

House District 1-7 THE TWENTY-EIGHTH LEGISLATURE
 Senate District 1-4 APPLICATION FOR GRANTS
 CHAPTER 42F, HAWAII REVISED STATUTES

Log No: _____
 For Legislature Use Only: _____

Type of Grant Request:
 GRANT REQUEST-OPERATING GRANT REQUEST-CAPITAL

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.

Recipient means any organization or person receiving a grant.

STATE DEPARTMENT OR AGENCY RELATED TO THIS REQUEST (LEAVE BLANK IF UNKNOWN): Office of Community Services
 DLIR

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

1. APPLICANT INFORMATION:
 Legal Name of Requesting Organization or Individual:
 Hawaii County Economic Opportunity Council
 Dba:
 Street Address: 47 Rainbow Drive
 Mailing Address: 47 Rainbow Drive
 Hilo, HI 96720

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:
 Name: George Yokoyama
 Title: Resource Mobilizer
 Phone #: 808-961-2681 ext. 107
 Fax #: 808-961-2812
 Email: gyokoyama@hceoc.net

3. TYPE OF BUSINESS ENTITY:
 NON PROFIT CORPORATION INCORPORATED IN HAWAII
 NON PROFIT CORPORATION INCORPORATED IN HAWAII
 LIMITED LIABILITY COMPANY
 OTHER
 SOLE PROPRIETORSHIP/INDIVIDUAL

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:
 Capital Request for Purchase of Transportation Vehicles

4. FEDERAL TAX ID #: [REDACTED]
 5. STATE TAX ID #: [REDACTED]

7. AMOUNT OF STATE FUNDS REQUESTED:
 FISCAL YEAR 2016: \$1,100,000.00

8. STATUS OF SERVICE DESCRIBED IN THIS REQUEST:
 EXISTING SERVICE (PRESENTLY IN OPERATION)

SPECIFY THE AMOUNT BY SOURCES OF FUNDS AVAILABLE AT THE TIME OF THIS REQUEST:
 STATE \$ 0
 FEDERAL \$ 0
 COUNTY \$ 0
 PRIVATE/OTHER \$ 0

TYPE NAME & TITLE OF AUTHORIZED REPRESENTATIVE:
 [REDACTED]

Jay T. Kimura – Executive Director
 Name & Title

1/20/16
 Date Signed

 RECEIVED
1/22/16 *[Signature]*

APPLICATION FOR GRANTS

I. BACKGROUND and SUMMARY

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

Hawaii County Economic Opportunity Council (HCEOC) is a private non-profit organization established in 1965 and qualifies as a charitable and educational organization. HCEOC's purpose is to prevent, alleviate and eliminate poverty in the County of Hawaii. The organization is governed by a 12-member board comprised of one-third public, one-third private and one third low-income community representatives.

For over 40 years HCEOC has been the recognized transportation provider for serving the low-income, the elderly, physically disabled persons for the County of Hawaii at a much lower cost than the County Mass Transit.

2. The goals and objectives related to the request.

To have replenished transportation vehicles meeting the needs of the low-income, the elderly and disabled residents, numbering nine through 5,000 who are facing severely restricted access to basic needs and have little or no transportation alternatives.

3. The public purpose and need to be served.

Public purpose is to provide mobility to the elderly, the disabled and low-income individuals to public and private service facilities to include visits to doctors, hospitals, government offices, financial institutions, senior centers and for shopping, funerals, and other purposes.

The DIRE NEED is the replacement of critically needed transportation vehicles.

HCEOC since year 2000 has attempted to mobilize funds for the purpose of purchasing new vehicles but unfortunately failed.

HCEOC vehicles have reached the point of fair wear and tear and beyond repair, and from the fleet of 33 mini-buses, 12 vans and 6 SUV's, only 3 mini buses, 4 vans and 4 SUV's are in operating condition, to include 3 sedans for Medicaid patients and transportation services had to be drastically curtailed from serving more than 4,000 clients to a mere hundreds at present, with the comment that most vehicles have been operating for 15 to 20 years, reading over 600,000 to 800,000 speedometers.

