

House District 29
Senate District 13

THE TWENTY-EIGHTH LEGISLATURE
APPLICATION FOR GRANTS
CHAPTER 42F, HAWAII REVISED STATUTES

Log No:

For Legislature's 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): _____

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

1. APPLICANT INFORMATION:

Legal Name of Requesting Organization or Individual: Helping Hands Hawaii

Db: Helping Hands Hawaii

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

Mailing Address: 2100 N. Nimitz Hwy., Honolulu, HI 96819

2. CONTACT PERSON FOR MATTERS INVOLVING THIS APPLICATION:

Name JAN M. 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 INCORPORATED IN HAWAII
 FOR PROFIT CORPORATION INCORPORATED IN HAWAII
 LIMITED LIABILITY COMPANY
 SOLE PROPRIETORSHIP/INDIVIDUAL
 OTHER

6. DESCRIPTIVE TITLE OF APPLICANT'S REQUEST:

REQUEST FOR OPERATIONAL UPGRADES TO IMPROVE THE CAPACITY OF THE COMMUNITY CLEARINGHOUSE TO PROVIDE BASIC MATERIAL ASSISTANCE TO LOW-INCOME AND HOMELESS INDIVIDUALS AND HOUSEHOLDS

4. FEDERAL TAX ID #: _____

5. STATE TAX ID #: _____

7. AMOUNT OF STATE FUNDS REQUESTED:

FISCAL YEAR 2017: \$ 54,920

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 \$ 50,000
FEDERAL \$ 160,934
COUNTY \$ _____
PRIVATE/OTHER \$ 55,344

SIGNATURE:

JAN M. HARADA, PRESIDENT & CEO
NAME & TITLE

1/15/16
DATE SIGNED



RECEIVED
1/21/16 10:28

**DECLARATION STATEMENT OF
APPLICANTS FOR GRANTS PURSUANT TO
CHAPTER 42F, HAWAII REVISIED 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 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 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 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.

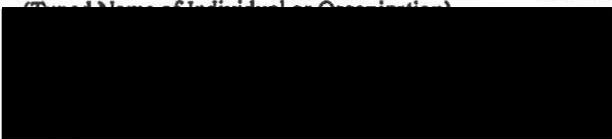
- 2) If the applicant is an organization, the applicant meets the following requirements pursuant to Section 42F-103, Hawaii Revised Statutes:
 - a) Is incorporated under the laws of the State; and
 - b) Has bylaws or policies that describe the manner in which the activities or services for which a grant 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 used for the acquisition of land, when the organization discontinues the activities or services on the land acquired for which the grant 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 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



Jan M. Harada
(Typed Name)

1/15/16
(Date)

President & CEO
(Title)

Application for Grants

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

I. Background and Summary

This section shall clearly and concisely summarize and highlight the contents of the request in such a way as to provide the State Legislature with a broad understanding of the request. Please include the following:

1. A brief description of the applicant's background

Helping Hands Hawaii (HHH) is a private 501(c)(3) not-for-profit social service agency, which was established in 1941 and officially incorporated in 1974. For more than 40 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, access to SNAP benefits, asset development, linkages to other necessary community resources) for low-income or homeless individuals and families; (2) case management (Oahu and Hilo) and representative payee services for low-income or homeless individuals with serious and persistent mental illness, many of whom also struggle with addiction; and (3) language access services for the Limited English Proficient (LEP) population. Overall, the agency assists over 20,000 low-income, homeless, or otherwise at-risk individuals each year.

Specific to this application, the Community Clearinghouse (CCH) is a core program of Helping Hands Hawaii and has been in operation since the agency's establishment in 1974. The CCH is a year-round program, which connects low-income and homeless individuals and households with furniture, household goods, and other basic necessities. CCH also provides emergency financial assistance to households struggling and in danger of homelessness due to past due rent or utility bills or homeless households who are trying to move into permanent housing. In addition, CCH also operates the seasonal Adopt A Family program to help low-income or homeless families have a brighter winter holiday season and the Ready to Learn program that provides school supplies to low-income/homeless children. All services are offered at no-cost to the recipient.

2. The goals and objectives related to the request

In the current climate of need which has resulted in increased use of and requested use of Community Clearinghouse (CCH) services, the primary goal of the proposed GIA activities is to improve the existing CCH system of asking for, receiving, and distributing

material items donated so that the CCH can continue to meet this increasing need for its services and supports.

HHH intends to achieve the following measurable objectives during the 12-month project period (July 1, 2016 to June 30, 2017):

- 80% of donors will report satisfactory or above in Question #4 of the CCH Donor Satisfaction Survey evaluating the staff's efficiency of greeting and processing donations (Attachment C) – Tied to the purchase of Warehouse equipment and the Security Camera System.
- 80% of clients and/or community partner agencies will report satisfactory or above in Question #7 of the CCH Consumer Satisfaction Survey regarding the availability of items (Attachment D) – Tied to the purchase of the Inventory Tracking System.
- 80% of clients and/or community partner agencies will report satisfactory or above in Question #6 of the CCH Consumer Satisfaction Survey regarding the timeliness of application processing (Attachment D) – Tied to the filling of a part-time Program Assistant position.
- 3,610 households will receive material items; 7,000 students will receive basic school supplies; and 550 families/households will be adopted during the holidays through the CCH during a 12-month period – Tied to all proposed GIA activities.

3. The public purpose and need to be served

The Community Clearinghouse (CCH) is a core program of Helping Hands Hawaii and has been in operation since the agency's establishment in 1974. The CCH is a year-round program, which connects low-income and homeless individuals and households with furniture, household goods, and other basic necessities. CCH also provides emergency financial assistance to households struggling and in danger of homelessness due to past due rent or utility bills. In addition, CCH operates the seasonal Adopt A Family (AAF) program to help low-income or homeless families have a brighter winter holiday season and the Ready to Learn (RTL) program that provides school supplies to low-income/homeless children. All services are offered at no-cost to the recipient.

CCH utilizes a network of strong collaborative partnerships with other social service agencies to deliver services. Partner agencies screen potential clients for eligibility and refer the clients to CCH for help. The CCH also accepts one-time emergency walk-in assistance requests on a case-by-case basis with subsequent linkages to other community resources. This unique model of service delivery enables cost-effective and efficient services and enables the program to reach a broader range of potential clients than could be possible through referrals from one agency alone.

Through internal program data as well as recent information from the U.S. Census Bureau and anecdotal feedback from social service partner agencies, HHH has determined that there still remains a critical need to continue CCH services in the community.

In 2015, the CCH assisted a total of 3,080 households (10,451 individuals) - 54 households (163 individuals) received emergency financial assistance and 3,026 households (10,288 individuals) received material goods. In addition, the CCH assisted with the provision of basic school supply kits to 7,026 low-income or homeless children and 577 households (894 adults and 1,439 children) participated in the holiday Adopt A Family program.

Based on anecdotal feedback received from partner agencies, CCH services also help to complement existing services of partner agencies by providing short-term financial and material assistance that can be integrated into a client's long-term case management plan. Recently, this complement to services being provided to others has also included CCH partnering with homeless services providers on Oahu and providing services through the State and C&C Housing First (HF) programs as well as the Hawaii Pathways Project (HPP) to provide basic furniture and household items to homeless clients moving into their new units. In 2016, some instances of collaborative support will include delivering the items to the units. There are few other agencies that provide the same type and scope of services as CCH.

The service model utilized by CCH has been demonstrated to be effective in addressing emergency needs of low-income clients in other communities. Specifically, the Community Sharing Fund in St. Paul Minnesota - which is structured similarly to CCH and receives referrals from a network of 70 partner agencies - was cited by HUD and the federal Emergency Shelter Grants (ESG) program in 2001 as an example of a "successful implementation strategy" for service delivery. By utilizing a system that has received national recognition from HUD as effective, CCH demonstrates the use of established "best practice" in its delivery of service.

Based on recent data from the U.S. Census Bureau and the American Community Survey, the number of Hawaii families that lived at or below the poverty line increased to 11.2% in 2013 (149,531 individuals) from 10.8% (143,001 individuals) in the prior year. According to the survey, the percentage of people with income-to-poverty ratio below 125% of the federal poverty guidelines (the ratio the CCH uses for client eligibility) increased from 12.5% (146,496 individuals) in 2000 to 14.7% (196,590 individuals) in 2013.

Warehouse Equipment

Currently, there is a limited number and assortment of equipment available for use when transporting inventory from one site to another within the warehouse and staff must make multiple trips to complete a job. Additionally, receiving donations from donors or transporting items to client vehicles is hampered by the lack of equipment. This increases the time it takes to complete processing a donation or an appointment or for CCH staff to complete tasks (i.e. donation receipt, client services, inventory organization, etc.). Additional equipment in the warehouse will have an immediate effect on the efficiency for staff to provide services to the public.

