

Department of Labor and Industrial Relations



20  
08

ANNUAL  
REPORT

OFFICE OF  
COMMUNITY SERVICES

*Strengthening Communities  
Improving Lives*



# THE OFFICE OF COMMUNITY SERVICES

© Copyright 2009  
Department of Labor and Industrial Relations  
Office of Community Services.  
All rights reserved.

Submitted by:  
Sam Aiona, Executive Director

Prepared by:  
Keith Yabusaki, Ph.D.  
Keith Nakano  
Daniel Young

Office of Community Services  
830 Punchbowl Street, Suite 420  
Honolulu, Hawaii 96813-5095  
Phone 808-586-8675

Our Partners .....	3
Executive Director's Message .....	4
Who We Are .....	5
What We Do .....	7
Who We Serve.....	8
What We Have Accomplished in 2008 .....	9
Services Provided - State General Funds.....	11
Employment Core Services.....	11
Employment Creation.....	12
Child Care Services .....	13
Transportation Services .....	13
Food Collection and Distribution.....	13
Youth Services .....	14
State Grant-In-Aids .....	14
Capital improvement Projects .....	14
Services Provided - Federal Funds .....	15
Employment Core Services - Refugees .....	19
Community Service Block Grants .....	15
Community Service Block Grants - Discretionary Funding .....	17
Employment Core Services - Refugees .....	19
Weatherization Assistance Program .....	20
Cash and Medical Assistance for Refugees .....	20
The Emergency Food Assistance Program .....	20
Legal Advocacy, Outreach, and Referral Services .....	21
Protection and Advocacy for Persons with Disabilities Program ....	21
Senior Farmers Market Nutrition Program .....	21
What We Are Doing in FY2009 .....	22
Fiscal Summary FY 2008.....	26
Employment Core Services Outcome Tables .....	29

# Strengthening Communities...Improving Lives

# **THE OFFICE OF COMMUNITY SERVICES**

- Aloha United Way
- **Big Island Substance Abuse Council**
- Catholic Charities Community and Immigrant Services
- **Child and Family Service**
- Community Work Day
- **Easter Seals Hawaii**
- Family Support Services West Maui
- **Filipino Community Center**
- Goodwill Industries of Hawaii, Inc
- **Hawaii County Economic Opportunity Council**
- Hawaii Disability Rights Center
- **Hawaii Filipino Centennial Committee**
- Hawaii Foodbank, Inc
- **Hawaii Island Foodbank**
- Hawaii Literacy
- **Honolulu Community Action Program, Inc**
- Institute for Human Services, Inc
- **Ka Lima O Maui**
- Kauai Economic Opportunity, Inc
- **Kauai Foodbank, Inc**
- Kokua Legal Services
- **Kulia Na Mamo**
- Legal Aid Society of Hawaii
- **Maui Economic Opportunity, Inc**
- MEO Business Development Corporation
- **Maui Family Support Services, Inc**
- Maui Foodbank, Inc
- **Network Enterprises, Inc**
- Ohana Family of the Living God
- **ORI Anuenue Hale, Inc**
- Pacific Gateway Center
- **Parents and Children Together**
- Seagull Schools, Inc
- **Susannah Wesley Community Center**
- UH, Center on Disability Studies
- **YMCA of Honolulu**
- YMCA OF Kauai
- **YWCA OF Oahu**



# Executive Director's Message

The Office of Community Services, by statute, is mandated to assist the low income persons in our community as well as the immigrant and refugee population. When the office was created decades ago current U.S. Senator Daniel Akaka was the Executive Director, and our mission was primarily to assist individuals with job training.

The main focus was to help low income, immigrant, and refugee individuals gain self-sufficiency. The fundamental basis for self sufficiency is employment which is why OCS was placed in the Department of Labor and Industrial Relations.



Over the past few decades OCS has continued to assist our targeted population with employment services as a core function of this office. Throughout the years, however, the attainment of self sufficiency has seen an increase in other barriers such as transportation, child care, and food.

This annual report depicts the many programs and projects we have undertaken to help the neediest in our community as they journey on the path to self sufficiency. This report also gives a sense of the appropriate amount of funding and increases in certain needy populations (most notably migrants from the Compact of Free Association) we have witnessed.

