community in Maui County.
 - English as second language
 - Micronesian Coalition
- Naturalization classes
- Support of Consulate Services on Maui



Impact on the Community

- Provided services on immigration processes 8,831 times to 3,600 individuals
Wailuku: 6,849 Lahaina: 384 Molokai: 1,202 Lanai: 396
- Immigrant/migrant groups organization, advocacy and better participation in community
- Provide support and assistance to consulate general offices
 - Mexico
 - Philippines
 - Federated States of Micronesia
 - Republic of the Marshall Islands
- Support USCIS outreach on Maui
- Outreach for educational purposes





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.
- Points of Light is the world’s largest organization dedicated to volunteer service.
- As a member of the HandsOn Network, we join 250 other HandsOn Network Affiliates across the globe to foster social change through service.

Goals

- Promote public awareness on volunteerism
- Identify and maintain effective, current and innovative ongoing strategies that focus on volunteer leadership and management education.
- Participate in mobilizing volunteer engagement in the community
- Increase recognition of community Volunteer Programs and Individual Volunteers

PROGRAMS & SERVICES

- FRESH NEW LOOK – www.handsonmaui.com
- Partner Agencies & Volunteers
- Volunteer Leadership Trainings
- Volunteer Recognition
- Social Media
- Newsletters, “Hot Sheets”, Training

Impact & Success

- www.handsonmaui.com - 80,000 + website visitors in FY 2016
- 1,800 Get Connected Users/potential volunteers
- 27,000 volunteer opportunities viewed
- 15 new Partner Agencies
- 380 volunteers linked with Partner Agencies
- 400 new volunteers signed up to volunteer via website

Grants Management Division (GMD)

Funds 92 Grants for a total of \$14,440,439 in Community Assistance

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

Our 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.

Programs & Services

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 emergency rental assistance, 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.

Programs & Services

Services (continued)

- Oversees the implementation of capital improvement project (CIP) which contribute to the growth and sustainability of various community organization and activities.
- GMD also provides oversight to the program and fiscal reporting of the Animal Management Program.
- GMD is committed to provide high level technical assistance to grantees to ensure that County grant funded programs are approaching the objective of meeting the human services needs of the entire Maui County and that agencies providing services are maintaining commitment to improve the quality of life of the service populations.



Programs & Services

Eligible Organizations

- Profit Organization incorporated under the laws of the State of Hawaii
- Non-Profit Organization determined exempt from federal income tax - 501(c)3
 - Governing board whose members have no material conflict of interest
 - Board members serve without compensation
- Bylaws / policies describe manner in which business is conducted (addresses nepotism & conflict of interest)
- Licensed and accredited in accordance with applicable required federal, state, and county governments, as necessary



Programs & Services

Grant Process

1. Solicitation via press release, newspaper ad and county web site
2. Grantees submit application
3. Applications Reviewed
 - Score
 - Make recommendations
 - Provide feedback
4. Recommendations and scores submitted from DHHC to Mayor's Office
5. GMD provides review feedback to Applicants
 - Applicant can start working on revisions



Programs & Services

Grant Process (continued)

6. Mayor's Office submits Proposed Budget to County Council
7. County Council deliberates and takes testimony
8. County Council passes budget (Program Funding Decided)
9. Award / Regret notice issued
10. Applicants submit revised application based on approved funding levels
11. Contract drafted and executed



Successes – Impact to Community

- Provided assistance to grantees to improve the narrative description of their programs and identify outcomes that facilitate monitoring and evaluation of activities.
- Staff attended workshops/seminars to increase knowledge in grants administration
- Provided technical assistance and fiscal oversight in the recently completed capital improvement projects:
 - Camp Maluhia Renovation (Boys Scout of America)
 - Molokai Health Center Renovation (Molokai Ohana Health Center)
 - Lanai Youth Center Renovation (Lanai Youth Center)
 - New Leaf Ranch Project (Family Life Center)
 - Lanai Community Health Center (New building)
 - And more....



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 with in the scope of the Early Child Resource Center. It's not just about preschool. Being a division of 1>>>>>>> Partnerships at all levels and in all areas are ESSENTIAL.



SERVICES

For Families

- Maui County Childcare Subsidy
- Coordination of Parent workshops
- Resource & Referral via phone (parental supports; programs; state benefits)
- Resource Lending Library
- COMING SOON
 - Keiki Central – Online statewide early childhood resource directory
 - Maui County Specific Resource Website

For Professionals

- Early Childhood Education & Care Networking
- Professional Development Information & Support

For Programs &

Agency Service Providers

- Technical Assistance & Guidance
- State/ Community advisory, linking and feedback loops
- Grant Management

For the Community

- Public Policy Advocacy
- Community Events

Early Childhood Grant Highlights

- MEO Kahikamali'i Infant Toddler Center
- MEO Headstart after school and summer
- E Malama I Na Keiki O Lanai
- Imua Family Services ECDP
- Imua Family Services Inclusion Preschool
- Imua Family Services Teddy Bear Corner
- PATCH
- MFSS Early Head Start
- Maui County Early Childhood Subsidy Program

Early Childhood Resource Program Priorities

Priority 1: To increase initiatives and expand programs and investment in early childhood programs and services in Maui County.