Currently, CCH picks up donations island wide utilizing a standard 16-foot box truck and a passenger van. Regularly maintained vehicles allow us to avoid any gaps in donation pick up and keep the CCH inventory stocked with much-needed items for our clients. Without properly maintained vehicles, it greatly diminishes our capability to pick up bulky furniture (i.e. sofas, couches, beds, appliances, etc.), because donors will be less likely or less capable of transporting these bulky donations to CCH without this transportation assistance. The vehicles are necessary for CCH to continue to provide the type and volume of items commonly requested by clients.

Inventory Tracking System

CCH has a current process to track inventory, but it is not centralized and is very manual/labor intensive. The new inventory tracking system will bring heightened accountability to the program and enable us to track and analyze the data to define patterns and cycles of need experienced by our clients. The capability of data analysis and report generation can aid HHH in further identifying the needs of the community and direct the future development of programs and services to address these issues. It will also help to guide development efforts by allowing the agency to create targeted fundraising campaigns for the items in highest demand.

Security Camera System

A security camera system for the warehouse, main office and parking area will increase our ability to provide our visitors (clients, donors and vendors), staff, tenants and property with improved security measures during business and after-hours.

During business hours, there is a high volume of vehicular and pedestrian traffic, and the parking area is often at capacity. This makes it difficult for donors to access the CCH warehouse to drop off donations and for clients to receive these items. A security camera system will allow us to better monitor traffic flow and provide documented evidence should any incidents occur.

The system will also help to improve our donor and client relations at the CCH warehouse, because it will allow the warehouse staff more freedom to work in different areas without worrying that the front area is unmanned. The camera system will allow office staff to monitor CCH visitors and notify the warehouse staff as needed. This will minimize the time clients and donors wait for staff to come to the front and reduce the amount of time spent locating staff who may be working in other areas of the warehouse.

Additional Part-Time Program Assistant

In the past year, CCH has seen an increase from approximately 200 to 300 applications monthly. Additionally, there has been an increase in inquiries from new partner agencies. In 2015, there were over 20 new programs/agency partners referring clients for services at CCH. The Warehouse Office Supervisor is primarily responsible for processing these applications, including receiving the initial application, vetting for missing information on the application, following up with agencies for missing documents and scheduling the appointments with clients. A part-time program assistant will help with these tasks and

increase the ability of CCH to process the increased volume of applications in a more timely manner. Additionally, he/she will be able to help implement and best utilize the new inventory tracking and security camera systems.

4. Describe the target population to be served

The target population for this project is low-income and homeless individuals and families residing on the island of Oahu. According to the U.S. Census Bureau's Poverty Survey for 2013, 14.7% (196,590 individuals) in Hawaii were living with an income-to-poverty ratio below 125% of the federal poverty guidelines (the ratio the CCH uses for client eligibility).

Low-income households often lack basic living items, such as food, clothing, bedding, appliances and furniture, kitchenware, or infant diapers. Due to job loss, illness, or other reasons beyond their control, individuals and families living in poverty also may find themselves unable to pay for basic living expenses, such as rent, utilities, and transportation. Homeless individuals and families, when moving into housing from an emergency or transitional shelter, often move with nothing to make their new place a home (beds, tables/chairs, kitchen appliances, plates/dishes, desks, dressers, and other items).

In addition to the general focus on low-income households or homeless individuals and families, specific target populations that will receive assistance from the Community Clearinghouse include 1) Individuals with disabilities, 2) Elderly individuals over the age of 60, 3) Homeless trying to transition out of homelessness, 4) Victims of domestic violence, 5) Individuals diagnosed with a psychiatric and/or substance use disorder, and 6) Consumers/Clients participating in the various Housing First programs offered by the City and State. The CCH network of referring partner agencies include agencies that specifically target the above populations, including Catholic Charities Hawaii, Honolulu Community Action Program, Domestic Violence Action Center, Legal Aid Society of Hawaii, I.H.S., U.S. Vets, Kalihi Palama Health Center, The Salvation Army, Mental Health Kokua, and Waikiki Health, among others.

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

The Service Summary shall include a detailed discussion of the applicant's approach to the request. The applicant shall clearly and concisely specify the results, outcomes, and measures of effectiveness from this request. The applicant shall:

1. Describe the scope of work, tasks and responsibilities

The CCH program is a combination of a number of different components that all link together. The activities, including the purchase of warehouse equipment and continued vehicle maintenance, purchase and installation of a security camera system and inventory tracking software and the hiring of one additional part-time staff are proposed to help meet identified community needs. The following describes the processes in place to ensure meeting of proposed outcomes and goals and objectives.

- **Client Referral by Community Partners**

Clients will be referred to the CCH by over 100 social service partner agencies that are registered with the program. These partner agencies will assist clients with the initial application for services and will complete an initial verification of the client's income and emergency need(s). The completed application is submitted to the CCH Warehouse Office Supervisor (WOS) for review and approval. The WOS will (1) request additional information if it's needed, (2) communicate a denial if warranted, or (3) communicate the approval to the social service partner agency.

The WOS will actively maintain solid relationships with CCH partner agencies, including training partner agency staff on referral policies and procedures and CCH rules and guidelines. These interactions will include the CCH seasonal projects – Ready to Learn (school supplies) and Adopt A Family (holiday support).

- **CCH Client Appointments**

Once a client has been approved to receive items from the CCH, they or their social worker/case manager work with the WOS to schedule an appointment. Clients are able to access the CCH for items once a month, up to 6 times a year. Each appointment is limited to a 30 minute time frame, items are not reserved (the exception being the Housing First program participants), and the client is responsible for figuring out how to transport the items they are picking up back to their homes/places of residence.

During their 30 minute appointments, one client representing the household is allowed to select items they need. There is no limit to the type of item or the quantity that clients may take during their appointments. An inventory of items taken is collected at the end of the appointment by CCH staff, and if the items seem unreasonable relative to the client's household size, the Clearinghouse reserves the right to withhold those items from the client.

The hiring of a part-time program assistant will help in the timely processing of applications and allow the CCH to better help the increasing number of clients who are being referred for services that the CCH provides the community.

- **Walk-In Clients**

One-time walk-in emergency assistance will continue to be made available to those individuals who are not yet connected to one of the CCH partner agencies. The CCH team will try to assess what geographic area the individual will subsequently locate themselves (most times it is an individual who is homeless), and provide them information on agencies and partners in those relevant areas, through which they can gain further access to CCH services and supports. The hope with this approach to walk-ins, is to provide additional CCH services as an incentive that will encourage them to link with needed resources in their geographic communities to help them stabilize and get on the right track.

- **Donation Pick-Ups**

The CCH has limited capacity to pick up larger amounts of donated items or larger items. Donors can request for donation pick up by calling or emailing the CCH. Once the request is made the WOS will review the pick-up schedule, work with the donor, and coordinate with the CCH Driver on a donation pick-up schedule for each week. Any adjustments that need to be made during the week due to Driver absence, last minute donor requests, etc., will be managed by the WOS.

Generally speaking, the CCH Driver picks up from a different geographic area on the island of Oahu each day of the week to ensure as much pick-up coverage as possible. The function of the driver is essential to ensure accessibility to donors and to maintain a high level of donations available for potential CCH clients who may need the assistance.

- **Donation Drop-Offs at the CCH**

When donated items are received at the CCH warehouse, the Warehouse Workers maintain an inventory of donated material items in the CCH warehouse to ensure the smooth function of general warehouse operations. In addition, the Warehouse Workers receive donated items from the public who drop items off to the warehouse directly and help to distribute these items to eligible clients who are referred to CCH by a social service partner agency.

The purchase of new Warehouse equipment, a security camera system, and the inventory tracking software and system will assist in this area, with process efficiencies and availability of items.

- **Housing First Clients**

In 2015, as a part of a partnership with the City & County of Honolulu Housing First providers (Lead Agency: The Institute for Human Services), the State Housing First providers (Lead Agency: US Vets Initiative), and the Hawaii Pathways Project (Lead Agency: Helping Hands Hawaii, collaborative partner Catholic Charities Hawaii), the CCH instituted an exception to its existing rule of not reserving items. For homeless clients participating in any one of these programs, reservation of basic household items can be made available to them upon their move into a permanent housing unit. These items can include, but are not limited to, items such as beds, dressers, tables

and chairs, kitchen items, basic toiletries, and organizational items (clocks, calendars, alarms, etc.). In addition, the CCH Driver has been assisting Hawaii Pathways Project clients with move in of some items to their units.

In 2016, the CCH also anticipates that as a collaboration with I.H.S. and their Hale Mauiola project at Sand Island, the CCH will be assisting with the reservation of items and move in of items to permanent housing units upon move out from the facility at Sand Island.