One thing has remained steady throughout the decades – the dedication and commitment of the service providers we work with. It is our job in government to make sure the people on the front line get the resources they need to do the best job possible. OCS is committed to working with our service providers and together we will continue to strengthen communities and improve lives.

Within the last year OCS has administered funds serving over 31,000 individuals through 87 contracts. Two of our most notable programs are the Employment Core Services for Low Income Persons and Employment Core Services for Immigrants. Through these two programs OCS has applied a performance based contract using a milestone payment system. Our service providers take their clients through 6 stages or milestones to achieve employment for one year. OCS pays the service provider based on the number of clients who reach each milestone. This system has made both OCS and service providers more efficient in spending money and more importantly, more efficient in serving those in need.

In the next year we will be implementing a new case management software for service providers to use in hopes that the work they do will be expedited so they can spend more time serving their clients. This new software will also enable OCS to use real data so we can advocate for programs that are most needed.

We want to thank all the service providers listed on the opposite page for their dedication and commitment to serving those in need. As I visit agencies and speak to their staff it is evident that the human spirit in the non profit community is unmatched. There are people within these organizations who give so much of their time and talent to make life better for others. It is this spirit of giving and helping that makes Hawaii such a special place.

Within the next year OCS will continue to provide the resources necessary for our partners to do their good work. We will continue our performance based contracts, we will continue to help our friends from the COFA nations, we will continue to advocate for more funding, we will continue to maintain professional and prompt responses to our partners and we will continue to do whatever it takes to fight poverty in Hawaii.

A handwritten signature in black ink that reads "Sam Aiona".

**Strengthening Communities...Improving Lives**

## Who We Are

The State Office of Community Services (OCS), administratively attached to the Department of Labor and Industrial Relations, is mandated to provide human service programs for Hawaii's economically disadvantaged, immigrants and refugees. Created by the Hawaii State Legislature through Act 305, and signed into law by the Governor on June 25, 1985, OCS was codified in Chapter 371K, Hawaii Revised Statutes. OCS has evolved for the merger in 1985 of four programs - 1) the Office of Economic Opportunity, 2) the Progressive Neighborhood Program, 3) the Refugee Resettlement Program, and 4) the State Immigration Services Center.

### OCS' PRIMARY FUNCTIONS INCLUDE:

- ◆ Facilitate and enhance the development, coordination, administration and delivery of effective programs to those in need and
- ◆ Provide advice and guidance to the executive branch, non-profit and private sector human service agencies, and the legislature.
- ◆ OCS primarily contracts and administers program services on behalf of the State and Federal governments.



# What We Do

## OUR VISION

- ◆ To eliminate the causes and conditions of poverty for economically disadvantaged persons, immigrants, and refugees in the State of Hawaii.

## OUR MISSION

- ◆ To facilitate and enhance the development, delivery, and coordination of effective programs for economically disadvantaged persons, immigrants and refugees that allows this target population to achieve and maintain economic independence;
- ◆ To improve the efficiency and effectiveness of executive branch operations on behalf of those in need; and
- ◆ To improve the responsiveness to the needs of our target population through partnerships in the private and public sectors.

# Who We Help

## LOW-INCOME FAMILIES AND INDIVIDUALS

According to the National Center for Children in Poverty, research suggests that, on average, families in Hawaii need an income double that of the federal poverty level or \$42,400 to just to address basic needs. The 2008 Federal Poverty Guideline for Hawaii is \$24,380 for a family of four.

According to the 2007 U.S. Census Bureau's American Community Survey (ACS), 8% or 126,154 individuals of Hawaii's total population of 1,288,198 falls below poverty level. According to 2008 U.S. Census data, 13% of the total U.S. population of 303,824,640 are living below the Federal Poverty Guideline (FPG).

Overall, the 2007 ACS shows that the percentage of people in Hawaii below the poverty line has decreased from 9.3% in 2006 down to 8% in 2007. Conversely, the national percent of people below the poverty line has steadily increased over the past five years.

## IMMIGRANTS AND REFUGEES

The 2007 US Census Bureaus's American Community Survey (ACS) estimated that there are approximately 224,593 foreign-born people living in Hawaii. This amounts to 17.5% of the State's overall population. This number also reflects a 9.5% increase from the year 2000 tally of 212,229 immigrants.

