

House District 29

Senate District 13

THE TWENTY-SEVENTH LEGISLATURE
APPLICATION FOR GRANTS & SUBSIDIES
CHAPTER 42F, HAWAII REVISED STATUTES

Log No:

For Legislature's Use Only

Type of Grant or Subsidy Request:

GRANT REQUEST – OPERATING

GRANT REQUEST – CAPITAL

SUBSIDY REQUEST

"Grant" means an award of state funds by the legislature, by an appropriation to a specified recipient, to support the activities of the recipient and permit the community to benefit from those activities.

"Subsidy" means an award of state funds by the legislature, by an appropriation to a recipient specified in the appropriation, to reduce the costs incurred by the organization or individual in providing a service available to some or all members of the public.

"Recipient" means any organization or person receiving a grant or subsidy.

STATE DEPARTMENT OR AGENCY RELATED TO THIS REQUEST (LEAVE BLANK IF UNKNOWN):

STATE PROGRAM I.D. NO. (LEAVE BLANK IF UNKNOWN):

1. APPLICANT INFORMATION:

Legal Name of Requesting Organization or Individual: Helping Hands Hawaii

Dbas: Same as above.

Street Address: 2100 N. Nimitz Highway, Honolulu, HI 96819

Mailing Address: Same as above.

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name JAN HARADA

Title President & CEO

Phone # (808) 440-3820

Fax # (808) 536-7237

e-mail jharada@helpinghandshawaii.org

3. TYPE OF BUSINESS ENTITY:

- NON PROFIT CORPORATION
- FOR PROFIT CORPORATION
- LIMITED LIABILITY COMPANY
- SOLE PROPRIETORSHIP/INDIVIDUAL

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

EMERGENCY FINANCIAL ASSISTANCE FOR HOUSING STABILIZATION (HOMELESSNESS PREVENTION AND RE-HOUSING)

4. FEDERAL TAX ID #: [REDACTED]

5. STATE TAX ID #: _____

7. AMOUNT OF STATE FUNDS REQUESTED:

FISCAL YEAR 2014: \$ 250,000

8. STATUS OF SERVICE DESCRIBED IN THIS REQUEST:

- NEW SERVICE (PRESENTLY DOES NOT EXIST)
- EXISTING SERVICE (PRESENTLY IN OPERATION)

SPECIFY THE AMOUNT BY SOURCES OF FUNDS AVAILABLE AT THE TIME OF THIS REQUEST:

STATE \$ 41,325

FEDERAL \$ 20,000

COUNTY \$ _____

PRIVATE/OTHER \$ 121,973

TYPE NAME & TITLE OF AUTHORIZED REPRESENTATIVE:

[REDACTED]

JAN HARADA, PRESIDENT & CEO
NAME & TITLE

1/29/13
DATE SIGNED

**DECLARATION STATEMENT OF
APPLICANTS FOR GRANTS AND SUBSIDIES PURSUANT TO
CHAPTER 42F, HAWAII REVISSED STATUTES**

The undersigned authorized representative of the applicant certifies the following:

- 1) The applicant meets and will comply with all of the following standards for the award of grants and subsidies pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is licensed or accredited, in accordance with federal, state, or county statutes, rules, or ordinances, to conduct the activities or provide the services for which a grant or subsidy is awarded;
 - b) Complies with all applicable federal and state laws prohibiting discrimination against any person on the basis of race, color, national origin, religion, creed, sex, age, sexual orientation, or disability;
 - c) Agrees not to use state funds for entertainment or lobbying activities; and
 - d) Allows the state agency to which funds for the grant or subsidy were appropriated for expenditure, legislative committees and their staff, and the auditor full access to their records, reports, files, and other related documents and information for purposes of monitoring, measuring the effectiveness, and ensuring the proper expenditure of the grant or subsidy.
- 2) The applicant meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is incorporated under the laws of the State; and
 - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant or subsidy is awarded shall be conducted or provided.
- 3) If the applicant is a non-profit organization, it meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is determined and designated to be a non-profit organization by the Internal Revenue Service; and
 - b) Has a governing board whose members have no material conflict of interest and serve without compensation.

Pursuant to Section 42F-103, Hawaii Revised Statutes, for grants or subsidies used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant or subsidy was awarded and disposes of the land in fee simple or by lease, the organization shall negotiate with the expending agency for a lump sum or installment repayment to the State of the amount of the grant or subsidy used for the acquisition of the land.

Further, the undersigned authorized representative certifies that this statement is true and correct to the best of the applicant's knowledge.

Helping Hands Hawaii

(Typed Name of Individual or Organization)

1/29/13

(Date)

Jan Harada

(Typed Name)

President & CEO

(Title)

Application for Grants and Subsidies

If any item is not applicable to the request, the applicant should enter "not applicable".

I. Background and Summary

Through this proposal, Helping Hands Hawaii (HHH), a 501(c)(3) non-profit social service agency, respectfully requests \$250,000 in Grant-in-Aid (GIA) funding from the Legislature to support emergency financial assistance (coupled with case management around self-sufficiency and long-term stability) for essential housing costs (i.e. rent or utility payment) to low-income households on the island of Oahu. This proposal is a part of a collaborative statewide approach that focuses primarily on the prevention of homelessness. Our collaborative partner in this effort is Catholic Charities of Hawaii (CCH), a long-time community partner of HHH, who has also submitted a proposal to the Legislature for GIA funding to address these needs in the counties of Maui, Hawaii, and Kauai. HHH and CCH believe that a collaborative approach to the prevention of homelessness is essential to long-term success, as it then encompasses the resources and knowledge of not just one organization, but two. Both agencies provide services that empower immigrants to participate in and contribute to the community, including language access and legal assistance and both agencies provide services that address the myriad of needs faced by those individuals and households living in poverty or on the streets.

Housing instability is the result of many issues. Collaboratively, through a wide array of programs, HHH and CCH are able to address many of the causes of housing instability and help households work toward improving their overall situation. HHH in addition to providing emergency assistance, can not only refer individuals and families to other HHH programs for further assistance including the Community Clearinghouse and Supplemental Nutrition Assistance Program (SNAP), but can also provide language access through our Bilingual Access Line (BAL) for those with Limited English Proficiency (LEP), and through our Behavioral Health division, can provide additional behavioral health supports for those who may be struggling with, or have a household member struggling with, serious mental illness. CCH's array of programs includes services for seniors, therapeutic counseling, and housing related programs that address other aspects of housing stability.

The key to the success of our efforts is to keep the individual/family housed—the emergency financial crisis must be addressed first or the greater crisis of homelessness will diminish all other efforts. We ask for this GIA to support the work of our collaboration and the work of many other agencies providing social services to the people of Hawaii. Homelessness prevention through an emergency financial assistance program is a key part of the continuum of care needed for a healthy community.

1. A brief description of the applicant's background;

HHH is a private 501(c)(3) not-for-profit social service agency, which was officially incorporated in 1974. For more than 30 years, the agency has consistently upheld its mission “*to strengthen our community by enhancing the quality of people’s lives through the delivery of goods and services to those in need.*” The services provided by HHH include (1) housing stabilization services (material assistance, emergency financial assistance, asset development, access to necessary community resources); (2) case management, outpatient treatment/groups, and representative payee services for individuals with serious and persistent mental illness, many of whom also struggle with substance abuse; and (3) language access services for the Limited English Proficient (LEP) population.

In particular, the agency’s Human Services Division is experienced and skilled in the administration of short-term financial assistance payments for emergency situations, such as first month’s or past due rent, past due utilities, and transportation vouchers for job search. In 2012, the Community Clearinghouse (CCH) program assisted 2,521 low-income households (representing 8,319 individuals) and the Emergency Assistance Program (EAP) awarded \$216,933.69 in emergency financial assistance to 204 households (718 individuals), primarily for housing stabilization/homeless prevention but also for assistance with transitioning out of homelessness. The CCH has been administering emergency financial assistance payments for over 30 years. In 2012, the primary sources of funding for the provision of emergency financial assistance were the State Homeless Emergency Grant (SHEG) administered by the Department of Human Services (DHS), private donations made to the Star Advertiser’s Good Neighbor Fund, the HHH-administered HECO Assistance Fund, and the Office of Hawaiian Affairs (OHA). In recent years, CCH has also administered the Emergency Food & Shelter Program (EFSP), the Homeless Prevention and Rapid Re-housing Program (HPRP) and Temporary Assistance to Needy Family (TANF) funds for emergency financial assistance payments.