- **Seasonal Project – Ready to Learn**

Ready to Learn (RTL) operations are conducted in the CCH using CCH staff, resources, and warehouse space. RTL was established by the late U.S. Senator Daniel K. Inouye and his late wife, Maggie Inouye, to help prepare low-income children to be “ready to learn” for the new school year. Each year HHH works with social service partner agencies to identify and verify families who may be eligible for the program. Agencies submit referral applications on their client’s behalf. HHH also works with community groups, private businesses, and individuals to collect school supplies and monetary contributions to purchase school supplies throughout the summer months. Using these school supplies, CCH staff builds two basic school supply kits for younger and older children. These kits include items like folder paper, pencils, crayons, binders, scissors, and other supplies commonly found on school supply lists. CCH staff coordinate with agency case managers to ensure that each application for school supplies is fulfilled and delivered to the requesting agency. Partner agencies are responsible for delivering school supply kits to their clients. Distribution of supplies is ongoing year round

- **Seasonal Project – Adopt A Family**

Adopt A Family (AAF) operations are also conducted in the CCH using CCH staff, resources, and warehouse space. The program works together with social service partner agencies to identify families who are most in need during the holidays. Agencies submit an application form for each family, which verifies financial need and provides a general report on the family’s situation through narratives written by the family and the family’s case manager. The application also contains a list of most-needed items for each family member. AAF families are matched with donors in the community who purchase items from the Christmas/holiday wish lists, and items are collected at CCH for distribution to the clients through the reference agencies. Agencies are responsible for delivering AAF gifts to their clients unless prior arrangement has been made for the client to meet the donor.

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

PERIOD	ACTIVITY
Quarter 1 (Months 1-3)	<ul style="list-style-type: none"> • SELECTION/AWARD AND CONTRACT EXECUTION • COORDINATION WITH STATE AGENCY TO REVIEW PROJECT

	<p>OBJECTIVES & TIMELINE</p> <ul style="list-style-type: none"> • Purchase new CCH equipment • Maintain vehicle • Research, select, purchase and install inventory tracking system • Develop procedures for inventory tracking system • Purchase of computers for inventory tracking system. • Begin utilizing the new inventory tracking system for CCH donations • Research, select, purchase and install security camera system • Develop procedures for security camera system and train staff • Hire and train PT staff on CCH procedures • GOAL: 85% of funds will be expended by the end of the 1st quarter, and agreed upon outcomes will be reported to the contracting state agency.
<p>Quarter 2 (Months 4-6)</p>	<ul style="list-style-type: none"> • DELIVERY OF COMMUNITY CLEARINGHOUSE SERVICES CONTINUES • ONGOING EFFORTS TO CONDUCT ADDITIONAL AWARENESS INITIATIVES TO INCREASE COMMUNITY KNOWLEDGE OF THIS AVAILABLE RESOURCE • REVIEW PROGRAM DATA FROM QUARTER 1 – analyze the effectiveness of the project and develop any necessary additional strategies to achieve the agreed upon outcomes. • GOAL: 90% of funds will be expended by the end of the 2nd Quarter, and agreed upon outcomes will be reported to the contracting state agency.
<p>Quarter 3 (Months 7-9)</p>	<ul style="list-style-type: none"> • DELIVERY OF COMMUNITY CLEARINGHOUSE 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: 95% of funds will be expended by the end of the 3rd Quarter, and agreed upon outcomes will be reported to the contracting state agency.
<p>Quarter 4 (Months 10-12)</p>	<ul style="list-style-type: none"> • DELIVERY OF COMMUNITY CLEARINGHOUSE SERVICES CONTINUES • 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.

3. Describe its quality assurance and evaluation plans for the request. Specify how the applicant plans to monitor, evaluate, and improve their results

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 Community Clearinghouse activities.

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. All CCH client complaints will be reviewed by the program manager in charge and addressed with the person against whom the consumer/client's complaint is being filed. If the client requests a status report of the complaint, the program manager will provide verbal feedback to the consumer/client. All related grievances are handled

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 services and supports.

Consumer Satisfaction Surveys will be conducted at the appointment as part of the exit procedure and the survey results will be reviewed and reported to

the appropriate Directors and Managers, with summary information also provided to the HHH Senior Management Team (CEO, CFO, VP-Human Resources). Donor Satisfaction Surveys will be conducted at any opportunity of donor interaction (i.e. donation drop-off at CCH, donation pick-up at their home, etc.)

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) Compliance, and (7) Confidentiality/HIPAA.

4. **List the measure(s) of effectiveness that will be reported to the State agency through which grant funds are appropriated (the expending agency). The measure(s) will provide a standard and objective way for the State to assess the program's achievement or accomplishment. Please note that if the level of appropriation differs from the amount included in this application that the measure(s) of effectiveness will need to be updated and transmitted to the expending agency.**

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

- Satisfactory or above report on staff's efficiency of greeting and processing of donations
- Satisfactory or above report on the availability of items in inventory
- Satisfactory or above report on timeliness of application processing
- Number of households receiving material assistance; number of students receiving basic school supplies; and number of families/households adopted during the holidays through the CCH

III. Financial

Budget

1. ***The applicant shall submit a budget utilizing the enclosed budget forms as applicable, to detail the cost of the request.***

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 2017.*

Quarter 1	Quarter 2	Quarter 3	Quarter 4	Total Grant
\$40,535	\$4,795	\$4,795	\$4,795	\$54,920

3. *The applicant shall provide a listing of all other sources of funding that they are seeking for fiscal year 2017.*

Helping Hands Hawaii has previously requested partial funding for the proposed activities from a private Foundation. That application was recently denied. We are unable to accomplish the purchase of warehouse equipment, security camera system, inventory tracking software and additional part-time staff without additional support, and if unsuccessful with this application, we will continue to seek funding elsewhere to get these much needed improvements for the CCH. All other CCH operations not included in this proposal or the budget will continue to be funded through a variety of sources including HHH general funds as the CCH is considered a core program of HHH.

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.

5. *The applicant shall provide a listing of all federal, state, and county government contracts and grants it has been and will be receiving for program funding.*

See Attachment B – For list of all Government contracts and grants related to the proposed program.

6. *The applicant shall provide the balance of its unrestricted current assets as of December 31, 2015.*

Helping Hands Hawaii is on a calendar year for our fiscal year. 2015 Year-End financials are not yet available. As of September 30, 2015 the balance of unrestricted current assets was \$1,190,541.

IV. Experience and Capability

A. Necessary Skills and Experience

The applicant shall demonstrate that it has the necessary skills, abilities, knowledge of, and experience relating to the request. State your experience and appropriateness for providing the service proposed in this application. The applicant shall also provide a listing of verifiable experience of related projects or contracts for the most recent three years that are pertinent to the request.

HHH has been providing basic material assistance to individuals and households since its incorporation in 1974 and over those years has acquired the necessary skills, abilities, and knowledge required to provide the services described in this proposal.

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 basic material assistance. In 2015, 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 or needed material items. In addition, HHH continues to maintain an extensive network of community providers (non-profits, private landlords, faith-based entities, government entities) that are a strong referral base not only for identifying those who may need items from the CCH but also for individual and family needs that HHH cannot itself provide for.

In 2015, CCH provided basic material assistance to 3,026 households, school supplies to 7,026 students and facilitated the giving of holiday gifts to 577 families. The CCH is the largest no-cost redistribution facility on Oahu. CCH provides thousands of low-income or homeless individuals and families with more than several-million dollars in donated goods each year.

Through the seasonal program Ready to Learn, CCH extends its reach to more than 7,000 low-income students annually by providing basic school supplies. Many students would rather skip classes than return to school with the same used binders and backpacks from last year. They feel ashamed for having to go without the basic supplies and often have to endure constant ridicule from their peers. Continued blows to a child’s self-esteem can be devastating. By providing a basic school supply kit through Ready to Learn, CCH helps students create a better future.

Through Adopt A Family, the struggles of low-income and homeless families are magnified during the holiday season. Assistance during this time not only fulfills their immediate needs for material goods but also lifts their spirits giving them hope and fresh perspective for the year to come. In 2015, for the sixth year in a row, all Adopt A Family participants were matched with donors in the community for a 100% adoption rate (i.e. no families left the program empty handed).

Experience

HHH, and the Human Services Division in particular, is experienced in the coordination of services for low-income and homeless individuals and families in need. HHH believes in maintaining strong partnerships not only with other community providers, but also with local businesses, media, and government agencies.

The agency's relevant experience in delivering the services described above is demonstrated through the following relevant contracts listed below (See Also Attachment B – Relevant Contracts and Projects Over the Most Recent 3 Years):

- **Housing Stabilization (basic material items and emergency assistance)(Oahu)**
Department of Human Services, TANF MOE
- **Community Development Block Grant (CDBG)(basic material items/Community Clearinghouse)(Oahu)**
City & County of Honolulu
- **City & County of Honolulu, Grant In Aid (GIA)(basic material items/Community Clearinghouse)(Oahu)**
City & County of Honolulu, GIA 1st Round
- **Aloha United Way (basic material items/Community Clearinghouse)(Oahu)**
Aloha United Way Impact Funding
- **Adopt A Family (AAF)(Community Clearinghouse Holiday project)(Oahu)**
Helping Hands Hawaii + community donors
- **Ready to Learn (R2L)(School Supplies)(Oahu, with some Neighbor Island reach)**
Helping Hands Hawaii + KITV (School Tools) + community donors

B. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the request. If facilities are not presently available, describe plans to secure facilities.