**Strengthening Communities...Improving Lives**



# What We Accomplished in FY 2008

## ADMINISTERED STATE PURCHASE OF SERVICES FUNDS IN EIGHT CATEGORIES

### 25,771 UNDUPLICATED LOW-INCOME PERSONS SERVED (33 CONTRACTS)

Together with our partners, OCS provided:

- 1) **Employment Core Services for Low-Income Persons\*:** 890 low-income persons served, 353 job placements, and 187 maintained employment for 12 months; Improved monitoring of all contracts. Completed transition phase and have now implemented Performance-based contracts for these services.
- 2) **Employment Core Services for Immigrants\*:** 505 immigrants served, 276 job placements, and 93 maintained employment for 12 months; Improved monitoring of all contracts. Completed transition phase and have now implemented Performance-based contracts for these services.
- 3) **Employment Creation Services\*:** 268 low-income persons, immigrants, and refugees served resulting in 56 persons employed.
- 4) **Child Care Services for Head Start Parents:** 193 children enrolled and 193 low-income parents; 184 low-income adults were employed.
- 5) **Transportation Services:** 2,917 low-income, disabled, elderly and youth individuals (1,080 in Hawaii and 1,837 in Maui Counties).
- 6) **Youth Services:** Support services to 94 at-risk-youth in the Honolulu school district leading to 24 youth attaining employment.
- 7) **Food Distribution Services:** 9,951,123 pounds of food collected with 472,768 meals served statewide to the poor.
- 8) **Hawaii Disability Rights Center (HDRC):** provided advocacy and services to persons with disabilities through outreach, education and casework.

\*Results reflect outcomes for the first year of a two-year contract.

## ADMINISTERED EIGHT FEDERALLY-FUNDED PROGRAMS (19 CONTRACTS)

Together with our partners, OCS provided:

- 1) **Employment Core Services for Refugees:** Assisted 30 refugees with 34 maintaining employment for 12 months.
- 2) **Weatherization Assistance Program (WAP) Services:** Cost saving energy assistance to 367 low-income persons; purchased energy efficient refrigerators; purchased and installed solar water heaters; and implemented compact fluorescent lamps (CFLs) kits into WAP.
- 3) **The Emergency Food Assistance Program:** 1,309,996 pounds of food from the U.S. Department of Agriculture distributed to Hawaii's local food banks and partners.



- 4) **Senior Farmer's Market Nutrition Program:** Purchased \$498,070.40 of locally grown produce in Hawaii County and Maui County from 43 growers and enhanced the nutrition of 5744 senior citizens.
- 5) **University of Hawaii Center on Disability Studies:** Continued to administer pilot project to design and operate a virtual online Navigational One-Stop Center in Hawaii for transitioning youth with developmental disabilities and their families.
- 6) **Legal Advocacy for Children and their Families:** Legal Aid Society served an additional 62 cases.
- 7) **Refugee and Cash and Medical Assistance:** Helped 30 refugees.
- 8) **Community Services Block Grant Program:** 12,487 unduplicated low-income persons served. Continued second year of standardized uniform reporting using CSBG-IS software. Initiated discretionary funded projects.

