

Maui County Department of Housing and Human Concerns

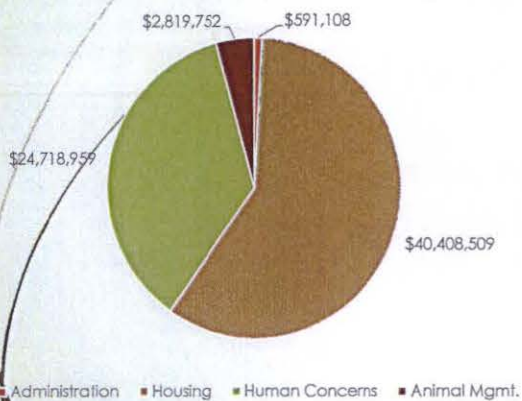
*"To support and enhance the social well-being
of the citizens of Maui County"*

DHHC PROGRAMS

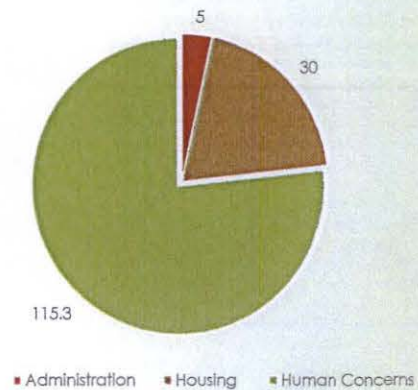
- Administration Program
- Housing Program
- Human Concerns Programs
 - Early Childhood Resource Center
 - Grants Management Division
 - Homeless Program Division
 - Immigrant Services Division
 - Maui County Office on Aging / Aging and Disability Resource Center (MCOA / ADRC)
 - Senior Services Division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

Departmental Budget and Personnel for FY20 by Program

Fiscal Year 2020 Department Budget



Fiscal Year 2020 Personnel



ADMINISTRATION PROGRAM - Budget / Personnel

- 5 total staff members
- Total budget for FY2020 = \$591,108

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

Capacity Building Trainings

In August, 2019, our Division Heads and Program Specialists received training from the Hawaii Alliance of Non Profit Organizations (HANO)

- Focused on developing performance measures and outcomes for the Department and our grantees
- Moving the Department from output measures to outcome measures

January 31, 2020, we held an all-department customer service training event for the staff

Human Concerns Program

There are 7 divisions which are funded through the Human Concerns Program. Funding allocated to this program equates to approximately 41% of the Department's budget.

The divisions are as follows:

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

Animal Management (Not a Division)

Maui County
Early Childhood Resource Center



Good
Beginnings





SERVICES

For Programs & Agency Service Providers

Professional Development Information & Support
Travel & Registration Scholarships
Early Childhood Education & Care Networking & Learning Opportunities

For the Community

Public Policy Advocacy
Community Events

For Professionals

Technical Assistance & Guidance
State/ Community advisory, linking and feedback loops
Grant Management
Maui County Early Childhood Community Profile

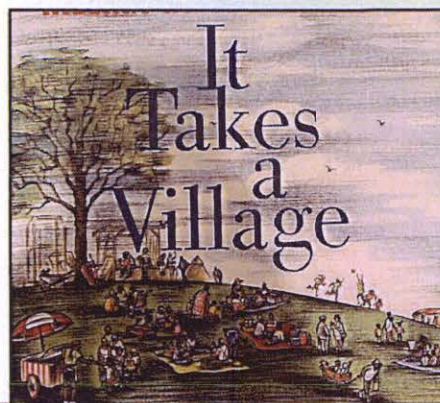
SERVICES

For Families

Maui County Childcare Subsidy
Coordination of Parent Workshops
Resource & Referral walk in & phone (parental supports; programs; state benefits)
Resource Lending Library
Child Development Information & Screening Promotion

COMING SOON

Expand Literacy Initiatives (LENA; Dolly Parton Imagination Library & Campaign for Grade Level Reading
Maui County Specific Resource Website