The Community Clearinghouse and its programs are located at:

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 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

The applicant shall describe the proposed staffing pattern and proposed service capacity appropriate for the viability of the request. The applicant shall provide the qualifications and experience of personnel for the request and shall describe its ability to supervise, train and provide administrative direction relative to the request.

1. Proposed Staffing

HHH proposes the following staffing pattern to effectively implement the proposed Community Clearinghouse services for Oahu:

One (1) Warehouse Office Supervisor (1.00 FTE) - Current

Two (2) Warehouse Workers (2.00 FTE) - Current

One (1) Driver (1.00 FTE) - Current

One (1) Program Assistant (.5 FTE) - Proposed

Each of the four current positions are responsible for specific activities that will help to achieve the program goals described in this proposal. The proposed addition of a part-time Program Assistant position is to assist with the implementation of the improved inventory tracking software/process and the new security system as well as assisting with the processing of the increased volume of applications.

Clients can access CCH services and supports through 3 primary mechanisms: (1) Referrals to the CCH by over-100 social service partner agencies that are registered with the program. These partner agencies will assist clients with the initial application for services, and will do an initial verification of the client's income and emergency need(s). CCH staff will also complete its own verification of income prior to services being provided; (2) One-time walk in emergency assistance will continue to be made available to those individuals who are not yet connected to one of the CCH partner agencies. The CCH team will try to assess what geographic area the individual will subsequently locate themselves (in almost 100% of the cases the individuals utilizing walk-in access are homeless), and provide them information on agencies and partners in those relevant areas, through which they can gain further access to CCH services and supports. The hope, with this approach to walk-ins, is to provide additional CCH services as an incentive that will encourage them to link with needed resources in their geographic communities to help them stabilize and get on the right track; AND (3) HHH works in collaboration with the current City Housing First project (I.H.S. lead organization), State Housing First project (U.S. Vets lead organization), the joint HHH and Catholic Charities Hawaii Pathways Project, and other C&C of Honolulu homeless re-housing efforts including the Sand Island project Hale Mauiola (I.H.S. lead organization) to provide furniture and basic household necessities to individuals and households moving into permanent housing. This collaboration includes temporary storing of mass-donations from entities like hotels, setting aside basic household "kits" for Housing First clients when those items become available, and in some cases/as needed assisting with move-in to the permanent housing units.

The Warehouse Office Supervisor (WOS) will actively maintain solid relationships with CCH partner agencies, including training partner agency staff on referral policies and procedures. In addition, the WOS will coordinate seasonal projects, such as Ready to Learn (RTL) during the spring and Adopt A Family (AAF) during the Christmas season.

To determine that clients are eligible for CCH services and to ensure that applications comply with program guidelines, the WOS will receive referrals from

partner agencies, and review each referral received (See Attachment E). The WOS will work with the Program Assistant (PA) who will be primarily responsible for helping to implement the new inventory tracking software and operation of the new security system as well as assisting with the processing of the increased volume of applications.

The WOS, with support from the Warehouse Workers, will schedule eligible clients to come in for an appointment to pick up items from the CCH warehouse. The WOS requests on a daily basis for the CCH Driver to pick up donated items that will be distributed later through the CCH Warehouse. For re-housing services and supports provided to Housing First clients, the WOS will coordinate directly with the referring Housing First organizations to include items needed and schedule the driver for move-in assistance (if needed).

The CCH Driver picks up from a different geographic area on the island of Oahu each day of the week to ensure island wide coverage for donation pickup. The function of the driver is essential to not only ensure accessibility to donors, and to maintain a high level of donations available for potential CCH clients who may need the assistance, but also to provide assistance to homeless individuals and households who the CCH assists through the Housing First programs.

When donated items are received at the CCH warehouse, the Warehouse Workers will work with the PA to maintain an inventory of donated material items in the CCH warehouse to ensure the smooth function of general warehouse operations. In addition, the Warehouse Workers receive donated items from the public who drop items off to the warehouse directly, and help to distribute these items to eligible clients who are referred to CCH by a social service partner agency.

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 F for Job Descriptions.

Supervision of Project Staff

The WOS will be responsible for the supervision of all proposed program staff. Supervision for the WOS will be provided by the HHH SNAP/Volunteer Outreach Program Manager.

Supervision will be held with staff on a weekly basis, and more frequently as needed.

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.

In addition to the direct supervision described above, Helping Hands Hawaii has experienced and strong leadership in its Board of Directors, Senior Management, Human Resources, and Accounting offices to support all of its programs and its employees. Policies and procedures are developed in compliance with state and federal laws and are regularly assessed to accommodate for changes in laws, to ensure appropriate service levels and to provide added security measures.

Training of Relevant Program 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 Community Clearinghouse services and upon hire will shadow existing HHH employees who can assist with on-the-job training. Annual training is also conducted by HR as well as Program Managers and tracked in employee files.

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

The applicant shall illustrate the position of each staff and line of responsibility/supervision. If the request is part of a large, multi-purpose organization, include an organization chart that illustrates the placement of this request.

HHH has provided the program organization chart for the proposed Community Clearinghouse services, as well as the agency-wide organization chart. Please see the attached organizational charts in order to reference each staff position and line of responsibility / supervision.

See Attachment G for organizational charts (Program and Agency-Wide).

C. Compensation

The applicant shall provide the annual salaries paid by the applicant to the three highest paid officers, directors, or employees of the organization by position.

Chief Executive Officer	\$101,900
Director of Behavioral Health	\$80,000
Chief Financial Officer	\$76,500

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment. If applicable, please explain.

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

B. Licensure or Accreditation

The applicant shall specify any special qualifications, including but not limited to licensure or accreditation that the applicant possesses relevant to this request.

There are no licensure or accreditation requirements relevant to the proposed program. However, the agency recently received continued accreditation for its behavioral health services in 2015 by the Commission on Accreditation for Rehabilitation Facilities (CARF) for a three-year period, which will expire in 2018. 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.

C. Private Educational Institutions

The applicant shall specify whether the grant will be used to support or benefit a sectarian or non-sectarian private educational institution. Please see Article X, Section 1, of the State Constitution for the relevance of this question.

Not applicable.

D. Future Sustainability Plan

The applicant shall provide a plan for sustaining after fiscal year 2016-17 the activity funded by the grant if the grant of this application is:

- (1) Received by the applicant for fiscal year 2016-17, but*
- (2) Not received by the applicant thereafter.*

The majority of this GIA request is for one-time expenditures. In the event that HHH does not receive the requested GIA funding for the FY2016-2017 State fiscal year the agency will continue to seek other funding to provide for the implementation of the proposed improvements to the existing Community Clearinghouse services. In addition, any costs that are ongoing and not just one-time funding would be included in the ongoing CCH budget as CCH and its services are considered a core program of HHH and the agency is committed to continuing to deliver the program services for the community as it has since 1974.

E. Certificate of Good Standing (If the Applicant is an Organization)

If the applicant is an organization, the applicant shall submit one (1) copy of a certificate of good standing from the Director of Commerce and Consumer Affairs that is dated no earlier than December 1, 2015.

See Attachment H for Certificate of Good Standing (COGS).

ATTACHMENT A
BUDGET

BUDGET REQUEST BY SOURCE OF FUNDS

Period: July 1, 2016 to June 30, 2017

Applicant: Helping Hands Hawaii

BUDGET CATEGORIES	Total State Funds Requested (a)	Total Federal Funds Requested (b)	Total County Funds Requested (c)	Total Private/Other Funds Requested (d)
A. PERSONNEL COST				
1. Salaries	13,000			
2. Payroll Taxes & Assessments	1,980			
3. Fringe Benefits	4,200			
TOTAL PERSONNEL COST	19,180			
B. OTHER CURRENT EXPENSES				
1. Airfare, Inter-Island	0			
2. Insurance	1,300			
3. Lease/Rental of Equipment	0			
4. Lease/Rental of Space	0			
5. Staff Training	1,000			
6. Supplies	800			
7. Telecommunication	240			
8. Utilities	400			
9. Other - Inventory Tracking Software	20,000			
10				
11				
12				
13				
14				
15				
16				
17				
18				
19				
20				
TOTAL OTHER CURRENT EXPENSES	23,740			
C. EQUIPMENT PURCHASES	12,000			
D. MOTOR VEHICLE PURCHASES	0			
E. CAPITAL				
TOTAL (A+B+C+D+E)	54,920			
SOURCES OF FUNDING		Budget Prepared By:		
(a) Total State Funds Requested	54,920	Gerald Hew	440-3800	
(b) Total Federal (CDBG) Funds Awarded (11/18/15-11/17/16)	160,934	Name (Please type or print) Phone		
(c) Other State Funds Awarded (TANF MOE)	50,000	[Redacted Signature] 1/15/16		
(d) Total Private/Other Funds Secured	55,344	Signature of Authorized Official Date		
(e) Other State and Private Funds Requested/Pending	220,000			
TOTAL BUDGET	541,198	Jan M. Harada, President & CEO Name and Title (Please type or print)		