## **ADMINISTERED STATE GRANT-IN-AID AND CAPITAL IMPROVEMENT PROJECT FUNDS (35 CONTRACTS)**

- ◆ **Easter Seals Kapolei Service Center:** The Kapolei Service Center is currently still in the construction phase. The new 20,000 square foot facility is expected to serve over 500 people with special needs annually.
- ◆ **Seagull Schools, Kailua:** This facility was just completed in January 2009 and will result in additional preschool classroom space to educate 80 children. The school will service Windward families from Waimanalo to Kane`ohe.
- ◆ **Community Work Day:** Combined education with hands on stewardship to make America's communities cleaner, greener, safer and more livable by reducing litter and waste. Sent eight staff members to the national Keep America Beautiful Convention and CWD conducted a national workshop in Honolulu in Spring 2008.
- ◆ **YMCA, Kaua`i:** The Grand Opening of this facility in August 2008 marked a new level of activity on Kaua`i. The 50 meter pool and locker rooms will serve all three public high schools on the island as well as any member of the general public..
- ◆ **Goodwill Industries of Hawaii:** Construction of the `Ohana Career and Learning Center located in the Kapolei Business Park. The Center will feature multi-media training rooms, a computer lab, and retail store and donation center.
- ◆ **Honolulu Community Action Program, Wai`anae:** HCAP's Wai`anae District Office renovations will begin shortly after the release of federal funds. It is expected to provide outreach in a very needy community.
- ◆ **YWCA Laniakea, Downtown Honolulu:** Has completed its renovation of the Certified Kitchen, efficient electrical upgrades, expansion of the culinary training program. The renovations to Café Laniakea will revitalize Downtown Honolulu and help empower women to self-sufficiency.
- ◆ **Hawai`i County Economic Opportunity Council Transportation, Hawai`i County:** HCEOC provided immediate relief for 1250 low-income or dialysis patients lacking transportation.
- ◆ **Maui Economic Opportunity, Inc. Transportation, Maui County:** MEO currently provides relief to up to twenty-five dialysis patients, as well as a handicapped equipped bus and increased capacity to serve low-income individuals lacking transportation in the Maui Nui area.
- ◆ **Parents and Children Together Weed and Seed, Kalihi, `Ewa, and Waipahu:** Parents

## **Statistics that Matter**

**Total number of contracts:**

**33**

**Number of state funded POS categories administered by OCS:**

**8**

**Number of Federally Funded Contracts:**

**19**

**Number of administered State Grant-in-Aid and Capital Improvement Project Contracts:**

**35**

and Children Together currently provides support for the Weed and Seed program, a partnership between private individuals and police departments to curb truancy and drugs in federally selected neighborhoods.

- ◆ Filipino Community Center Smart Seniors Program, Waipahu: The program provides activities for seniors to stay alert and active and provides classes for those wishing to prepare for Nursing and Health field exams.
- ◆ Salvation Army Soup Kitchens, Kaua'i: This grant currently provides support for this program, serving approximately 400 meals per month to needy individuals at their Lihu'e and Hanapepe locations.

## OTHER PROGRAMS:

- ◆ **Annual State Employees Food Drive** was coordinated with Hawaii Food Bank that raised a total of \$171,859 and collected 87,214 pounds of food for the needy on Oahu and neighbor islands. This represents nearly a quarter of the monies and pounds of food collected during the Food Bank's annual food drive;
- ◆ **Leeward Coast Initiative Policy:** Participated in working groups; To strengthen rural community human resources, improve effectiveness of the State programs, and generate community-based economic development. OCS is constantly working with Oahu's Leeward Coast Service Providers to develop more program opportunities for low-income residents.
- ◆ **Waianae Coast Resource Directory:** OCS worked together with the Waianae Coast Coalition and has completed a 24-page directory of the various social services available along the Leeward Coast of Oahu. Copies of the directory have been distributed to over 125 non-profit organizations serving the Coast. Services listed in this directory include (but are not limited to) employment, business development coaching, asset building, emergency shelters, low-income housing, community health centers, child development programs, legal referral, substance abuse counseling, veteran support, and cultural learning. Many of the services listed in the directory will provide much needed support and access to opportunities important to individuals becoming more self-sufficient.
- ◆ **Kahikolu Ohana Hale O Waianae:** This homeless transitional program, was developed under Governor Lingle's emergency proclamation to address the homeless crisis along Oahu's Leeward Coast in partnership with the Hawaii Coalition of Christian Churches. The Department of Labor and Industrial Relations is working together with this program to provide access to employment services, staff development training, and program development. Thus far, Career Kokua and OCS have worked collaboratively by providing a training session on a variety of career assessment tools. In addition, the department continues to work with the KOHOW staff to better provide self-sufficiency program strategies to its clients through collaborative brainstorm sessions and improved access to a variety of services.
- ◆ **Immigrant Acculturation Booklet:** an acculturation booklet was developed to assist service providers with helping Compact of Free Association (COFA) migrants adjust to life in Hawaii. Content of booklet includes important information on: the role of the family in the home and school, caring for children, child safety in the home and in the community, Hawaii laws, and information on community resources. This booklet was the result of a partnership between the: Department of Labor and Industrial Relations – Office of Community Services (OCS), Department of Health Department of the Attorney General - Crime Prevention and Justice Assistance Division, Department of the Prosecuting Attorney - City and County of Honolulu, Goodwill Industries of Hawaii, Inc., and Parents and Children Together - Hawaii Parental Information and Resource Center. A total of 3380

booklets were produced - 1900 English, 740 Marshallese, and 740 Chuukese. The booklets have been distributed to service providers across the state.