HHH is well-recognized in the community as a place where low-income and homeless individuals and households can turn to for housing stabilization and emergency financial help. In 2012, HHH continued to be among the “Top 5” agencies, which Aloha United Way referred to when they received inquiries for either rent or utility payment assistance.

2. The goals and objectives related to the request;

The primary goal of the proposed GIA services will be to prevent, avoid, or remedy homelessness for low-income households on the island of Oahu, especially for those households who have experienced a direct financial impact as a result of the recent economic recession. GIA grant assistance in the form of emergency financial payments will be provided to households who meet the specific criteria in Part 4 below, outlining the target population.

HHH intends to achieve the following unduplicated and measurable objectives during the 12-month project period (July 1, 2013 to June 30, 2014):

- At-risk homeless - 72 households (180 individuals in households) and 28 single persons – received assistance and retained permanent housing for at least six (6) months without additional assistance;
- Homeless – 11 households (28 individuals in households) and 12 single persons – received assistance and obtained permanent housing and retained for a minimum of six (6) months;
- Homeless who received case management and assistance with referrals to other resources available – 13 households and 12 single persons; and
- Homeless who participated in and completed programs that promote self-sufficiency (e.g. job training, GED, etc.) – 26 households or single persons.

HHH estimates that the average assistance payment per household will be \$ 1200 (with some households needing more and some households needing less), and a total amount of \$100,500 in direct financial assistance will be expended to provide emergency financial assistance payments over the project period. Assistance will be provided for past-due rent, past-due utilities, rental security deposit, utility deposit, and other related assistance to be determined on a case-by-case basis. Also, the following limits will apply:

# of Persons	Limit of financial assistance
1	\$1,436.00
2	\$1,959.00
3 or more	\$3,266.00

3. The public purpose and need to be served;

Addressing the issue of homelessness requires support for the entire continuum of care in order to have the most positive and sustainable impact on those struggling with homelessness or in imminent danger of becoming homeless. The continuum includes prevention, outreach, shelter, transitional housing, affordable housing, community-based support services (behavioral health services, substance abuse treatment, case management, access to affordable healthcare, financial literacy, job search and placement, etc.), and asset-building/economic self-sufficiency. Each part of this continuum is important, and one cannot work effectively without the others.

According to the 2010 Census, Hawaii has the lowest average annual salary in the nation (\$35,205/yr)¹ and highest median rent in the nation (\$1,293/mo)². This gap between

¹ Corporation for Enterprise Development (2012). Assets & Opportunity Scorecard – Average Annual Pay. Retrieved from <http://scorecard.assetsandopportunity.org/2012/measure/average-annual-pay?state=hi>

income and cost of living results in Hawaii having the third highest number of cost-burdened renters (i.e. those who pay more than 30% of their income to rent and utilities³).

The individuals and households assisted through homelessness prevention efforts have experienced an emergency or other unexpected crisis situation that has resulted in the household falling behind on rent and/or utility payments. Most need assistance just to catch up, after which they have put themselves in a position to be financially self-sufficient in future months. For those individuals who are ineligible because they cannot demonstrate the capacity for self-sufficiency in future months, HHH, through other resources, would help them to work towards self-sufficiency by providing case management and/or referral assistance.

Prevention through emergency financial assistance is not just about handing out checks, it's about helping the individual or households to analyze their situation, determine how they ended up in the situation they are now (on the brink of homelessness), and develop a plan for how to avoid such situations in the future. Examples of emergency situations include, but are not limited to, sudden deaths in the family of an income-earner, medical emergencies/high medical bills, victims of domestic violence, multi-generational households with a senior adult suddenly taking care of grand-children, and extended unemployment despite concerted efforts to look for work.

It is widely known that it costs less to prevent a household or individual from becoming homeless, than it does to re-house them after they have become homeless. And the longer they remain homeless, the more expensive it gets to re-house them.

4. Describe the target population to be served; and

The target population to be served is specific to the following criteria, as established by HHH's current work in the area of emergency financial assistance for housing stabilization/homeless prevention services:

- At-risk households must demonstrate that they are seeking assistance due to an unexpected emergency event beyond the household's ability to directly control (i.e. job layoff due to economic recession, medical emergency, etc.);
- At-risk households must demonstrate the ability to be both financially self-sufficient (i.e. household income will exceed household expenses), and able to maintain stable housing for future months after emergency assistance payment has been provided;
- The household must either meet the HUD definition of homelessness, or be at imminent risk of losing housing (as defined by HUD, and supported by requested verification documents);

² U.S. Census Bureau (2010). American Community Survey. Retrieved from http://hawaii.gov/dbedt/info/census/acs/ACS2010/ACS2010_1_Year/index.html

³ Corporation for Enterprise Development (2012). Assets & Opportunity Scorecard – Housing Cost Burden – Renters. Retrieved from <http://scorecard.assetsandopportunity.org/2012/measure/housing-cost-burden-renters>

- The household has been unable to identify alternative housing options, AND the household must demonstrate that it lacks the financial resources and support network needed to obtain immediate housing or to remain in existing housing; and
- The household agrees to attend a mandatory financial literacy workshop, emphasizing basic budgeting as well as short- and long-term goal planning.

5. *Describe the geographic coverage.*

The proposed services will be provided for target population individuals and households residing on the island of Oahu.

II. Service Summary and Outcomes

Within its current Emergency Assistance Program (EAP), Helping Hands Hawaii (HHH) has developed an efficient and comprehensive system to offer assistance to those who are assessed as eligible for emergency assistance. This system includes verification of need, case management to further support an individual's or household's efforts to maintain housing stabilization, and a relationship with utility companies, landlords, and others, that reflects on HHH as a trusted partner with these entities who are owed money, enabling us to better help those in need by helping them to avoid eviction/homelessness, shutting off of utilities, or hesitancy of a landowner to rent a unit to a household transitioning out of homelessness.

The following describes the Emergency Assistance for Housing Stabilization (Homelessness Prevention and Rehousing) Program in more detail:

1. *Describe the scope of work, tasks and responsibilities;*

HHH intends to build upon the existing service-delivery system for its current Emergency Assistance Program to provide the proposed emergency assistance services for the island of Oahu. Specifically, HHH will provide the following direct client services utilizing the requested funds:

- **Intake and Needs Assessment.**

HHH will conduct a financial intake and needs assessment for each household applying for emergency financial assistance. The intake and needs assessment will include a thorough review of the household's monthly sources of income, average monthly expenses, and household assets. Written verification of one month's income, as well as written verification of one month equivalent of regular monthly expenses must be provided by the applicant as part of the intake and needs assessment. The assessment will also require that the applicant submits their most recent verification of checking or savings account information, if any. Based upon the intake and needs assessment, HHH will determine if the household is eligible for emergency financial assistance, and will recommend long-term strategies to assist the household with maintaining financial self-sufficiency if emergency assistance funds are provided.

- **Verification of Homeless or At-risk Homeless status, according to HUD definitions.**

HHH will request third-party verification of homeless or at-risk status. Third-party verification for homelessness will be provided, preferably by a case manager or outreach worker with a homeless service provider, or by an individual outside of the household that can verify that the client is currently homeless and the area in which they primarily reside. Third-party verification for at-risk homeless status will be provided through verification from the client's landlord or from a utility provider if the client is seeking assistance with past due utilities.

The first preference for verification will be third-party verification. However, in cases where third-party verification cannot be obtained, HHH will have the client complete a Self Declaration of their homeless or “at-risk” status.