Priority 2: To increase the public awareness about the programs, services, and supports available for families and children prenatal to kindergarten entry.



“The first five
years have so
much to do with
how the next 80
turn out.”

Brought to you by
the **Ounce**
ounceofprevention.org

- Bill Gates Sr., Co-Chair
of the Bill and Melinda
Gates Foundation



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.....

Note:

- MCOA is working on a revised mission statement based on incorporated services for the disabled.

What is the Office on Aging/ADRC?

- MCOA exists because of Federal Law (the Older Americans Act of 1965), and every county in America has an Area Agency on Aging (AAA) or is directly connected to a State Unit on Aging (SUA).
- MCOA is a Federally designated office.
- MCOA is established in the Hawaii Revised Statutes and in County Charter.
- MCOA is the result of legislators realizing that older Americans who have contributed to community over the course of their lifetimes deserve to live their retirement years with dignity and financial security in the residence of their choosing.

What does MCOA do?

- MCOA is charged by the Older Americans Act to serve as the lead advocate, facilitator, planner, policy developer, and evaluator relative to all aging, disability, and family caregiving issues in the County of Maui.
- MCOA informs the public regarding programs, resources, and services available.
- MCOA allocates federal, state, and county funding to service providers so that home and community needs of Maui County seniors and individuals with disabilities are met.
- MCOA serves as the designated operating entity of the Aging and Disability Resource Center (ADRC) for Maui County.
- Last year, MCOA served almost 12,000 individuals and around 2500 families and informal caregivers throughout Maui County.

Why do the services MCOA provides matter?

With 10,000 people turning 65 in America each day....and even more turning 60....the need is only going to grow....

This trend will continue for the next

40 years!!!

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 LTSS
 - Quality Assurance and Continuous Improvement

Services Provided Through MCOA and Contracted Service Providers

- Kaunoha Senior Services Division Provides Home Delivered Meals, Congregate Meals, Transportation, and Nutrition Education
- 4 Agencies Providing Personal Care, Homemaker, Chore, and In-Home Respite
- 2 Agencies Providing Adult Day Care
- 1 Agency Providing Adult Day Care Respite, Family Caregiver Counseling, Caregiver Support Groups, and Caregiver Training
- 1 Agency Providing Legal Assistance
- MCOA Provides the Following Direct Services: Case Management, Information and Assistance, Outreach, Powerful Tools for Caregivers, EnhanceFitness®, Community Living Program, Veteran's Directed Home and Community-Based Services, and the Chronic Disease Self-Management Suite Programs....and more....

Area Plan

1. Every four years we are required by the Administration on Community Living to work with the State of Hawaii Executive Office on Aging to compile a four-year plan. All four Area Agencies on Aging worked with the State to develop five (5) goals:
 2. Maximize opportunities for Seniors to Age Well, Remain Active, and Enjoy Quality Lives while Engaging in Their Communities;
 3. Forge Strategic Partnerships and Alliances that will Give Impetus to Meeting Hawaii's Greatest Challenges for the Aging Population;
 4. Strengthen the statewide ADRC system for persons with disabilities, older adults, and their families;
 5. Enable Older Adults to Live in the Community through the Availability of and Access to High-Quality Long-Term Services and Supports, Including Supports for Families and Caregivers; and
 6. Optimize the Health, Safety, and Independence of Hawaii's Older Adults.
- MCOA is conducting a series of community focus groups in order to gather input regarding the supports and services currently offered, areas of need that are as yet unmet and ways in which MCOA can best support the growing number of seniors in Maui County.
 - Input from the focus groups will inform MCOA as to specific objectives, strategies, and outcome measures for each of the five statewide goals. Once the team has gathered information and compiled the report, MCOA will hold a public hearing to gather final input before finalizing the plan and submitting it to the Mayor for signature.
 - MCOA anticipates the completion of the Area Plan in June.