The critical need for vehicle is exacerbated by several factors unique to the Big Island of Hawaii:

- The sheer geographic size and the distance between travel points.
- Hawaii Count encompasses 4,028 square miles, twice the size of all other five islands combined:

Hawaii:	<u>4,028 square miles</u>
Maui:	728 square miles
Oahu:	597 square miles
Kauai	552 square miles
Molokai	250 square miles
Lanai	141 square miles

- The demise of the sugar industry created voids that acutely affected the elderly and disable and impoverished resident of isolated "pocket" communities numbering more than 4,000 persons.
- Substandard roads (steep, narrow, and unpaved) had strained HCEOC's buses and vans. Despite prudent use and maintenance, vehicles became worn much quicker than those driven on paved roads. Most, if not, all of HCEOC buses have logged over 500,000 miles, some 800,000 miles or more.
- Lack of transportation alternatives. Hawaii County Mass Transit Hele-On Bus Service is restricted to highway travel and cannot negotiate the narrow, winding, unpaved roads where the elderly and disabled reside in the former plantation camps, and most of our clients are unable to conveniently reach the highway bus stops. Some must walk two or more miles to the highway bus stops.

4. Describe the target population to be served

The target population to be served is over 5,000 and includes the following: low-income elderly and mentally and/or physically disabled persons. HCEOC also contracts to assist Medicaid clients with private service providers such as LogistiCare. Passengers benefit from safe, supervised, punctual, convenient and comfortable door-to-door transportation to medical and rehabilitative treatment, employment and other social and civic activities.

5. Describe the Geographic Coverage

HCEOC transportation service covers 60 pocket communities in a widely disbursed of 260 mile geographic perimeter. HCEOC also contracts to assist Medicaid clients with private service providers such as LogistiCare. Passengers benefit from safe supervised, punctual and convenient door-to-door transportation for medical care, rehabilitative treatment and other service establishments.

OVERCOME PHYSICAL BARRIERS

The County of Hawaii 4028 square miles is roughly the size of the state of Connecticut. Hawaii County is more than the size of all other islands combined. Elderly and disabled residents are isolated by the island's size and long distance to services as well as their lack of mobility. Many riders live alone. For the population served, HCEOC Transportation Services is a life line to essential services and helps ameliorate the impact of physical and psychological isolation.

NO OTHER PROVIDER OF UNIQUE SERVICE

HCEOC is also the only agency on Hawaii Island that exclusively transports the elderly and disabled and assists in the delivery of nutritious, fresh or frozen meals to elderly and disabled shut-ins.

HCEOC transportation provides a range of services from identifying the special needs population to implementing point-to-point and specialized transportation service. Clients are picked up at home, delivered to

destinations (medical treatment, including dialysis and rehabilitation centers; County Nutrition sites; adult day care; other social/recreational activities; government offices and shopping centers) and then returned to home at no cost to the qualified population. Many HCEOC vehicles are equipped with Wheelchair lift to safely load and unload passengers in wheelchairs. Besides living on roads where County buses cannot go, most riders live too far from County bus stops, or lack the means to get to the highway stops.

OVER 40 YEARS OF WELL-DEVELOPED LINKS WITH OTHER SERVICE PROVIDERS

HCEOC has over 40 years developed the expertise and working relationships with other community agencies to coordinate provision of transportation services. These agencies include:

- Government/Public: County Office on Aging, County Elderly Activities Division and Nutrition Program (under County Department of Parks and Recreation), County Mass Transit Agency, State Department of Health
- Private: Hilo and Kona ARC (Association of Retarded Citizens), Brantley Center (provides employment and rehabilitation services to disabled adults), Hilo Adult Day Care (private day care/respice services for elderly citizens), Hilo Easter Seals (rehabilitation services for disable children), Vocational Rehabilitation (employment training and job search for disabled adults), Salvation Army, Dialysis Centers.