- **Financial assistance vendor payments for essential housing / shelter costs.**
HHH will provide short-term emergency financial assistance payments for essential housing / shelter costs, such as first month’s rent, past due rent, past due utilities, and utility deposits. The amount of financial assistance provided by HHH will be determined based upon the required intake and needs assessment, as well as HHH’s current emergency assistance guidelines. All assistance will be in the form of a third-party vendor payment to be provided directly to the vendor (i.e. landlord or utility provider), and not to the applicant household. Assistance can be provided a total of two times to the same household, as long as the payments are 6 months apart. An applicant household must complete the required intake and needs assessment, as well as complete case management plan requirements, in order to be considered for approval for emergency financial assistance.
- **Case Management Planning.**
HHH will establish a case management plan to assist applicants who do not demonstrate future financial self-sufficiency at the time of application to meet HHH eligibility requirements. The case management plan will be established in cooperation with the client and the HHH Case Manager, based upon potential barriers identified by the Eligibility Worker, and will be tailored to the applicant’s specific need. For example, if an applicant was recently laid off from employment and has not yet obtained new employment, a case management plan may require the applicant to make a specified number of contacts to apply for employment within a designated timeframe. If an applicant faces a different barrier, the case management plan can be modified to address that specific barrier or challenge.
- **Financial Literacy Services.**
HHH will provide financial literacy workshops, which will be a mandatory requirement for households to receive Emergency financial assistance. The workshop will discuss personal values, household budgeting and planning, short-term and long-term goal setting, and will review community resources available to assist with housing and employment needs. The workshop will be one-time only, and will last for 2.5 hours.
- **Information and referral to community resources**
Information and referral will be provided by HHH staff to households who require information about social service resources relating to housing or employment. Information and referral will be provided to assist these households in maintaining financial self-sufficiency.

- **Follow-up Services**

HHH will follow-up with households who receive assistance to assess if the household was able to maintain housing as a result of receiving emergency assistance. Follow-up will occur within six (6) months following emergency assistance. The primary method of contact will be by telephone. If telephone contact cannot be established after three attempts, the household will be contacted by mail. In addition to assessing housing status, the follow-up contact will also establish whether the household is in need of information and referral to other community resources.

2. Provide a projected annual timeline for accomplishing the results or outcomes of the service;

HHH will adhere to the following projected annual timeline for the implementation and delivery of the proposed services.

PERIOD	ACTIVITY (Designated Staff Responsible)
Quarter 1 (Months 1-3)	<ul style="list-style-type: none"> • SELECTION/AWARD AND CONTRACT EXECUTION • COORDINATION WITH STATE AGENCY TO REVIEW PROJECT OBJECTIVES & TIMELINE • BEGIN DELIVERY OF SERVICES • GOAL: 25% of funds will be expended by the end of the 1st quarter, and agreed upon outcomes will be reported to the contracting state agency.
Quarter 2 (Months 4-6)	<ul style="list-style-type: none"> • DELIVERY OF HOMELESSNESS PREVENTION AND REHOUSING SERVICES CONTINUES • ONGOING EFFORTS TO CONDUCT ADDITIONAL AWARENESS INITIATIVES TO INCREASE COMMUNITY KNOWLEDGE OF THIS AVAILABLE RESOURCE • GOAL: 50% of funds will be expended by the end of the 2nd Quarter, and agreed upon outcomes will be reported to the contracting state agency.
Quarter 3 (Months 7-9)	<ul style="list-style-type: none"> • DELIVERY OF HOMELESSNESS PREVENTION AND REHOUSING SERVICES CONTINUES • ONGOING EFFORTS TO CONDUCT ADDITIONAL AWARENESS INITIATIVES TO INCREASE COMMUNITY KNOWLEDGE OF THIS AVAILABLE RESOURCE • REVIEW PROGRAM DATA FROM QUARTERS 1 AND 2 – analyze the effectiveness of the project and develop any necessary additional strategies to achieve the agreed upon outcomes. • GOAL: 75% of funds will be expended by the end of the 3rd Quarter, and agreed upon outcomes will be reported to the contracting state agency.
Quarter 4 (Months 10-12)	<ul style="list-style-type: none"> • DELIVERY OF HOMELESSNESS PREVENTION AND REHOUSING SERVICES CONTINUES

	<ul style="list-style-type: none"> • ONGOING EFFORTS TO CONDUCT ADDITIONAL AWARENESS INITIATIVES TO INCREASE COMMUNITY KNOWLEDGE OF THIS AVAILABLE RESOURCE • REVIEW PROGRAM DATA FROM QUARTERS 1, 2 AND 3 – Continue the analysis of program/project effectiveness and develop any necessary additional strategies to achieve the agreed upon outcomes. • GOAL: 100% of funds will be expended by the end of the 4th Quarter, and agreed upon outcomes will be reported to the contracting state agency.
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3. Describe its quality assurance and evaluation plans for the request. Specify how the applicant plans to monitor, evaluate, and improve their results; and

HHH is committed to achieving consistent and high quality services for all agency beneficiaries and program participants. The agency is able to demonstrate the sufficiency of its Quality Assurance and Evaluation plan for the proposed homelessness prevention and rehousing program.

For all agency services, HHH has adopted a Quality Management (QM) program, which includes a Quality Committee, Governing Board involvement, and a written process for goal and priority setting following standardized methodology and data-collection. This agency-wide QM program will address Quality Assurance for the services contained in this proposal.

Consumer complaints, grievances, appeals, and consumer satisfaction.

Regarding Consumer Complaints, HHH has a policy and procedure for all consumer complaints, grievances, and appeals. This includes documentation and identification of potential problems, actions taken, and demonstrated systems improvement. The QM Committee will track all of these activities and document follow up on all items.

During intake of a potentially eligible applicant for assistance, the individual/household is asked to review and acknowledge receipt of, a statement and explanation of their right to grieve any decision, including a description of the process that would be followed should they choose to utilize this process.

Reporting of Consumer Concerns

The QM program has developed a system that outlines how items are collected, tacked, reviewed, analyzed, and reported to program monitors and funding agencies when appropriate. HHH is committed to following up diligently on these QM issues when potential matters on quality of care have arisen.

Program Evaluation & Work Plan

HHH has developed a system for periodic measurement, reporting, and analysis of well-defined output, outcomes measures, and performance indicators of the delivery system. Such results and information are used to improve the delivery system and clinical operations in regard to treatment planning and consumer safety issues. Feedback is provided to staff members, with subsequent follow-up to determine the impact on the agency's system of care.

Satisfaction Surveys are conducted on a monthly basis and the survey results are reviewed and are reported to the QM Committee. Program staff are given the results in a summary form.

The HHH QM Program also includes a Work Plan that is established annually, and identifies goals and activities based on an Annual Program Evaluation. The Work Plan includes designated timelines for the project, with identified department / persons responsible for carrying out items on the Work Plan.

Maintenance of QM Policies & Procedures

HHH assures that it has established and will maintain and regularly update the following relevant QM policies and procedures: (1) Consumer Complaints, Grievances and Appeals, (2) Consumer Safety, (3) Consumer Satisfaction, (4) Disaster Preparedness, (5) Emergency Evacuation, (6) Evidence Based Practice Guidelines, (7) Compliance, (8) Consumer Rights and Orientation, and (9) Confidentiality/HIPAA.

4. *Measures of effectiveness that will be reported to the State agency through which grant funds are appropriated.*

For the purposes of these housing stabilization services, HHH will provide to the contracting state agency, quarterly reports covering the following primary measures of effectiveness:

- a. The number of households that are approved for financial assistance payment;
- b. The number and type of financial assistance payments provided;
- c. The average amount of financial assistance payment provided per household;;
- d. The challenges encountered and potential remedies for challenges encountered during the reporting period; and
- e. The revenue and expenditures to date, including explanations of variance in the program budget.

III. Financial

Budget

1. *Proposed Program Budget*

Please refer to the State budget forms included as Attachment A.

2. *The applicant shall provide its anticipated quarterly funding requests for the fiscal year 2014.*

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$67,500	\$67,500	\$67,500	\$67,500	\$250,000

3. *The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2014.*

In addition to the funds being requested through this GIA application, for those households or individuals who for whatever reason are deemed ineligible for assistance through this proposed program, but whom HHH would still like to assist through different mechanisms, HHH has available 3 additional avenues of support for housing stabilization and homelessness prevention services that provide funding primarily for the financial assistance payments themselves, with very little allocated to staffing and program costs.