"You can never get enough books into the hands of enough children."
-Dolly Parton



Early Childhood Grant Highlights

Grants Supporting Families with Young Children so Parents can Work:

- ❖ County Early Childhood 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

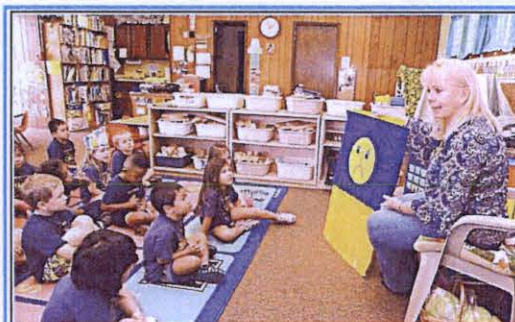
Grants Supporting Parent Engagement & On Track Child Development:

- ❖ PID Tutu & Me Program
- ❖ Imua Family Services ECDP
- ❖ Imua Family Services Teddy Bear Corner
- ❖ PATCH Family Literacy Program
- ❖ Kane Connections Fatherhood program

Grants Supporting Quality & Early Childhood Workforce Sustainability

- ❖ PATCH Early Childhood Workforce Sustainability

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.

CE3

Grants Management Division (GMD)

Funds 101 Grants for a total of approximately \$16.6M 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
- Capital Improvements



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 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.

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 fiscal oversight for capital improvement projects
- Completed comprehensive grantee evaluation



Immigrant Services Division 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 – FY20

1. Currently 2 additional staff members are participating in the Comprehensive Overview of Immigration Law (COIL), a 6 week e-course.
2. In December 2019, Immigrant Services Division submitted its application for Recognition & Accreditation to the DOJ/EOIR.



Activities (cont.)

3. Increased outreach into the community regarding immigration policy changes. In October, 2019 REAL Outreach event was coordinated for the community.
4. Develop an Acculturation Program to support and educate our community on the many diverse cultures. RFP was issued in 2019, but no responses were received. ISD is currently trying to identify other potential providers.



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
 - Micronesia Coalition
- Naturalization classes
- Support of Consulate Services on Maui



CE1

Impact on the Community

So far, in FY20 ISD has provided 4,729 immigration process services to 1,776 individuals at our four locations. In addition to:

- Immigrant/migrant groups organization, advocacy and better community participation
- Providing support and assistance to consulate general offices for passport renewals, dual citizenship, and other consular services:
 - Philippines
 - Federated States of Micronesia
 - Republic of the Marshall Islands
 - Mexico
- Support USCIS outreach on Maui
- Outreach for educational purposes



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

Leisure/Wellness

- Develop Physical Strength, Mobility, Mental Sharpness, Emotional Health, Independence
- Develop Healthy Lifestyles
- Become Socially Connected to Peer Groups
- Ages 55 and Better
- Over 4500 Unduplicated Participants
- 97% Satisfaction rating from participants
- 95% of participants agree that the program reduces loneliness and isolation.

Classes,
Concerts,
Sports,
Cooking,
Special
Events,
Travel,
Excursions,
and much
more!



Congregate Nutrition Program

- Provide Fresh, Nutritionally Balanced Meal
- Nutrition Education
- Socialization Experiences
- Adults Ages 60+
- Over a Dozen Nutrition Sites in Maui County
- Over 65,000 Meals Served/Year
- 95% of participants agree that the program is important to maintaining their overall health and independence

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 50 Volunteer Work Stations in Maui County
- Over \$1.1 million in volunteer hours
- 99% Participant Satisfaction Rate

Annual Recognition Events

Honoring RSVP Volunteers on Maui, Lanai, and Molokai



Assisted Transportation

- Ages 60+
- Eligibility determined by MCOA
- Frail, Homebound
- Kupuna Care Transportation
- Assisted Transportation
- Over 10,000 One-Way Rides
- 100% On-Time Pickup
- 99% Participant Satisfaction Rating