BUDGET JUSTIFICATION - EQUIPMENT AND MOTOR VEHICLES

Period: July 1, 2016 to June 30, 2017

Applicant: Helping Hands Hawaii

DESCRIPTION EQUIPMENT	NO. OF ITEMS	COST PER ITEM	TOTAL COST	TOTAL BUDGETED
Pallet Jack	1	\$500.00	\$ 500.00	500
Hand Truck	1	\$300.00	\$ 300.00	300
Dolly	1	\$150.00	\$ 150.00	150
Security Camera System	1	\$4,183.24	\$ 4,183.24	4183.24
Desktop Computers (Dell)	3	\$1,000.00	\$ 3,000.00	3000
TOTAL:	7		\$ 8,133.24	8,133

JUSTIFICATION/COMMENTS: Security Camera System - (1) HIK Vision 8 Channel HD Recorder/1080p/internet connectivity/USB retrieval; (8) HIK vision outdoor bullets/1080p/infrared illumination/2.8 to 12mm lens/aluminum; (1) 20" flat screen monitor; (1) TB hard drive; (1) power supply; all wiring, equipment, testing, programming and training; Desktop computers - Dell Opti Plex 7020 MT CTO

DESCRIPTION OF MOTOR VEHICLE	NO. OF VEHICLES	COST PER VEHICLE	TOTAL COST	TOTAL BUDGETED
N/A			\$ -	
			\$ -	
			\$ -	
			\$ -	
			\$ -	
TOTAL:				

JUSTIFICATION/COMMENTS:

BUDGET JUSTIFICATION - CAPITAL PROJECT DETAILS

Period: July 1, 2016 to June 30, 2017

Applicant: Helping Hands Hawaii

FUNDING AMOUNT REQUESTED						
TOTAL PROJECT COST	ALL SOURCES OF FUNDS RECEIVED IN PRIOR YEARS		STATE FUNDS REQUESTED	OF FUNDS REQUESTED	FUNDING REQUIRED IN SUCCEEDING YEARS	
	FY: 2014-2015	FY: 2015-2016	FY:2016-2017	FY:2016-2017	FY:2017-2018	FY:2018-2019
PLANS						
LAND ACQUISITION						
DESIGN						
CONSTRUCTION						
EQUIPMENT						
TOTAL:						
JUSTIFICATION/COMMENTS: N/A						

ATTACHMENT B
LIST OF GOVERNMENT CONTRACTS AND/OR
GRANTS

GOVERNMENT CONTRACTS AND / OR GRANTS (Recent 3 Year Period)

Applicant: Helping Hands Hawaii

Contracts Total: 757,575

	CONTRACT DESCRIPTION	EFFECTIVE DATES	AGENCY	GOVERNMENT ENTITY (U.S. / State / Haw / Hon / Kau / Mau)	CONTRACT VALUE
1	TANF MOE Contract – providing funding for HHH Community Clearinghouse services to TANF-eligible households, including \$20,000 for emergency financial assistance.	1/1/16-12/31/16	Department of Human Services (DHS)	State of Hawaii	100,000
2	Community Development Block Grant (CDBG) public service contract award – funding for Community Clearinghouse services.	11/18/15-11/17/16	City & County of Honolulu - Dept. of Community Services	Honolulu	160,934
3	City & County of Honolulu Grant-In-Aid (GIA) - For Community Clearinghouse activities	7/1/15-9/30/15	City & County of Honolulu - Dept. of Community Services	Honolulu	32,772
4	TANF MOE Contract – providing funding for HHH Community Clearinghouse services to TANF-eligible households, including \$20,000 for emergency financial assistance.	1/1/15-12/31/15	Department of Human Services (DHS)	State of Hawaii	100,000
5	City & County of Honolulu Grant-In-Aid (GIA) - For Community Clearinghouse services, including purchase of 2 new CCH vehicles.	1/16/14-1/15/15	City & County of Honolulu - Dept. of Community Services	Honolulu	98,315
6	TANF MOE Contract – providing funding for HHH Community Clearinghouse services to TANF-eligible households, including \$20,000 for emergency financial assistance.	1/1/14-12/31/14	Department of Human Services (DHS)	State of Hawaii	100,000
7	Community Development Block Grant (CDBG) public service contract award – funding for Community Clearinghouse services.	10/17/13-10/16/14	City & County of Honolulu - Dept. of Community Services	Honolulu	165,554

ATTACHMENT C
COMMUNITY CLEARINGHOUSE DONOR
SATISFACTION SURVEY

Helping Hands Hawai'i

COMMUNITY CLEARINGHOUSE Donor Satisfaction Survey

DIRECTIONS: Helping Hands Hawaii is always looking for ways to improve its programs. Please fill out this survey and return it by email to mvuong@helpinghandshawaii.org; fax to 536-7236; or mail/in person to 2100 N. Nimitz Hwy., Honolulu, HI 96819.

Survey Participant's Name (Optional)		Contact Number (Optional)		Address (Optional)	
How Did You Hear About Us?		Date of Donation		Type of Donation	
				Drop Off <input type="checkbox"/> Pick Up <input type="checkbox"/>	
Please rate the following:					
	Completely Disagree	Disagree	Neutral	Agree	Completely Agree
My overall experience with Community Clearinghouse was positive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Donating to Community Clearinghouse was easy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Clearinghouse staff was helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Clearinghouse staff were efficient in greeting me and processing my donation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would recommend that my friends donate to Community Clearinghouse.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have any suggestions or recommendations for how we can improve the program to better meet your needs?					
Do you have any other comments?					

Thank you for your participation. If you have any further questions or comments, please contact Helping Hands Hawaii at 440-3857. We appreciate your ongoing support and feedback

ATTACHMENT D
COMMUNITY CLEARINGHOUSE CONSUMER
SATISFACTION SURVEY

Helping Hands Hawai'i

COMMUNITY CLEARINGHOUSE Consumer Satisfaction Survey

DIRECTIONS: Helping Hands Hawaii is always looking for ways to improve its programs. Please fill out this survey and return it by email to mvuong@helpinghandshawaii.org; fax to 536-7236; or mail/in person to 2100 N. Nimitz Hwy., Honolulu, HI 96819.

Survey Participant's Name (Optional)		Contact Number (Optional)			
Participant Relationship		Date of Appointment			
CCH Consumer <input type="checkbox"/> Referring Partner <input type="checkbox"/>					
Please rate the following:					
	Yes	No			
Has material assistance from the Clearinghouse helped with your situation/home environment?	<input type="checkbox"/>	<input type="checkbox"/>	If "No" then why: _____		
After receiving material assistance from the Clearinghouse, do you feel that you would be more likely to seek other services?	<input type="checkbox"/>	<input type="checkbox"/>	If "No" then why: _____		
Please rate the following:					
	Unsatisfactory	Below Average	Satisfactory	Very Good	Exceptional
Overall Experience with the Program	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Ease of the Referral /Application Process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Staff Interaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness of Response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability of Items	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you have any suggestions or recommendations for how we can improve the program to better meet your needs?					
Do you have any other comments?					

Thank you for your participation. If you have any further questions or comments, please contact Helping Hands Hawaii at 440-3857. We appreciate your ongoing support and feedback.

ATTACHMENT E
COMMUNITY CLEARINGHOUSE
APPLICATION FORM

**Helping Hands Hawaii
Community Clearinghouse Application
(Please FAX completed form to 536-7236)**

Referring Agency Information (To be Completed by Case Manager)

Agency Name		Agency / Case Worker Phone No.	
Case Worker Name		Case Worker Fax or E-mail Address	

CCH Client / Head of Household Information (The CCH client must be an adult head of household, who is over the age of 18. If your client is a minor under 18 and there is no adult in the household, call 440-3800 for guidance on how to complete this section)

Client Last Name		Client First Name	
Client Street Address			
Client City		Client Zipcode	
Client Phone No.	Primary: _____ Alternate: _____	Best Time to Call (Day of the week and timeframe during normal business hours)	

Language Access Information

Primary Language Spoken for the Client / Head of Household					
Able to Read English (Check One)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Able to Speak English (Check One)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Able to Understand English	<input type="checkbox"/> Yes <input type="checkbox"/> No
If the client is unable to speak, or understand English, please explain below whether the client has any one in their household that can interpret for them, or if the Agency / Case Manager will be able to provide an interpreter for the client's CCH appointment to pick-up items from the warehouse.					