- Private Donations - \$105,000 (actual assistance payments – no program costs)
- Office of Hawaiian Affairs - \$41,325 (specifically for Native Hawaiian households – program costs)
- TANF MOE - \$20,000 (actual assistance payments only – no program costs)
- Helping Hands Hawaii - \$16,973 (program costs)

It is important to note, that without the GIA funding being requested, while we will have the funds to cover the actual assistance payments via the above sources, the overall emergency assistance for housing stabilization program will be severely limited because we will not have the funding for staffing and program costs that are necessary to run it at its full capacity (i.e. we will have a limited mechanism through which to distribute the payments). In review of the proposed budget, you will see that direct program staffing accounts for 93.5% of the total staffing budget, which means that only 6.5% is administrative oversight.

4. *The applicant shall provide a listing of all state and federal tax credits it has been granted within the prior three years. Additionally, the applicant shall provide a listing of all state and federal tax credits they have applied for or anticipate applying for pertaining to any capital project, if applicable.*

HHH has received no state or federal tax credits at anytime in the prior three years, and does not have any current pending application for such credits.

IV. Experience and Capability

A. Necessary Skills and Experience

Helping Hands Hawaii (HHH) is one of the most cost-effective and efficient not-for-profit organizations in the State of Hawai'i. Since its incorporation in 1974, the agency has acquired the necessary skills, abilities, and knowledge required to provide financial assistance for homeless or at-risk homeless households as described within this proposal.

Skills Relating to the Delivery of Financial Assistance.

For the past 30 years, the agency's Human Services division has provided short-term emergency financial assistance payments for essential needs, such as past due rent or utilities. HHH has developed a strong network of over-100 social service partner agencies that have provided referrals to the agency for financial assistance and other services. Financial assistance has traditionally been provided by HHH through its Community Clearinghouse (CCH) program. However, in 2008, HHH established the Homelessness Prevention & Rapid Re-Housing Program (HPRP), which provided financial assistance independently from the CCH.

Since 2008, HPRP eventually evolved into the current Emergency Assistance Program (EAP) that has acquired funding from a variety of public and private resources, to provide a broad range of emergency assistance services and supports to the at-risk homeless and homeless. In 2012, HHH assisted 2,725 households (representing 1,557 individuals) through the CCH and EAP, and the EAP awarded \$216,933.69 in emergency financial assistance.

To aid in the effective delivery of financial assistance payments, HHH has developed strong community partnerships with local vendors to ensure that services are provided in a time-sensitive manner that recognizes the urgency of an applicant's request. An examples of these are the partnerships that HHH has developed with local utility providers, such as the Hawaiian Electric Company (HECO), the Honolulu Board of Water Supply (HBWS), and The Gas Company, in regards to emergency financial payments for past due utilities. To ensure that applications are processed promptly, HHH developed a system to notify these utility companies' customer service departments by e-mail as soon as payment for an applicant is approved. This allows the applicant's account to be credited immediately to prevent disconnection of service.

HHH has also encouraged coordination and partnership with other financial assistance agencies through its active participation in *Ka Hui Ho'olaulima*. *Ka Hui Ho'olaulima* is a group of financial assistance providers on the island of Oahu, which includes Catholic Charities Hawaii, The Salvation Army – Family Services Office, Institute for Human Services, Queen Liliuokalani Children's Center and ALU LIKE,

Inc. among its active participants. HHH coordinates the agenda and prepares minutes for the quarterly discussions of this group, and through this effort helps to facilitate the development of “best practice” towards delivery of financial assistance and also increase awareness of resources offered through other providers.

As an agency, HHH also administers a statewide Representative Payee program that monitors finances and bill payment for seriously mentally ill (SMI) individuals that are referred to the agency by the State Department of Health, Adult Mental Health Division (AMHD) or come to HHH on a fee-for-service basis. HHH has provided Representative Payee services since 1999. Through the Representative Payee program, HHH maintains a caseload of between 500-550 clients statewide, and issues approximately 10,000 check payments a month for various bills owed by program participants. The Representative Payee program is an example that HHH has the capacity as an agency to administer financial assistance payments to a large number of individuals and multiple vendors on a statewide scale.

Skills Relating to the Delivery of Homeless / Housing Services.

HHH also has developed extensive skills and expertise in the delivery of services for individuals who are homeless, or who are at immediate risk of homelessness.

HHH currently provides case management to homeless individuals through its Community-Based Case Management (CBCM) and Community-Based Care Coordination (CBCC) programs for adults with Serious and Persistent Mental Illness (SPMI). This specific experience with the homeless mentally ill population is critical because housing presents a unique challenge to individuals with mental illness. According to the National Alliance on Mental Illness (NAMI), housing is a particular challenge for adults with mental illness because average housing costs in Hawaii are 170% greater than income for mentally ill adults who receive government benefits, such as SSI.⁴

HHH has also incorporated case management into its EAP program. The EAP program includes case management services for individuals who – at time of application – do not demonstrate the ability to afford future household expenses, but show the potential to do so with ongoing assistance. For these individuals, EAP staff will develop a case management plan for the individual, which involves meeting specified goals or objectives in order to receive ongoing financial assistance through the program.

To more efficiently provide case management for EAP, HHH effectively utilizes practicum students from the Social Work programs at the University of Hawaii at Manoa, Hawaii Pacific University, and Argosy. Social work practicum students provide up to 16 hours of service per week, which includes conducting intake and

⁴ National Alliance for Mental Illness. (2010). *State Statistics: Hawaii*. Arlington, VA: Author. Retrieved from: <http://www.nami.org/ContentManagement/ContentDisplay.cfm?ContentFileID=93489>.

assessment with clients, as well as assisting clients in developing individualized case management plans as outlined above.

In addition to case management, HHH also has demonstrated experience in connecting homeless and at-risk individuals with basic necessities and other benefits necessary to help them both obtain and maintain long-term stable housing. Specifically, the CCH warehouse program has demonstrated its ability for over 30 years to connect homeless individuals with basic necessities, such as food, clothing, furniture, and other household items. In 2012, the CCH provided basic necessities to 1103 households (44% of total CCH clients) who self-identified as homeless. These clients were directly referred to CCH by emergency and transitional homeless shelters throughout the island of Oahu – including the Institute for Human Services, Onemalu, Waikiki Care-A-Van, Shelter of Wisdom, Ulu ke Kukui, Weinberg Village at Waimanalo, Maili Land Transitional Shelter, and Onelauena, Ohana Ola O Kahumana.

HHH also connects homeless individuals to essential public benefits through its SNAP Outreach program. The SNAP Outreach program identifies individuals who are potentially eligible for Supplemental Nutrition Assistance Program (SNAP) benefits (i.e. “food stamps,”), assists clients with applying for benefits, and assist the client in tracking the status of their SNAP application. In particular, the HHH SNAP Outreach program helps to identify homeless individuals seeking assistance because these individuals will qualify for “expedited” processing of benefits, which means that benefits are processed by DHS within 7 days as opposed to a normal processing time of 30 days or more.

As a result of the demonstrated knowledge and skills described above, HHH believes that it is qualified to provide the services detailed in this proposal. Specifically, HHH believes that it has demonstrated its ability to provide (1) cash assistance for rent, utility and other arrearage, as well as (2) supportive services coupled with housing. These two items were identified within a 2003 report by the Urban Institute as skills that were necessary for the delivery of an effective strategy for homelessness prevention.