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 130,000 Meals
- 99% Satisfactory Rate

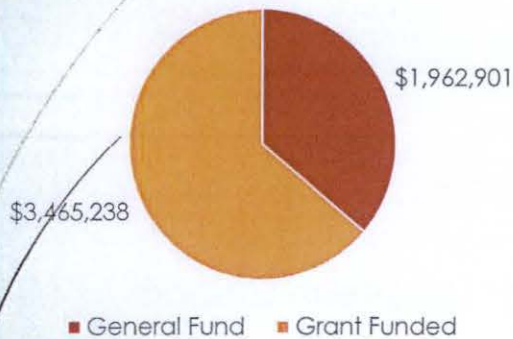


Maui County Office on Aging and Aging and Disability Resource Center (ADRC)

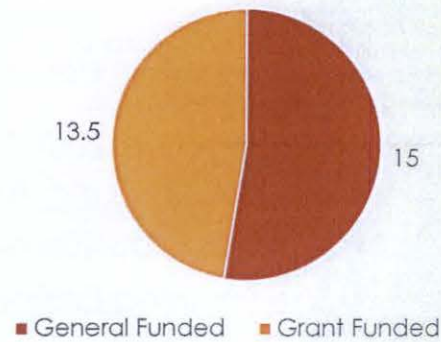
Mission: To Promote and Protect the
Well-Being of the Older Person in Maui County

Budget Overview--Personnel

Fiscal Year 2020 Departmental Budget



Personnel FY20



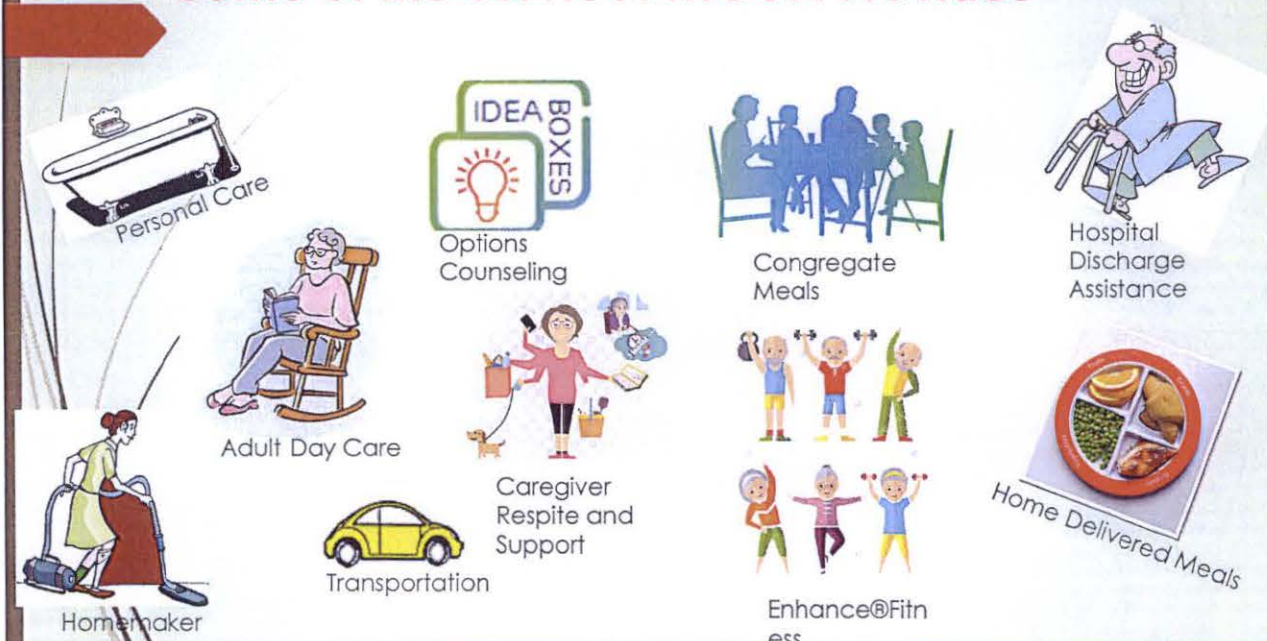
What Does MCOA Do?