Other Client Demographic Information

Client Age Group (Check One)	<input type="checkbox"/> Teen (10-19)	<input type="checkbox"/> Middle Age (35-55)	
	<input type="checkbox"/> Young Adult (20-34)	<input type="checkbox"/> Senior Citizen (56-70)	
	<input type="checkbox"/> Elderly (71 and over)		
Military (Check One)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Gender (Check One)	<input type="checkbox"/> Male <input type="checkbox"/> Female
Household Size (The # of people that the primary client is legally & financially responsible for).		Ethnicity (List the primary ethnicity only for the primary client)	

Client Benefit Information

Does the household receive TANF? (Welfare for families with children)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Does the household receive Food Stamps?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does the household receive other govt. benefits (i.e. GA, VA, SSI/SSDI)	<input type="checkbox"/> Yes <input type="checkbox"/> No	Is the Client / Head of Household a U.S. Citizen/COFA Migrant/Legal Permanent	<input type="checkbox"/> Yes <input type="checkbox"/> No

		Resident?	
Is there <u>at least one</u> member of the household who is currently employed?	<input type="checkbox"/> Yes <input type="checkbox"/> No		

Client & Household Information (Please include the Head of Household when listing <u>all</u> of the members of the household in the boxes below)				
First Name	Last Name	Relationship to Client	Age	Gender
1.		Self		
2.				
3.				
4.				
5.				
6.				
7.				
8.				

Situation Assessment	
1. Describe why the Client / Household can <u>NOT</u> afford to purchase items on their own. (Please include more detail than "Low-Income").	
2. What type of items is the household hoping to receive from the Community Clearinghouse?	
3. Does the Agency / Case Worker give approval to allow the client to ask for items different than those listed above if all items requested are not available?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4. Does the Client / Household have access to transportation to pick up items from the Clearinghouse?	<input type="checkbox"/> Yes <input type="checkbox"/> No (If "No," explain to client that applications can only be held for 30 days; and the client's application will be destroyed if an appointment cannot be scheduled within that timeframe).
5. Will the Client be accompanied to their appointment by the Case Worker?	<input type="checkbox"/> Yes <input type="checkbox"/> No
6. Does the Client authorize another person (other than themselves) to schedule and attend the appointment in the client's place if the client is not available?	<input type="checkbox"/> Yes (Name: _____) • If "Yes," the other person must present Picture I.D. if attending appointment in the client's place. <input type="checkbox"/> No

IMPORTANT REMINDERS FOR THE INCOME & EXPENSE SECTION

- You **must** complete the Income & Expense if the client's income has **changed** since the last visit to the Community Clearinghouse **OR** if it has been **over 12-months** since the client last submitted income verification. If you are unsure about income verification, call 440-3857.

Household Income & Expenses					
Monthly Income	Amount	Staff Use Only	Monthly Expenses	Amount	Staff Use Only
Employment / Wages (Net or "Take Home" wages)			Rent/Mortgage	\$	\$
1.	\$	\$	Electricity	\$	\$
2.	\$	\$	Water/Sewer	\$	\$
3.	\$	\$	Gas	\$	\$
4.	\$	\$	Home Phone	\$	\$
5.	\$	\$	Cell Phone	\$	\$
DHS Cash (Welfare)	\$	\$	Cable	\$	\$
SNAP (Food Stamps)	\$	\$	Food	\$	\$
Social Security	\$	\$	Clothing	\$	\$
Section 8	\$	\$	Car Payment	\$	\$
SSI/SSDI	\$	\$	Car Insurance	\$	\$
Child Support	\$	\$	Gas (Automobile)	\$	\$
Unemployment	\$	\$	Bus Fare/Bus Pass	\$	\$
Veteran's Benefit	\$	\$	Car Maintenance	\$	\$
Alimony	\$	\$	Medical Bills	\$	\$
Other Agencies/Grants	\$	\$	Recreation	\$	\$
TDI	\$	\$	Toiletries	\$	\$
Pension/Retirement	\$	\$	Credit Card(s)	\$	\$
Childcare Subsidy	\$	\$	Loan(s)	\$	\$
	\$	\$	Misc. Debt	\$	\$
	\$	\$		\$	\$
	\$	\$		\$	\$
TOTAL INCOME	\$	\$	TOTAL EXPENSES	\$	\$
<p>TOTAL INCOME (\$) <u>minus</u> TOTAL EXPENSES (\$) = BOTTOM LINE (\$)</p>					

Statement of Understanding		
Statement	Caseworker Initials	Client Initials
The Client must be referred by a registered agency. It is the Case Worker's responsibility to verify and assess the need of the Client.		
I understand that income verification must be submitted with the initial application, or when there are any changes in the household's income.		
I understand that <u>NOT ALL ITEMS</u> may be available from the Community Clearinghouse.		
I understand that all items are used items and received in "as-is" condition. Items received from the Community Clearinghouse may not be exchanged at a later date for any reason.		
I understand that the Community Clearinghouse <u>does not deliver</u> items. It is the Client's responsibility to arrange transportation to be available on the date and time of the appointment.		
I understand that the Client <u>MUST MAKE AN APPOINTMENT</u> to receive items from the Community Clearinghouse.		
I understand that visits to the Community Clearinghouse are limited to <u>ONCE A MONTH ONLY.</u>		
I understand that the Client <u>must present Picture I.D.</u> to verify their identity at the time of their appointment (Picture I.D. is <u>required</u> to ensure that we are giving the correct items to the person who requested them).		
I understand that the Client <u>must pick up and take home all items at the time of their appointment.</u>		
I understand that <u>ONLY ONE PERSON</u> (which is the Client unless otherwise authorized on this application) is allowed to "shop" for items during the appointment.		
I understand that <u>NO CHILDREN</u> are allowed inside the warehouse due to safety reasons during the appointment.		
I understand that it is the Client's responsibility to <u>bring ropes, bungee cords, etc.</u> to tie down any items to their vehicle or to bring a Guest to assist in loading / unloading items from the vehicle.		
I understand that Community Clearinghouse staff can not assist Client with loading/unloading of vehicle due to liability reasons.		
I understand that the Community Clearinghouse <u>reserves the right to refuse services to any Client or Household.</u>		

By signing below, I certify that I have read and understood all statements listed above. Failure to comply with the statements initialed above will affect your ability to apply for assistance with Helping Hands Hawaii in the future, and may affect the referring agency's ability to refer.

Applicant Name (Print):	Date:
Applicant Signature:	
Case Worker Name (Print):	Date:
Case Worker Signature:	

Helping Hands Hawai'i

Community Clearinghouse Reminder Letter (CASE WORKER: Please separate this page and give to Client)

DATE: _____

Dear Client:

Your Case Worker has completed an application to the Community Clearinghouse at Helping Hands Hawaii. This letter will go over important information about your Community Clearinghouse application. Please read and review this letter carefully. The following are important reminders:

- It will take up to two (2) business days for the Community Clearinghouse to process your application. After your application has been processed, the Community Clearinghouse staff will call you at the phone number listed on your application to schedule an appointment. You must make an appointment to come to the Community Clearinghouse.
- If you do not hear from the Community Clearinghouse after two (2) business days, please call **440-3800** to ask about the status of your application. Your application may be missing information (which needs to be provided to us by your Case Worker), or an incorrect phone number may have been listed on your application form.
- Make sure that you make arrangements for transportation BEFORE calling the Community Clearinghouse to schedule an appointment to pick up items. You will need to show us at your appointment time that you have transportation available, or your application will be canceled and you will need to reschedule.
- Make arrangements for childcare on the date of your appointment because children are NOT allowed to accompany you into the warehouse for your appointment due to safety reasons.
- Make sure that you have ropes, bungee cords, etc. and people to assist you in loading your vehicle if you are planning to pick up large items. Equipment and labor to load / unload your vehicle will NOT be provided by the Community Clearinghouse staff due to safety / liability reasons.
- Make sure that you have Photo I.D. available at the time of your appointment. We will need to verify your identity to start your appointment.
- Please understand that all items in the Community Clearinghouse are USED / donated items and that items must be accepted "as is" and cannot be returned / exchanged after being received.
- Please understand that items in the Community Clearinghouse are subject to change and that we may not have any or all of the items that you have requested on your application form. Even if you call in advance for items, our inventory changes on a daily (sometimes hourly) basis, and we cannot hold items for clients.