Experience

The agency’s relevant experience in delivering the services described above is demonstrated through the following relevant contracts listed below:

- **Housing Stabilization (Basic Necessities)(Oahu)**
City & County of Honolulu
- **Emergency Assistance – Homelessness Prevention and Homeless Rehousing (Oahu)**
City & County of Honolulu

- **Homeless Prevention and Rapid Re-Housing Program (HPRP) (Oahu)**
Department of Human Services
- **State Homeless Emergency Grant (SHEG) Program (Oahu)**
Department of Human Services
- **Housing stabilization and poverty reduction (Oahu)**
Department of Human Services – TANF
- **Housing Stabilization for Native Hawaiians (Oahu)**
Office of Hawaiian Affairs
- **Housing Stabilization and SNAP Outreach Services (Oahu)**
Hawaii Community Foundation
- **Emergency financial and material assistance (Oahu)**
Aloha United Way

B. Facilities

HHH Housing Stabilization services will be provided at the following location:

Helping Hands Hawai`i
2100 North Nimitz Highway
Honolulu, HI 96813

This main facility also houses the Administration, Accounting, and other Behavioral Health, Human Services, and Language Access programs of the agency. The office is conveniently located in a non-congested area along Nimitz Highway, which is a main traffic thoroughfare. There are several bus stops located nearby as well as easy access to the H-1 freeway. The office is ADA compliant and has two designated parking stalls for individuals with disabilities.

The HHH office provides a warm and welcoming environment for clientele, and can comfortably support offices for program staff and case managers. Individual therapy will be available for clients during normal business hours, from 8:00 a.m. to 4:30 p.m., and will be scheduled as needed. The office has designated areas for group therapy and individual psychotherapy services as well as secured and private staffing offices. In addition, the office also contains a working kitchen, which can be utilized for providing healthy snack preparation for clients. In the event that the program outgrows the space, HHH will search for additional space to rent, that meets program needs.

The HHH facility for Oahu meets all ADA requirements. Wheelchair recipients and others have been reasonably accommodated in this facility. Moreover, this office has met all CARF safety requirements during site visits and inspections.

In addition, because the agency is required to maintain CARF accreditation for our behavioral health services, the following additional facility quality standards are applied/followed:

1. HHH will maintain a structurally sound facility that does not pose a threat to the health and safety of the recipients it serves;
2. HHH will ensure the facility is accessible and capable of being utilized without unauthorized egress and regress through other private properties. The HHH facilities will have multiple means of egress in case of fire or disaster;
3. HHH ensure each site is afforded adequate space and security for personnel effects;
4. HHH will ensure all facilities have natural or mechanical ventilation, including window or air conditioning units. HHH facilities will be free of pollutants;
5. HHH will ensure all recipients have access to bathrooms that are in proper operating condition, maintain privacy, and are adequate for personal cleanliness;
6. HHH will ensure all facilities have adequate lighting provided by a natural source, either such as sunlight, or by artificial means, including light fixtures;
7. HHH will ensure recipients have access to a kitchen area and adequate space for healthy snack preparation, including refrigerator, stove and microwave;
8. HHH will ensure all equipment and appliances within all facilities are in operational and sanitary condition;
9. HHH will ensure each facility has at a minimum, one battery-operated or hardwired smoke detector that is maintained in proper working order;
10. HHH will ensure all facilities develop and adhere to health, fire, and safety regulations within the residence in accordance with State, City, County, and accreditation standards; and
11. HHH staff will supervise all recipients within each facility to ensure each facility is maintained in a clean, safe, manner. HHH will strive to create a comfortable homelike but professional environment for all its facilities.

V. Personnel: Project Organization and Staffing

A. Proposed Staffing, Staff Qualifications, Supervision and Training

1. Proposed staffing.

HHH proposes the following staffing pattern to effectively implement Emergency Assistance for Housing Stabilization services for the island of Oahu:

One (1) Program Manager (.50 FTE)

One (1) Eligibility Worker (1.00 FTE)

One (1) Case Manager (1.00 FTE)

One (1) Customer Service Representative (2 x .50 FTE)

The client:staff ratio for the proposed emergency assistance program will be 80 applications per Eligibility Worker per month. The Eligibility Worker will be responsible for processing a combined average of 80 applications for emergency assistance monthly.

The client:staff ratio has been determined based on the existing workload of staff for the current EAP/SHEG program. Currently, the EAP employs one staff person who is responsible for conducting intake and assessment interview for financial assistance for approximately 80 clients per month. The HHH EAP/SHEG program has been delivering services utilizing this existing client:staff ratio for over one year, and the program is confident that the existing ratio is adequate to deliver the proposed services.

There is no established client:staff ratio for the Program Manager, Case Manager, and Customer Service Representative positions.

2. Staff Qualifications

Minimum qualifications (i.e. level of education, special licenses and/or certifications, and work experience) for all proposed staff positions are outlined in agency Job Descriptions, which are provided along with this proposal.

Please refer to Attachment B for Job Descriptions.

3. Supervision of Project Staff

The Program Manager will be responsible for the supervision of all proposed program staff. Supervision for the Program Manager will be provided by the CEO.

Supervision will be held with staff on a weekly basis, and will include a review of each staff's caseload and pending applications.

All HHH staff are evaluated and given feedback on a regular basis by their supervisor, with formal Performance Appraisals to occur at 90 days from the date of hire, and annually thereafter.

Staff training begins with New Hire Orientation. New Hire Orientation is provided by the Human Resources Department. All new employees regardless of their status must complete orientation before employment begins. This training covers employment, benefits, HIPAA, and agency rules and regulations, including but not limited to, confidentiality, code of ethics, and safety procedures.

In addition to general staff training, more specific training will be provided to staff depending on their respective duties relating to the proposed emergency assistance/housing stabilization services.

4. Training of Project Staff

Staff training begins with New Hire Orientation, as provided by the Human Resources Department. All new employees regardless of their status must complete orientation before engaging in their job responsibilities. This training covers employment, benefits, HIPAA, and agency rules and regulations including but not limited to confidentiality, code of ethics, and safety procedures.

All staff will receive specific training in the delivery of services for financial assistance and upon hire will shadow existing HHH employees who staff equivalent positions within the Emergency Assistance program. Together with the EAP Program Manager and the CEO, the existing employees new hires on how to process applications for financial assistance, as well as how to conduct follow-up contacts with participants.

Professional development opportunities will be made available to program staff as well as opportunities to engage in community/network discussions regarding the various socio-economic issues facing the households and individuals we will be assisting.

B. Organization Chart

HHH has provided the program organization chart for the proposed Emergency Assistance for Housing Stabilization services, as well as the agency-wide organization chart. Please see the attached sheets in order to reference each staff position and line of responsibility / supervision.

Please refer to Organizational Charts in Attachment C.

VI. Other

A. Litigation

HHH does not have any current or pending litigation to which it is a party.

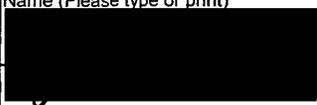
B. Licensure or Accreditation

There are no licensure or accreditation requirements relevant to the proposed program. However, the agency did recently receive in November 2012, a 3-year accreditation (the longest term that can be given) from the Commission on Accreditation of Rehabilitation Facilities (CARF) in relation to our provision of Behavioral Health services. While related to our behavioral health services, the CARF accreditation review process includes an in-depth analysis of all administrative/organizational functions as well, including leadership/management, safety, Board oversight, financial management, risk management, and a number of other critical areas of operation.