HCEOC has a Memorandum of Agreement with other service providers. HCEOC will continue to coordinate with other public and private resource agencies and government offices to find ways to overcome identified gaps in services and to assure continuation of efficient Transportation Service to the maximum number of disadvantaged residents.

GOVERNANCE STRUCTURE THAT SUPPORTS SERVICE DELIVERY:

HCEOC maintains District Council Boards (DCB) in each of the four districts where transportation service is provided. DCB's is made up of low-income residents and supporters from low-income neighborhoods who meet regularly to review

programs and services and to advise HCEOC administration. Each DCB elects a director or two who HCEOC's tripartite Board of Directors, DCB directors, an essential part of HCEOC's governing board, are one of the features that distinguishes CAA's (Community Action Agencies: HCEOC and HCAP-Honolulu Community Action Program, MEO-Maui Economic Opportunity and KEO-Kauai Economic Opportunity) from other non-profit organizations that may also serve the low-income population.

II. Service Summary and Outcomes

Tasks and Responsibilities

1. HCEOC staff conducts outreach to inform low-income families about available services and provide intake on potential transportation participants.
2. The daily bus service provides point-to-point service from off-highway communities to:
 - Medical facilities
 - County Nutrition Centers
 - Adult rehabilitative programs
 - Adult supervision, such as ARC of Hilo and ARC of Kona and Easter Seals
 - Government services including post offices
 - Banks, shopping and recreational sites
 - HCEOC Transportation Service is mostly provided between the hours of 6:00 a.m. and 5:30 p.m. Monday through Friday, but also includes some holiday service, such as persons needing dialysis service.
3. Community Outreach
 - Attend community meetings, private organizations and senior clubs/centers to explain transportation services.
 - Coordinate with other service agencies who provide referrals of underserved low-income persons, potential clients for transportation service.

- Cross-promote transportation service through other HCEOC programs and through other partner agencies.
- Obtain referrals from HCEOC District Council Boards of persons needing transportation service.

- Inform community through the following:
 - Print notices in newsletters, newspapers
 - Distribute signs on public or community bulletin boards
 - Public service announcements
 - Word of mouth, on-line social networking

- District Supervisors (DS) coordinate with fellow service agencies and resource center to address passenger needs.
- DS review, process and file application forms to determine eligibility and transportation needs; analyze routes to create most efficient trip services; receive passenger requests and generates daily schedules; tabulate daily and monthly trip/mileage logs; maintain employee records and other documents; maintain communication between HCEOC administration and Transportation Staff; provide data and feedback as necessary to the administration.
- DS conducts regular maintenance and service checks, and schedules repairs to ensure efficient performance and safe operability.
- Drivers conduct daily vehicle maintenance checks
- DS arrange drive improvement training twice a year and conduct in-service training for staff as necessary.
- DS ensures that district maintains a corps of substitute drivers to replace regular drivers when out sick or on authorized leave.
- Drivers assist passengers to board and disembark from vehicles, including the loading and unloading of their belongings.
- HCEOC Deputy Director ensures that HCEOC complies with all federal, state and county rules and regulations regarding vehicle licensing and registration, safety checks and equipment.

- Specialized services may be provided for special events and/or other client's needs outside of normal operating hours.
4. The capital funding requested for vehicles will sustain HCEOC's Transportation Program to promote a healthy way of life for the Big Island's elderly, disabled, and low-income persons for another 20 years.

5. TIMELINE

HCEOC's Transportation program operates weekdays, as well as, for weekend elderly functions. The agency conducts client enrollment, program assessment and vehicle maintenance continuously throughout the year. District supervisors ensure fulfillment of transportation activities to meet goals and objectives'—safe, timely and courteous transport of elderly, disable and working poor persons from home to destination and back.