The Community Clearinghouse is located at 2100 North Nimitz Highway Honolulu, HI 96819 (on the corner of Nimitz Highway & Pu'uhale Road in Kalihi. Our entrance is located on the back side of our building (on P'uuhale Place, across from Ohana Storage). If you have any questions, please call us at **440-3800.**

Mahalo,

Community Clearinghouse Staff

ATTACHMENT F
JOB DESCRIPTIONS

(1) WAREHOUSE OFFICE SUPERVISOR

(2) WAREHOUSE WORKER

(3) DRIVER

(4) PART-TIME PROGRAM ASSISTANT

Helping Hands Hawaii Job Description

Position: Warehouse Office Supervisor
Reports To: SNAP Community Outreach and Volunteer Coordination – Program Manager
Division: Human Services
Department: Community Clearinghouse
Type: Full Time
FLSA Status: Salaried, Exempt
EEO Code: 1.2 – First to Mid Level Officials and Managers
Location: 2100 N. Nimitz Hwy. Honolulu, HI 96819

OBJECTIVES:

Provides day-to-day supervision and oversight of the Community Clearinghouse (CCH) office and warehouse operations, including supervision of staff, while also directly performing a variety of administrative tasks and projects related to the CCH program. Administrative tasks will include the handling and management of the agency's PBX telephone system, coordinating events between departments and programs of Helping Hands Hawaii, providing general office and dispatching support to the CCH, conducting intake of CCH clients and scheduling of appointments, coordinating warehouse facility and vehicle maintenance, and maintaining warehouse supplies and inventory. To comply with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Oversees the general day-to-day operations of the CCH office and warehouse, including the direct supervision of CCH staff.
2. Monitors CCH staff interaction with clients, donors, vendors, and volunteers, and engages in direct interaction when necessary, including notifying the SNAP Community Outreach and Volunteer Coordination Program Manager when difficulties and concerns arise.
3. Answers incoming phone calls on a multi-line phone system. Routes calls to appropriate departments and/or contact person in a manner consistent with HHH operating policies & procedures.
4. Updates and maintains the CCH centralized calendars both for scheduling of client appointments and/or rescheduling requests and appointments for donation pick-up.
5. Processes applications for CCH warehouse services. Schedules appointments or requests additional information that may be needed to process the client's application by working closely with partner agencies, case managers, and other internal HHH programs.
6. Ensures warehouse workers maintain a general inventory of items in the CCH warehouse, and oversees distribution of CCH items to qualified clients and/or social service partner agencies according to established distribution guidelines.
7. Provides coordination of general maintenance of warehouse vehicles and equipment, and serves as the primary point of contact for issues relating to warehouse facilities, such as warehouse security, facility maintenance or repair.
8. Schedules appointments for pick-up from the Hawaii Foodbank, assists with the daily bagging and distribution of food through the CCH food pantry, and submit regular reports to foodbank staff.
9. Assists in planning and coordinating activities for the CCH as directed by the SNAP Community Outreach and Volunteer Coordination, Program Manager, to include but not be limited to, seasonal projects such as the HHH Ready 2 Learn program and HHH Adopt-A-Family program.
10. Completes CCH operational tasks, which include but may not be limited to; forms processing, data entry, photocopying, word processing and filing.

SUPERVISORY RESPONSIBILITIES:

Provide day-to-day supervision of the CCH Warehouse Workers, CCH Program Assistant and CCH Van Driver.

REPORTING REQUIREMENTS:

As directed by the SNAP Community Outreach and Volunteer Coordination, 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. Perform additional related responsibilities as assigned by the SNAP Community Outreach and Volunteer Coordination, 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 in the warehouse and outdoors; may travel to attend meetings with community partners or funders, 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, 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 the ability to perform light warehouse tasks such as sorting items and stocking, which may require lifting items up to 30 pounds.
7. 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 the social science, communications, administrative, or human resources field from an accredited college or university and/or a H.S. diploma with two (2) years related experience in a similar field and position.
2. One (1) year of prior supervisory and/or leadership experience.
3. Effective communication skills (i.e. verbal/written and listening skills).
4. Working knowledge of Microsoft Office and ability to utilize a computer.
5. Ability to work directly, cooperatively and collaboratively with multi-faceted and multi-ethnic programs, staff and volunteer force.
6. Valid Driver's license, clear traffic abstract, and willingness to use properly insured car.

7. Clear pre-employment reference check, annual TB clearance, health clearance, CPI certification.
8. Ability to operate or willingness to learn and obtain certification for the operation of the forklift.

PREFERRED QUALIFICATIONS:

1. Relevant program and operational experience in working with low-income or homeless communities, and/or volunteer coordination in a non-profit social service setting.
2. Prior experience working in a customer service and/or donor relations position.
3. Prior experience working with warehouse or warehouse office operations.
4. Relevant program development experience, to include assessing community needs, developing program ideas, and implementing programs to meet those needs.
5. First Aid and CPR certification.

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 Warehouse Office Supervisor.

Signature: _____ Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: Warehouse Worker
Reports To: Warehouse Office Supervisor
Division: Human Services
Department: Community Clearing House
Type: Full Time
FLSA Status: Hourly, Non-exempt
EEO Code: 9 - Service
Location: 2100 N. Nimitz Hwy., Honolulu, HI 96819

OBJECTIVES:

To receive all incoming goods, pulling orders for distribution, and the general up-keep of the warehouse area to assure safe and efficient operation of the Community Clearing House warehouse. To comply with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Receives all incoming goods, which may include the unloading of customers/clients vehicles.
2. Interprets client order pick-up and delivery schedule and determines items to be moved, gathered, or distributed.
3. Pulls and prepares good(s) for delivery and loads onto customer/clients vehicle. Checks order to ensure accuracy.
4. Organizes donated materials or items on racks, shelves or in bins according to predetermined sequence such as size, type or order.
5. Records and logs amount of materials or items received or distributed to clients.
6. Organizes and maintains front warehouse to ensure safe storage and easy access to items.
7. Coordinates, schedules and trains warehouse volunteers.
8. Maintains volunteer log to ensure accuracy.
9. Assists in the warehouse office as needed or directed by the Warehouse Office Supervisor.
10. Assists the van driver with donation pick-ups as needed or directed by the Warehouse Office Supervisor.

SUPERVISORY RESPONSIBILITIES:

NA

REPORTING REQUIREMENTS:

1. Monthly Food Bank report

OTHER DUTIES:

1. Performs additional related responsibilities as assigned by the Warehouse Office Supervisor.
2. Maintains confidentiality.

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 4:30p.m. Additional hours may be required to meet business needs.

EQUIPMENT USE:

Personal computer, 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. High School Diploma or equivalent required.
2. One (1) year of experience in warehouse operations and/or related field.
3. Working knowledge of computer software programs (i.e. Excel and Word).
4. Valid Driver's license and willingness to use properly insured car.

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 a Warehouse Worker.

Signature: _____

Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: Van Driver/Warehouse Worker
Reports To: Warehouse Office Supervisor
Division: Human Services
Department: Community Clearing House (CCH)
Type: Full Time
FLSA Status: Hourly, Non-Exempt
EEO Code: 9 - Service
Location: 2100 N. Nimitz Hwy., Honolulu, HI 96819

OBJECTIVES:

To provide timely pick-up, warehousing, and distribution of incoming goods, which may include pulling and selecting with a forklift, and/or pallet jack, and/or manually. Organizes route and ensures trip list is timely and accurate. Ensures that pick-ups are conducted in a courteous manner. To comply with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Coordinates and organizes with Warehouse Office Supervisor on scheduled times and routes for pick-up and delivery of donated goods.
2. Completes the pick-ups and deliveries of donated goods in accordance with all policies, procedures, and applicable traffic laws.
3. Responsible for unloading company vehicle of items picked up and received from donors.
4. Maintains cleanliness of company vehicle and performs daily maintenance, including ensuring proper fuel, oil and fluid levels.
5. Notifies Warehouse Office Supervisor of any client and/or vehicle problems including accidents and/or motor vehicle citations.
6. Completes all paperwork at each destination and returns them to Warehouse Office Supervisor when done, to include the processing and distribution of tax receipts to donors.
7. Provides timely and orderly transportation of damaged items, recyclable metals and other recyclable items to appropriate facilities.
8. Signs out for company vehicle keys and cellular phone at the beginning of every shift and returns keys and cellular phone to the Warehouse Office Supervisor promptly after every shift.
9. Calls donors to notify of pick-up status and/or impending arrival using the company cellular phone and hands-free device.
10. Obtains proper authorization for credit card usage when refueling the company vehicle.
11. Submits petty cash and other receipts to Warehouse Office Supervisor on a timely basis.
12. Organizes and maintains back warehouse to ensure safe storage and easy access to items.
13. Assists as a backup for the Warehouse Worker when needed.
14. Assists in the office as needed or directed by Warehouse Office Supervisor.

SUPERVISORY RESPONSIBILITIES:

N/A

REPORTING REQUIREMENTS:

N/A

OTHER DUTIES:

1. Performs additional related responsibilities as assigned by the Warehouse Office Supervisor.
2. Maintains confidentiality.

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

WORKING CONDITIONS:

Frequent travel to various locations on Oahu. Warehouse and occasional office setting 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:

Cellular phone, GPS, hand truck, dolly, personal computer, standard office equipments and tools.

MENTAL & PHYSICAL DEMANDS:

1. Duties require the use of considerable initiative and judgment.
2. Work independently 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 traveling to various residential and business locations as required by the job.
7. Requires the ability to lift 50 lbs on a regular basis and 75 lbs occasionally.
8. Requires the ability to bend, stoop & kneel.
9. Requires the ability to reach and work overhead.
10. Requires the ability to push and pull an object of 100 lbs occasionally.

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. High School Diploma or equivalent required.
2. One (1) to two (2) years of experience driving a large delivery vehicle.
3. Ability to work under stressful conditions.
4. Ability to operate forklift and willingness to obtain certification.
5. Valid Driver's license and clean traffic abstract.
6. Familiar with the major roads and highways on the island of Oahu.

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 a Van Driver/Warehouse Worker - Community Clearing House.