**ATTACHMENT A
PROGRAM BUDGET**

BUDGET REQUEST BY SOURCE OF FUNDS
(Period: July 1, 2013 to June 30, 2014)

Applicant: Helping Hands Hawaii

BUDGET CATEGORIES	Total State Funds Requested (a)	(b)	(c)	(d)
A. PERSONNEL COST				
1. Salaries	107,561			
2. Payroll Taxes & Assessments	12,617			
3. Fringe Benefits	16,801			
TOTAL PERSONNEL COST	136,979			
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island	0			
2. Insurance	0			
3. Audit Services	1,640			
4. Contractual Services - Administrative	2,246			
5. Contractual Services - Subcontracts	0			
6. Insurance	1,640			
7. Lease/Rental of Equipment	0			
8. Lease/Rental of Motor Vehicle	0			
9. Lease/Rental of Space	0			
10. Mileage	443			
11. Postage, Freight & Delivery	343			
12. Publication & Printing	1,000			
13. Repair & Maintenance	1,500			
14. Staff Training	0			
15. Subsistence/Per Diem	0			
16. Program Supplies	981			
17. Telecommunication	270			
18. Transportation	0			
19. Utilities	2,265			
20. Membership	193			
21. Financial Assistance	100,500			
TOTAL OTHER CURRENT EXPENSES	113,021			
C. EQUIPMENT PURCHASES	0			
D. MOTOR VEHICLE PURCHASES	0			
E. CAPITAL	0			
TOTAL (A+B+C+D+E)	250,000			
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	250,000	Jan Harada	440-3820	
(b) Office of Hawaiian Affairs	41,325	Name (Please type or print)		Phone
©Private Donations	105,000			1/29/13
(d) TANF MOE	20,000			
(e) HHH general funds	16,973	Signature of Authorized Official		Date
TOTAL BUDGET	433,298	Jan Harada, President & CEO		
		Name and Title (Please type or print)		

BUDGET JUSTIFICATION PERSONNEL - SALARIES AND WAGES

Applicant: Helping Hands Hawaii

Period: July 1, 2013 to June 30, 2014

POSITION TITLE	FULL TIME EQUIVALENT	ANNUAL SALARY A	% OF TIME ALLOCATED TO GRANT REQUEST B	TOTAL STATE FUNDS REQUESTED (A x B)
Program Manager	1	41400.00	50.00%	20,700
Eligibility Worker	1	24960.00	100.00%	24,960
Case Manager	1	32000.00	100.00%	32,000
Customer Service Representative	1	22880.00	100.00%	22,880
Administrative Staffing Support and Oversight (CEO, CFO, VP Human Resources, Accountants I and II	1	322108.00	2.18%	7,021
				\$ -
				\$ -
				\$ -
				\$ -
				\$ -
TOTAL:				107,561.00
JUSTIFICATION/COMMENTS:				

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Applicant: Helping Hands Hawaii

Period: July 1, 2013 to June 30, 2014

DESCRIPTION EQUIPMENT	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
NONE			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				
JUSTIFICATION/COMMENTS:				

DESCRIPTION OF MOTOR VEHICLE	NO. OF VEHICLES	COST PER VEHICLE	TOTAL COST	TOTAL BUDGETED
NONE			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				
JUSTIFICATION/COMMENTS:				

BUDGET JUSTIFICATION CAPITAL PROJECT DETAILS

Applicant: Helping Hands Hawaii

Period: July 1, 2013 to June 30, 2014

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OTHER SOURCES OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY: 2011-2012	FY: 2012-2013	FY:2013-2014	FY:2013-2014	FY:2014-2015	FY:2015-2016
PLANS						
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
TOTAL:						
JUSTIFICATION/COMMENTS:						
Not Applicable/NA						

ATTACHMENT B
JOB DESCRIPTIONS

Helping Hands Hawaii Job Description

Position: Program Manager
Reports To: President & CEO
Division: Human Services
Department: Emergency Assistance Program (EAP)
Type: Temporary, Full-time
FLSA Status: Salary; Exempt
EEO Code: 1 – Officials and Managers
Location: 2100 N. Nimitz Highway, Honolulu, HI 96819

OBJECTIVES:

Provides general coordination and day-to-day supervision of staff responsible for emergency support and short-term financial assistance payments for individuals and families in need. Works together with the President & CEO to ensure compliance with all State, Federal and private contract and grant requirements relating to the delivery of financial assistance and emergency support under the agency's Emergency Assistance Program (EAP). Ensures compliance with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Oversees the development, implementation, and evaluation of policies and procedures for the EAP. Recommends new approaches and/or needed amendments to existing policies and procedures to effect continual improvement of efficiency of program services.
2. Ensure delivery of needed services to the community through development, promotion and maintenance of effective and cooperative relationships with appropriate public and non-profit community agencies/partners, schools, private corporations, funding sources, and other professionals.
3. Provides final EAP review of applications for payment assistance and submits a recommendation to the President & CEO regarding applicant's eligibility to receive such payments through HHH.
4. Develop and promote outreach strategies to solicit potential applicants for emergency financial assistance, and to promote the Emergency Assistance Program (EAP) to low-income communities and agencies servicing these communities.
5. Ensure EAP staff are processing and maintaining a caseload of applications for financial assistance payments, including following through to ensure the completion of applications if necessary.
6. Oversees the development and population of appropriate data and outcome gathering tools.
7. Maintains current knowledge of relevant events, discussions, policy decisions, and economic indicators that impact the EAP and the people it serves. Examples include, but are not limited to: local, state and federal budget discussions on benefits for low-income households; community debate/discussion regarding best practice strategies for addressing homelessness prevention; capabilities of partner agencies (what they are able to provide/do for people served); and county and/or state regulatory (rules, laws, etc.) action impacting EAP activities or the people served.

SUPERVISORY RESPONSIBILITIES:

1. Provide day-to-day supervision for EAP staff who are responsible for implementation of the program.
2. Work with the HHH Volunteer Coordinator to recruit and train EAP volunteers and ensure that the HHH EAP is optimally staffed.
3. Ensure that requested and required reports and documents are submitted in an accurate and timely manner.

REPORTING REQUIREMENTS:

1. Prepare periodic written and/or verbal reports to the President & CEO as necessary/required.
2. Prepare and submit statistical reports associated with the program as needed/required.

OTHER DUTIES:

1. Performs other duties as assigned by the President & CEO.

Note: The Company reserves the right to assign additional duties and to add, delete, or modify any essential or marginal job functions.

WORKING CONDITIONS:

Indoors, office setting, occasionally outdoors; may travel to see employees, other program sites, meeting sites, etc. as required by the job.

WORKING HOURS:

Primarily Monday – Friday, 8:00 a.m. to 4:30 p.m. Additional hours may be required to meet business needs.

EQUIPMENT USE:

Personal computer, standard office equipment and tools.

MENTAL & PHYSICAL DEMANDS:

1. Duties require the use of considerable initiative and judgment, with the ability to work independently.
2. Requires the ability to meet deadlines and at times work under pressure.
3. Requires the ability to appropriately and professionally deal with difficult people or situations.
4. Requires the ability to establish and maintain cooperative and productive work relationships internally and externally.
5. Requires sitting for an extended period of time.
6. Requires traveling to various business locations as required by the job.

COMMUNICATION DEMANDS:

Requires strong English oral and written communication skills, the ability to give instructions or directions to others, the judgment to know when to ask questions and/or ask for help, and the ability to research necessary information from a variety of sources.

MINIMUM QUALIFICATIONS:

1. Bachelor's degree in social science field from an accredited college or university and one (2) years of progressive work experience in the Human Services environment.
2. An exception may be made for the above-mentioned educational requirements, on an individual case-by-case basis, if a candidate meets the following combination of required minimum education & experience:
 - a. HS diploma or equivalent, and four (4) years of progressive job-related experience where knowledge and abilities have been demonstrated, preferably in the Human Services environment.
3. Effective communication skills (i.e. verbal/written and listening skills).
4. Working knowledge of Windows and other MS Office programs (Word, Excel, Powerpoint).
5. Ability to work directly, cooperatively and collaboratively with multi-faceted and multi-ethnic programs, staff, and volunteer force.
6. Prior supervisory experience.
7. Valid Driver's license and willingness to use properly insured car.

8. TB clearance.

PREFERRED QUALIFICATIONS:

1. Relevant program experience in the fields of homelessness prevention and/or working within low-income communities.
2. Relevant program development experience, to include assessing community needs, developing program ideas, and implementing programs to meet those needs.

COMPANY RIGHTS:

The above information has been designated to indicate the general nature and level of work performed for this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of the employee assigned to this job. This job description does not constitute an employment contract. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

I, (print name) _____, hereby acknowledge and accept all responsibilities as the Program Coordinator.