6. QUALITY ASSURANCE AND EVALUATION PLANS

Evaluation methodology consists of monitoring daily transportation program activities, recording statistics (passenger name, where to where, mileage, reason for trip), documenting services performed, keeping records, maintaining individual client information files and documenting program accomplishments.

- Passengers are able to express their opinions and suggest improvements via HCEOC suggestion forms available in each vehicle.
- HCEOC central staff analyzes and compiles these forms for reporting purposes.
- HCEOC conducts "rider satisfaction surveys" throughout the year
- HCEOC maintains grievance policies and procedures that are available for riders to review
- Periodic reports will be made as required

- Annual reports will be compiled and submitted to the funding source within 30 days of the end of the fund calendar year.

Actual accomplishments of the program are reviewed and compared to the stated program goals, objectives and outcomes on a monthly basis by transportation staff, District Supervisors and Executive Director. DS meet daily with drivers to discuss transportation routes, ridership and ways to improve services. HCEOC maintains detailed records of all transportation services. Passenger quotes and scheduled runs are established for all drivers. Drivers are required to check vehicles at the beginning and end of each day, log passengers transported, miles traveled, number of passengers, number and types of trips taken, and destinations of each trip segment.

Daily passenger service statistics are compiled, reviewed and compared against program goals, objectives and outcomes on a monthly basis by HCEOC staff, department supervisors and the Deputy Director of Community Services. Monthly/quarterly reports are compiled and submitted to the funding source. In addition, the District Council Boards and HCEOC Executive Committee to review program accomplishments at bi-monthly meetings and make recommendations to the Board of Directors.

7. MEASURES OF EFFECTIVENESS (Per year)

Service Segment	Unit of Measurement	Total Unit	Number of Persons Served, Unduplicated
Elderly	Passenger trip*	1,450,000	3,500
Disabled	Passenger trip*	170,000	400
Working Poor	Passenger trip*	28,000	100

*Passenger trip = Discrete segment of travel from passenger boarding to disembarking.

- a. Elderly – minimum of 4,000 elderly will be provided transportation to medical and other professional services, consumers and recreational, adult day care and/or nutrition sites.
- b. Disabled – minimum of 400 disabled persons will be provided transportation to rehabilitative and independent living centers.
- c. Working poor – minimum of 100 employed low-income persons without vehicles will be transported to and from work.

III. FINANCIAL

Budget

1. The applicant shall submit a budget utilizing the enclosed budget forms as applicable to detail the cost the request. See budget forms attached.

2. Capital Request Only

Quarter 1	Quarter 2	Quarter 3	Total Grant
\$1,100,000.00	0.00	0.00	\$1,100,000

3. The applicant shall provide a listing of all other sources of funds that they are trying to obtain for fiscal year 2016-2017.

OPERATING EXPENSES

- Operating Expenses to include driver salaries and fringe benefits.

Community Services Block Grant	\$50,000
County of Hawaii Trans. Operating	\$600,000
County Nutrition Transportation	\$200,000
LogistiCare	+ \$240,000
	<u>Total: \$1,090,000</u>

- HCEOC plans to apportion \$50,000 of annual Community Services Black Grant funding (from State Department of Labor Office of Community

Services) to HCEOC Transportation Program (STAFF salaries and fringe benefits).

- HCEOC will also seek \$600,000 of operational funding from the County Mass Transit and \$200,000 (from County Office of Aging) for daily transportation to County Nutrition center for congregated dining.
- Based upon recent experience over past 3 years, we expect LogistiCare reimbursements for transportation to generate at least \$240,000. LogistiCare reimburses HCEOC for providing medical transportation service for elderly/disable clients.

NOTE:

It is expected that CSBG AND LOGISTICARE can support the hiring of at least 4 additional drivers to expand services quickly. As a provider of existing transportation services HCEOC can tap existing pool of "Back-up/Relief Drivers" to fill positions quickly.