- 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

Some of the Services MCOA Provides



A snapshot of MCOA consumers...

66% of participants receiving home and community-based services* were female



Approximately 35% of participants reside alone.



105 Years

Age of the Eldest Recipient of services

4.7% increase in the number of participants served with 3 or more Activities of Daily Living (ADL) deficits



81 Years

Average Age of program participant



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



HandsOn
MAUI

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
- Digital Marketing including Instagram, Facebook and Twitter are utilized as our main marketing strategies.

PROGRAMS & SERVICES

- www.handsonmaui.com
- Get Connected is a one-stop volunteer management solution. Increases volunteer engagement, develop long-term relationships, and tracks involvement.
- One hundred and fourteen Partner Agencies (114) & 2500 Volunteers registered on Get Connected.
- Hosted 6 Volunteer Leadership Trainings
- Volunteer Recognition – Annual Volunteer Hero Program. In 2019 ten volunteers & their nominators were recognized at a formal event.
- Social Media - Thriving Facebook & Instagram platforms
- Monthly Volunteer Opportunity newsletter sent to over 2,800 "Get Connected" users highlighting 10 agency volunteer opportunity needs.



HandsOn Maui - County of Maui Volunteer Center
Published by Miller Media Management Ltd - January 18 at 12:12 PM

Animal lovers needed! You're invited to become part of the cuddlers and caregivers program. There's over 400 animals to care for. The Boo Boo Zoo is a sanctuary for injured or orphaned animals. They rescue, protect and care for cats, goats, deer, birds and pigs. They are a volunteer-run organization. Here's the scoop. Their volunteers are animal lovers with big hearts who want to make a difference for the animals and for their community. The full volunteer opportunity... See More

HandsOn Maui - County of Maui Volunteer Center
Government Organization

11,049 People Reached	1,228 Engagements
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Boosted on Jan 21, 2020
By Danielle Miller

People Reached	5.1K	Post Engagement	830
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View Results

9 Comments, 64 Shares

Like Comment Share



HandsOn Maui - County of Maui Volunteer Center
Published by Miller Media Management Ltd - January 9

Revive Resale Boutique is dedicated to the mission to end domestic violence through advocacy, education and prevention, and to offer safety, support and empowerment to women and children, victims of domestic violence. Revive Resale Boutique and Women Helping Women Maui is truly blessed with tremendous support from the community of Maui. They are one of the many amazing resource programs of Women Helping Women. Here's the scoop. Revive Resale Boutique is a safe and fun... See More

HandsOn Maui - County of Maui Volunteer Center
Government Organization

2,711 People Reached	502 Engagements
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Boosted on Jan 14, 2020
By Danielle Miller

People Reached	2.2K	Post Engagement	221
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View Results

1 Comment, 18 Shares

Like Comment Share



HandsOn Maui - County of Maui Volunteer Center
Page Liked December 28, 2019

Ocean Conservation is a topic that is close to the hearts of many. Especially here in Maui.

Hawaiian Islands Humpback Whale National Marine Sanctuary is offering free training to become a Sanctuary Shore Naturalist. In this role you provide information about Humpback Whales, sea turtles, Hawaiian monk seals, reef fish, dolphins, and other marine life with visitors and locals alike.

The whales have returned, so this is time to brush up your skills and get trained for this fun season! The full volunteer opportunity details are on our website. <https://handsonmaui.galaxydigital.com/>

PC Hawaii Ocean Rafting

Tag Photo Add Location Edit

201 1 Comment 33 Shares

Like Comment Share

Comment as HandsOn M

ANIMAL MANAGEMENT PROGRAM

Steve MacKinnon, 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 over 30 years we've been partnered with MHS, 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