Signature: _____

Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: Eligibility Worker
Reports To: Program Manager
Division: Human Services
Department: Emergency Assistance Program (EAP)
Type: Full Time
FLSA Status: Hourly, Non-Exempt
EEO Code: 5 – Administrative Support Workers
Location: 2100 N. Nimitz Hwy. Honolulu, HI 96819

OBJECTIVES:

To perform a variety of administrative tasks, review program applications, and determine program eligibility to receive short-term financial assistance payments. To comply with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Assists, researches, and follows up regarding questions, concerns, and feedback received from Emergency Assistance Program (EAP) participants, vendors (i.e. landlords and utility companies) and other community partners in a timely, courteous, and professional manner.
2. Processes and maintains applications for short-term financial assistance payments, including the completion of applications.
3. Conducts face-to-face intake interviews with potential applicants for financial assistance payment, and make a recommendation of determination for eligibility based upon applicable grant and program guidelines.
4. Coordinates, schedules and trains office volunteers, as needed, to assist in the determining of eligibility for financial assistance payments.
5. Completes administrative tasks, which include but may not be limited to; forms processing, data entry, photocopying, word processing and filing.
6. Assists with answering all incoming phone lines and routes to appropriate departments and/or contact person.

SUPERVISORY RESPONSIBILITIES:

N/A

REPORTING REQUIREMENTS:

As directed by the Program Manager.

OTHER DUTIES:

1. Develops and maintains cooperative relationships and positive communication with other Helping Hands Hawaii staff, volunteers, corporate, school and community partners.
2. Performs additional related responsibilities as assigned by Program Manager.

Note: The Company reserves the right to assign additional duties and to add, delete or modify any essential or marginal job functions.

WORKING CONDITIONS:

Indoors, office setting, occasionally outdoors; may travel to see employees, other program sites, meeting sites, etc. as required by the job.

WORKING HOURS:

Primarily Monday – Friday, 8:00 a.m. to 4:30 p.m. Additional hours may be required to meet business needs.

EQUIPMENT USE:

Personal computer, Audix PBX telephone system, standard office equipments and tools.

MENTAL & PHYSICAL DEMANDS:

1. Duties require the use of considerable initiative and judgment.
2. Work under minimal supervision and direction.
3. Requires working under deadlines and pressure.
4. Requires dealing with difficult people or situations.
5. Establishes and maintains cooperative and productive work relationships.
6. Requires sitting for an extended period of time.
7. Requires traveling to various business locations as required by the job.

COMMUNICATION DEMANDS:

Requires communicating effectively both orally and in writing in the English language; giving instructions or directions to others; and seeking information from a variety of sources.

MINIMUM QUALIFICATIONS:

1. Bachelor's Degree in Education, Psychology, Human Services or a related field, and six (6) months of progressive job-related experience in the Human Services environment.
2. An exception may be made for the above-mentioned educational requirements, on an individual case-by-case basis, if a candidate meets the following combination of required minimum education & experience:
 - a. HS diploma or equivalent and two (2) years of progressive job-related experience where knowledge and abilities have been demonstrated, preferably in the Human Services environment.
3. Extensive working knowledge of computer programs including but not limited to Microsoft Word and Excel, Power Point and other database operational software.
4. Ability to work directly and collaboratively with diverse persons and programs found in a multi-faceted agency and community.
5. Ability to organize, direct, review and evaluate activities and volunteers.
6. Effective Communication skills (listening, speaking and writing) with proven ability to take and relay detailed and accurate information.
7. Detail oriented and ability to multi-task.
8. Current TB Clearance.

PREFERRED QUALIFICATIONS:

1. Previous administrative work experience in an office setting.

COMPANY RIGHTS:

The above information has been designated to indicate the general nature and level of work performed for this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of the employee assigned to this job. This job description does not constitute an employment contract. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

I, (print name) _____, hereby acknowledge and accept all responsibilities as the Eligibility Worker.

Signature: _____ Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: Housing Case Manager
Reports To: Program Manager
Division: Human Services
Department: Emergency Assistance Program (EAP)
Type: Full-time
FLSA Status: Salaried, Exempt
EEO Code: 2 - Professional
Location: 2100 N. Nimitz Hwy. Honolulu, HI 96819

OBJECTIVES:

To conduct financial literacy workshops relating to budgeting, goal setting, the importance of values, and resources relating to employment and childcare. To serve as a liaison between the Emergency Assistance Program (EAP), program participants, and community partners. To comply with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Conduct financial literacy workshops, for applicants who are seeking financial assistance payments from HHH.
2. Review financial literacy curriculum, and recommend revisions and new content as appropriate.
3. Collaborate with the Eligibility Worker and Program Assistant to enroll applicants in the financial literacy workshops.
4. Coordinate a monthly schedule of financial literacy workshops for financial assistance applicants.
5. Inform the Eligibility Worker when an applicant has completed attendance in the financial literacy workshop.
6. Provide assistance and follow-up to applicants for financial assistance who require help in gathering required documents or meeting application timelines and other requirements.
7. Provide referrals to social service agencies and other community resources for financial assistance applicants, and establish a plan of action to pursue such referrals if required.
8. Conduct outreach in low-income communities and with agencies serving low-income populations to promote the EAP.
9. Respond to inquiries, questions, and concerns from landlords, vendors, and other social service agencies regarding the EAP.
10. Coordinate, schedule and train office volunteers to assist with case management and follow-up for EAP applicants as needed.
11. Complete administrative tasks, which include but may not be limited to; forms processing, data entry, photocopying, word processing and filing.

SUPERVISORY RESPONSIBILITIES:

N/A

REPORTING REQUIREMENTS:

As directed by the Program Manager.

OTHER DUTIES:

1. Develop and maintain cooperative relationships and positive communication with other Helping Hands Hawaii staff, volunteers, corporate, school and community partners.
2. Performs additional related responsibilities as assigned by Program Coordinator.

Note: The Company reserves the right to assign additional duties and to add, delete or modify any essential or marginal job functions.

WORKING CONDITIONS:

Indoors, office setting, occasionally outdoors; may travel to see employees, other program sites, meeting sites, etc. as required by the job.

WORKING HOURS:

Primarily Monday through Friday, 8:00-4:30; additional hours (eg., nights and/or weekends) may be necessary to meet business and community needs.

EQUIPMENT USE:

Personal computer, Audix PBX telephone system, standard office equipments and tools.

MENTAL & PHYSICAL DEMANDS:

1. Duties require the use of considerable initiative and judgment.
2. Work under minimal supervision and direction.
3. Requires working under deadlines and pressure.
4. Requires dealing with difficult people or situations.
5. Establishes and maintains cooperative and productive work relationships.
6. Requires sitting for an extended period of time.
7. Requires traveling to various business locations as required by the job.

COMMUNICATION DEMANDS:

Requires communicating effectively both orally and in writing in the English language; giving instructions or directions to others; and seeking information from a variety of sources.

MINIMUM QUALIFICATIONS:

1. Bachelor's Degree in Education, Psychology, Human Services or a related field, and six (6) months of progressive job-related experience in the Human Services environment.
2. An exception maybe made for the above-mentioned educational requirements, on an individual case-by-case basis, if a candidate meets the following combination of required minimum education & experience:
 - a. HS diploma or equivalent and two (2) years of progressive job-related experience where knowledge and abilities have been demonstrated, preferably in the Human Services environment.

3. Extensive working knowledge of computer programs including but not limited to Microsoft Word and Excel, Power Point and other database operational software.
4. Ability to work directly and collaboratively with diverse persons and programs found in a multi-faceted agency and community.
5. Ability to organize, direct, review and evaluate activities and volunteers.
6. Effective Communication skills (listening, speaking and writing) with proven ability to take and relay detailed and accurate information.
7. Detail oriented and ability to multi-task.
8. Valid Driver's license and willingness to use properly insured vehicle.
9. Current TB clearance.

PREFERRED QUALIFICATIONS:

1. Previous experience in conducting educational workshops or seminars.

COMPANY RIGHTS:

The above information has been designated to indicate the general nature and level of work performed for this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of the employee assigned to this job. This job description does not constitute an employment contract. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

I, (print name) _____, hereby acknowledge and accept all responsibilities as the Housing Case Manager.