More Services

- Nutrition Counseling
- Information, Referral, Outreach, and Education
- Health Promotion—Chronic Disease Self-Management Program, EnhanceFitness®
- Telephone Reassurance
- Friendly Visiting
- Access and Assistance

Impact on the Community

- Allow seniors and individuals with disabilities to function at their highest level and avoid institutionalization
- Alleviate Caregiver Stress
- Further Health Promotion
- Prevent re-hospitalizations, injuries, decline
- Provide hope, information, connection, and education
- Assist in a holistic manner
- Save the system money
- Contribute to county-wide employment by providing contracts

Successes

- Shared Success—MCOA's reach would not be possible without such strong Administrative and Legislative support
- Very efficient response
- Facilitate effective transitions of care
- Over 90% Satisfaction with Services
- Creative in Solving Problems on the individual level
- Seniors are actually IMPROVING
- Sustainability of Programming
- Rich Resource Options
- Community Collaboration





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 Program
- Retired and Senior Volunteer Program
- Congregate Nutrition Program
- Meals on Wheels Program
- Assisted Transportation Program

3 Major Focus Areas

- 1) To increase a person's HEALTHSPAN, the period of life that is free of disease and significant disability. To enable people to live longer, more healthy, independent lives through the provision of educational and socialization programs which improve physical and mental health and reduces isolation. To prevent the need for institutionalization.
- 2) To enable many of our senior participants to become VOLUNTEERS and utilize their talents and experiences to remain connected to, and contributing members, of their communities.
- 3) To help the frail and homebound elderly to age with dignity in their own homes. To provide meaningful and enjoyable experiences for the homebound which reduces isolation, and promotes a sense of security, independence, and a positive outlook on life.

Leisure/Wellness

- Develop Physical Strength, Mobility, Mental Sharpness, Emotional Health, Independence
- Develop Healthy Lifestyles
- Become Socially Connected to Peer Groups
- Remain Engaged with Communities
- Ages 55 and Better
- Over 4,500 unduplicated participants
- Over 7,000 Sessions/Year

Congregate Nutrition Program

- Provide Fresh, Nutritionally Balanced Meal
- Nutrition Education
- Socialization Experiences
- Adults Ages 60+
- Over a Dozen Nutrition Sites in Maui County
- Over 78,000 Meals/Year

Congregate Sites in Maui County

Hale Mahaolu Akahi

Hale Mahaolu Elua

Hana/Keanae

Kahului

Kihei

Kula

Upcountry

Waikapu

Wailuku

West Maui

Lanai

Molokai



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
- Over 70 Volunteer Work Stations in Maui County
- Over \$1.2 million in volunteer hours

Information
Desk
Volunteers

County
Building



Annual Recognition Events honor RSVP volunteers on Maui, Lanai, and Molokai



Assisted Transportation (AT)

- Ages 60+
- Eligibility determined by MCOA
- Frail, Homebound
- Kupuna Care Transportation
- Assisted Transportation

- Over 10,500 One-Way Rides
- 985 Last Minute/Emergency Rides
- 99% On-Time Rate (5 minute window)



Transportation To...

- Medical Appointments
(doctor, hospital, dentist, pharmacy, therapy, etc)
- Business Appointments
(bank, post office, Social Security office, bill paying, Veteran's Administration, etc.)
- Grocery Shopping
- Adult Day Care
- Other Requests



More Than
Just a Ride

Feed the Spirit
Events

One-on-One Holo Holo
Birthdays
Holidays
Kaunoa Events
(Kumiai Day, Blossoms
for the Brave, Cooking
with Firemen, Karaoke...)
Community Events
Maui Special Fair Day, \$5
shopping days



Home Delivered Meals (Meals on Wheels)

- Ages 60+
- Frail, Homebound
- Eligibility Determined by MCOA
- Delivered Five Days/Week
- Safety Check
- Reduce Isolation
- Peace of Mind for Families
- Over 94,000 Meals
- 99% Satisfactory Rate

ANIMAL MANAGEMENT PROGRAM

Jerleen Bryant, CEO
Maui Humane Society

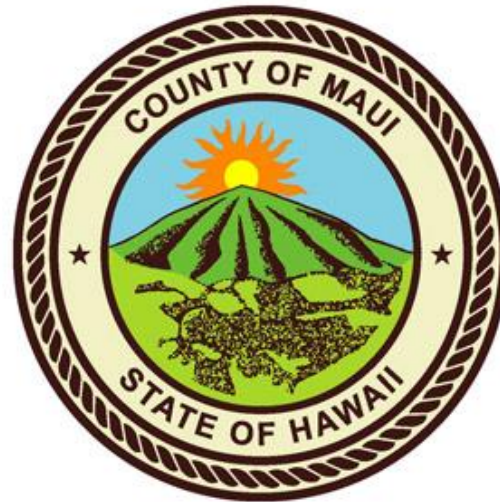
Mission & Goals

Our Mission Statement: *"The Maui Humane Society's mission is: To protect and save the lives of Maui's animals; accepting all in need, educating the community, and inspiring respect and compassion towards all animals."*



Maui Humane Society & Maui County: In Partnership Since 1987

For 30 years we've been partnering with Maui County to provide 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