Signature: _____

Date: _____

An Equal Opportunity Employer

Helping Hands Hawaii Job Description

Position: CCH Program Assistant
Reports To: Warehouse Office Supervisor
Division: Human Services
Department: Community Clearinghouse
Type: Part 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 and projects, related to the Community Clearinghouse (CCH) Human Services programs, including reviewing and processing applications for material assistance from social service partner agencies. To comply with company code of ethics, confidentiality practices, HIPAA, safety and all other policies and procedures.

ESSENTIAL DUTIES & RESPONSIBILITIES:

1. Works collaboratively with the Warehouse Office Supervisor in responding to requests for information and referrals.
2. Processes and maintains applications for material assistance received from social service partner agencies, including the completion of applications.
3. Reviews income information submitted with applications for material assistance, and completes any follow-up as necessary.
4. Completes administrative tasks, which include but may not be limited to: forms processing, data entry, photocopying, word processing and filing.
5. Assists with answering incoming phone lines and routes to appropriate departments and/or contact person.
6. Conducts outreach on an ongoing basis with social service partner agencies statewide to actively solicit potential applicants for the Human Services programs.

SUPERVISORY RESPONSIBILITIES:

N/A

REPORTING REQUIREMENTS:

As directed by the Warehouse Office Supervisor

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 Warehouse Office Supervisor.

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 12:00 p.m.

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. High School Diploma or equivalent, 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. Effective Communication skills (listening, speaking and writing) with proven ability to take and relay detailed and accurate information.
5. Detail oriented and ability to multi-task.
6. Current TB Clearance.

PREFERRED QUALIFICATIONS:

1. BA in social sciences and/or related field preferred.

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 Assistant.

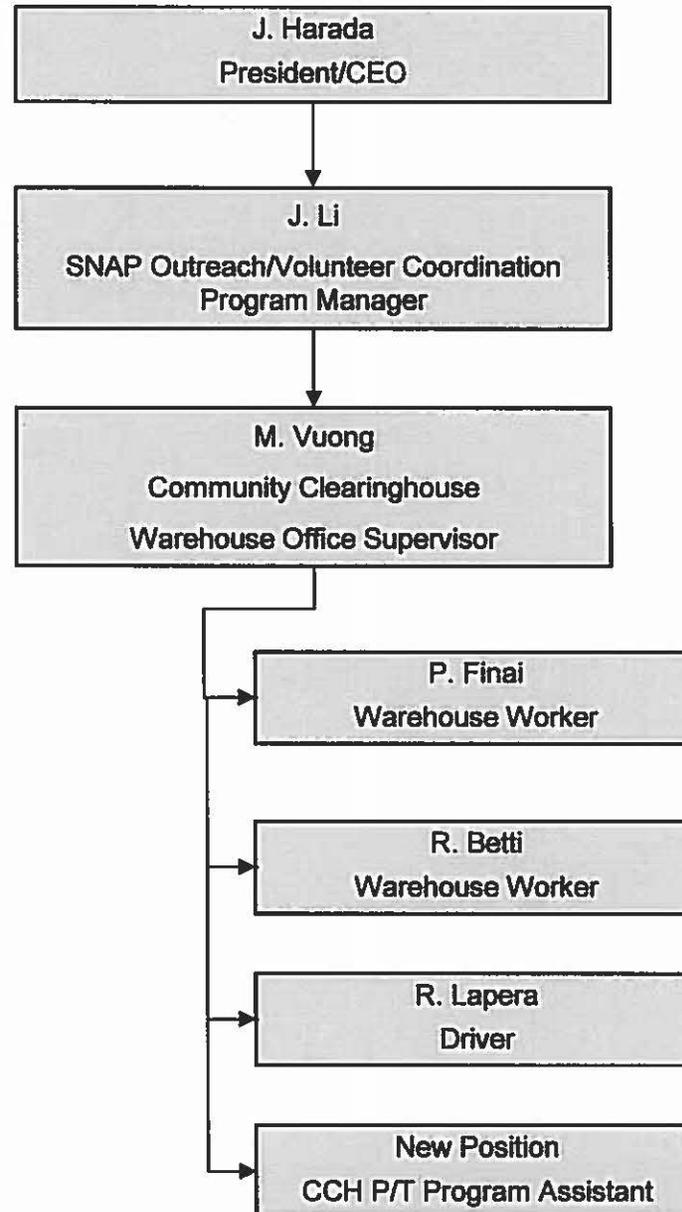
Signature: _____ Date: _____

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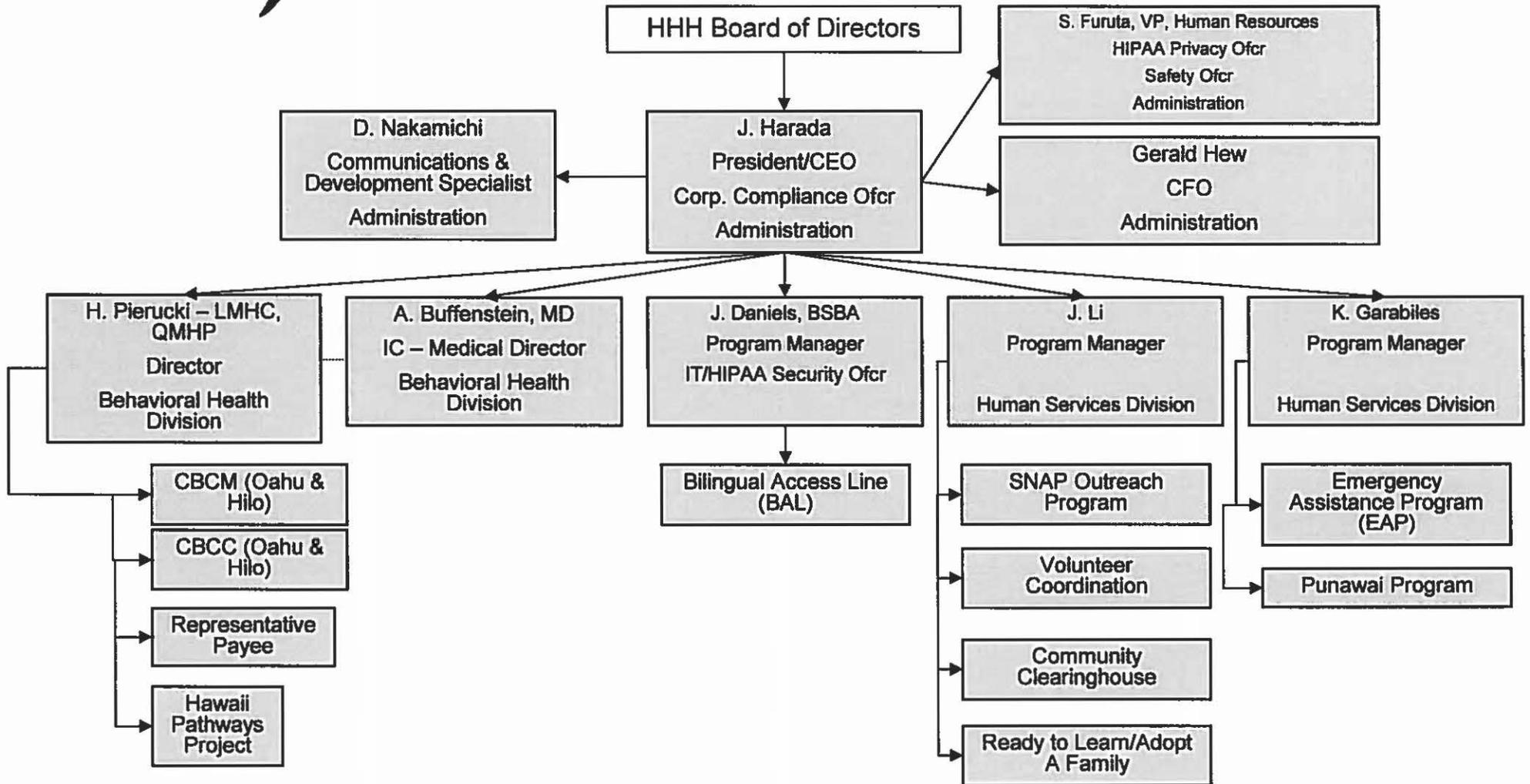
ATTACHMENT G
ORGANIZATION CHART
(1) PROGRAM
(2) AGENCY

Community Clearinghouse
(CCH) Program

Program-Wide Organization
Chart as of 01/14/16



Helping Hands Hawai'i



ATTACHMENT H
CERTIFICATE OF GOOD STANDING



Department of Commerce and Consumer Affairs

CERTIFICATE OF GOOD STANDING

I, the undersigned Director of Commerce and Consumer Affairs of the State of Hawaii, do hereby certify that

HELPING HANDS HAWAII

was incorporated under the laws of Hawaii on 02/04/1974 ; that it is an existing nonprofit corporation; and that, as far as the records of this Department reveal, has complied with all of the provisions of the Hawaii Nonprofit Corporations Act, regulating domestic nonprofit corporations.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the seal of the Department of Commerce and Consumer Affairs, at Honolulu, Hawaii.

Dated: December 14, 2015



Director of Commerce and Consumer Affairs