Signature: _____ Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: Customer Service Representative
Reports To: Program Manager
Division: Human Services
Department: Emergency Assistance Program (EAP)
Type: Part Time
FLSA Status: Hourly; Non-Exempt
EEO Code: 5 – Administrative Support Workers
Location: 2100 N. Nimitz Hwy. Honolulu, HI 96819

OBJECTIVES:

To provide general office and clerical support to the Emergency Assistance Program (EAP), which provides assistance to low-income individuals applying for financial assistance payments. To assist with EAP applicant scheduling, data-entry into the Homeless Information Management System (HMIS) database, and conduct eligibility pre-screening over the telephone for EAP applicants. Will comply with company code of ethics, confidentiality practices, HIPAA, safety, and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Answer all incoming phone calls for the EAP in a courteous and professional manner.
2. Routes all incoming calls for the appropriate department and / or contact person.
3. Retrieve messages from voicemail audix and write down the information on appropriate paperwork indicating the name of caller, date, time of call, phone number, nature of call, and route to appropriate department / contact person.
4. Data-enter EAP participant data into the online HMIS database.
5. Schedule applicants for the EAP for intake / eligibility appointments with the Eligibility Worker and Case Manager as appropriate.
6. Provide clerical support for the Program Manager, Program Assistant, Case Manager, and Eligibility Worker, which includes but may not be limited to: typing documents in word or excel, processing forms, photocopying, faxing, shredding, and distributing documents.
7. Assist in maintaining files for EAP clients, including to file all paperwork to appropriate file and/or folders on a daily basis.
8. Provide excellent customer service in person or via telephone to clients, vendors, community partners, and others.

SUPERVISORY RESPONSIBILITIES:

N/A

REPORTING REQUIREMENTS:

As directed by the Program Manager.

OTHER DUTIES:

1. Performs additional related responsibilities as assigned by the Program Manager.

Note: The Company reserves the right to assign additional duties and to add, delete or modify any essential or marginal job functions.

WORKING CONDITIONS:

Indoors, office setting, occasionally outdoors; may travel to see employees, other program sites, meeting sites, etc. as required by the job.

WORKING HOURS:

Primarily Monday – Friday, 8:00 a.m. to 4:30 p.m. Additional hours may be required to meet business needs.

EQUIPMENT USE:

Personal computer, Audix PBX telephone system, standard office equipments and tools.

MENTAL & PHYSICAL DEMANDS:

1. Duties require the use of considerable initiative and judgment.
2. Work under minimal supervision and direction.
3. Requires working under deadlines and pressure.
4. Requires dealing with difficult people or situations.
5. Establishes and maintains cooperative and productive work relationships.
6. Requires sitting for an extended period of time.
7. Requires traveling to various business locations as required by the job.

COMMUNICATION DEMANDS:

Requires communicating effectively both orally and in writing in the English language; giving instructions or directions to others; and seeking information from a variety of sources. Must demonstrate courtesy and tact when dealing with the general public and staff.

MINIMUM QUALIFICATIONS:

1. High School Diploma or equivalent and one (1) year of progressive job-related experience where knowledge and abilities have been demonstrated, preferably in the Human Services environment.
2. Extensive working knowledge of computer programs including but not limited to Microsoft Word and Excel, Power Point and other database operational software.
3. Ability to work directly and collaboratively with diverse persons and programs found in a multi-faceted agency and community.
4. Ability to organize, direct, review and evaluate activities and volunteers.
5. Effective Communication skills (listening, speaking and writing) with proven ability to take and relay detailed and accurate information.
6. Detail oriented and ability to multi-task.
7. Valid Driver's license and willingness to use properly insured vehicle, preferred.

PREFERRED QUALIFICATIONS:

1. Proficiency in utilizing Microsoft Word, Access, and Excel.
2. Knowledge of general office policies and procedures.

COMPANY RIGHTS:

The above information has been designated to indicate the general nature and level of work performed for this position. It is not to be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications of the employee assigned to this job. This job description does not constitute an employment contract. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

I, (print name) _____, hereby acknowledge and accept all responsibilities as the PT Customer Service Representative.

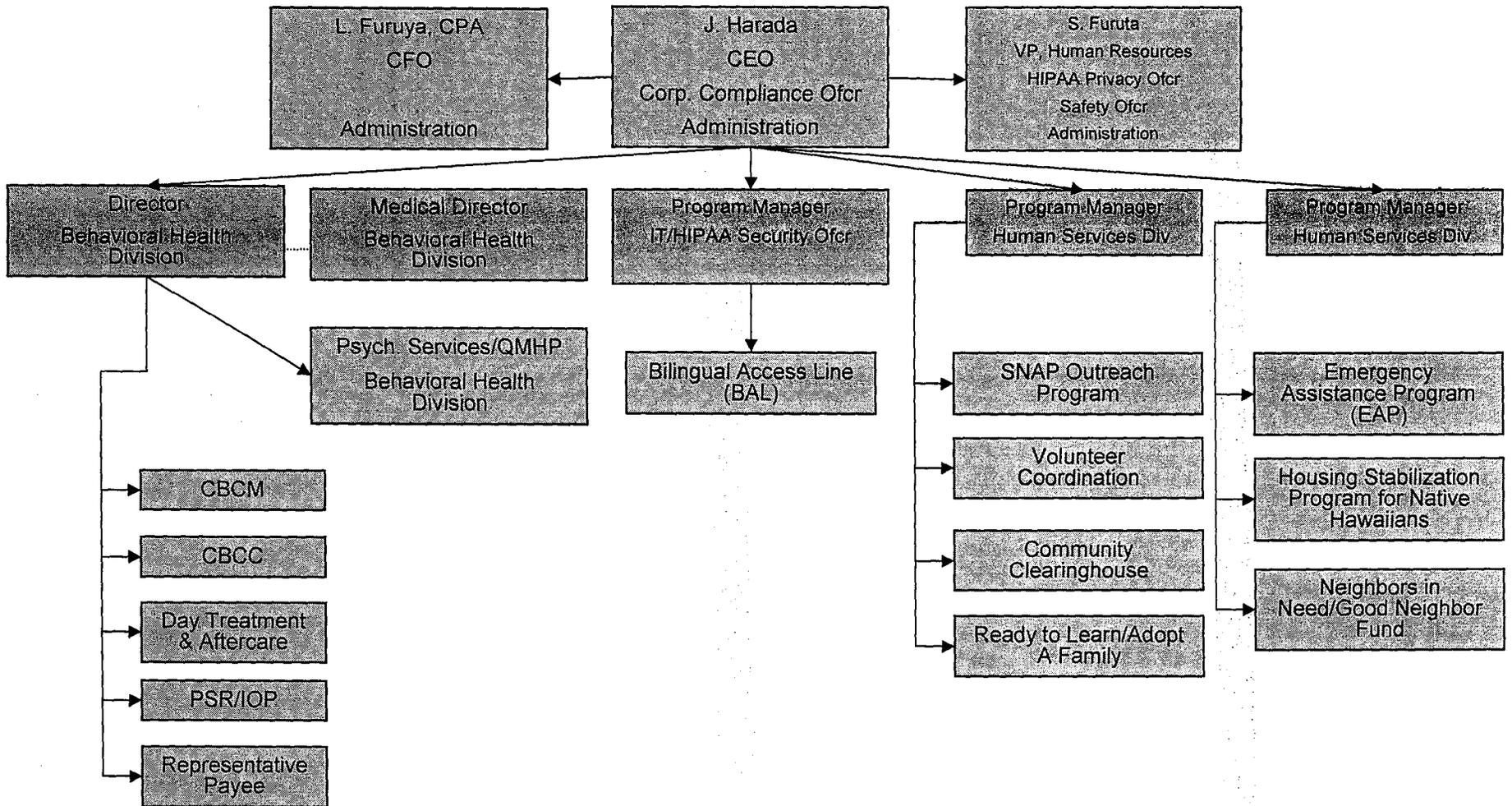
Signature: _____ Date: _____

An Equal Opportunity Employer

ATTACHMENT C
ORGANIZATIONAL CHARTS

Helping Hands Hawai'i

Agency Wide Organization Chart as of 1/29/13



Helping Hands Hawaii

Proposed Emergency Assistance for Housing Stabilization - Organization Chart