- ◆ **Procured Case Management software for ECS-LIP and ECP-IMM program services:** OCS contracted with MOSAIC Network, Inc. in building a customized web-based data system (GEMS) that will help OCS providers to keep track of and evaluate all their clients' progress. GEMS is a secure, HIPAA compliant, accessible program that will help OCS to administer, and providers to manage our outcome-based/ milestone payment employment programs.
- ◆ **Planning of COFA migrant program for FY 2009:** OCS has requested competitive proposals from qualified applicants to provide general case management and acculturation services to migrants under COFA entered into between the Federal Government and various Micronesian governments, regardless of race. Primary areas targeted for services are the populations residing in 1) Hilo District and surrounding areas, 2) Ka`u, and 3) North Kona/ South Kohala.
- ◆ **Participated in the State COFA Taskforce:** OCS of the Compact of Free Association (COFA) Task Force that was established by the Office of the Governor to address the needs of the Micronesian community in Hawaii. OCS was a member of the services committee whose mission was to identify the services needed by COFA migrants and to make recommendations on how these services should be implemented.

## Statistics that Matter

Total number of economically disadvantaged persons served in 2008:

30,799

Total number of immigrants served by OCS in 2008:

599

Total number of refugees served by OCS in 2008:

103



## EMPLOYMENT CORE SERVICES FOR LOW-INCOME PERSONS

These services prepare and assist unemployed or under-employed low-income persons in obtaining and maintaining gainful employment that increases their self-sufficiency. Required service activities or milestones include: Outreach, Intake, Assessment and Individualized Service Plan; 2) Employment Preparation/Job Development; 3) Job Placement; 4) Job Support; 5) Job Maintenance; and 6) Job Retention.

The target population for these services is unemployed or underemployed low-income persons whose household is at or below 150 percent of the applicable Federal Poverty Guidelines for Hawaii.

### Funded Agencies

- ◆ Big Island Substance Abuse Council (BISAC) ◆ Kauai Economic Opportunity, Inc (KEO)
- ◆ Parents and Children Together (PACT) ◆ Institute for Human Services (IHS)
- ◆ Goodwill Industries of Hawaii, Inc. (GWI) ◆ Pacific Gateway Center (PGC)
- ◆ Maui Economic Opportunity, Inc.(MEO) ◆ Kulia Na Mamo
- ◆ Hawaii County Economic Opportunity Council (HCEOC) ◆ Network Enterprises, Inc
- ◆ Ka Lima O Maui

Employment Core Services - Low-Income-Persons 07-08 Outcomes														Totals
Agency	BISAC	GWIH (Hilo)	GWIH (HNL)	GWIH (Maui)	HCEOC	IHS	Ka Lima (Maui)	KEO	Kulia na mamo	MEO	Network	PACT	PGC	
Intake	99	69	60	123	33	72	46	82	51	31	55	157	84	962
Held employment for 90 days	13	48	51	20	17	7	17	7	8	20	27	35	10	280
Held employment for 180 days	12	40	50	8	15	0	15	10	2	39	15	25	5	236
Held employment for 360 days	7	29	38	0	12	0	11	13	0	42	11	21	3	187
Appropriated Amount	\$93,600	\$138,100	\$232,900	\$96,100	\$70,300	\$72,000	\$53,600	\$71,850	\$96,000	\$71,400	\$90,600	\$121,600	\$76,800	\$1,284,850

## EMPLOYMENT CORE SERVICES FOR IMMIGRANTS

Hawaii was built on the backs of immigrants. Like those immigrants of the past, today's immigrants face difficulties with language and cultural barriers. Unlike those that came before them, today's immigrants also face the challenge of relying on minimal public assistance, finding work, and providing for their families. The Employment Core Services for Immigrants program assists immigrants, whose household is at or below 150 percent of the Federal Poverty Guidelines for Hawaii, to become self sufficient and not relying on public assistance by helping them find jobs and maintaining that employment.

The program has helped over 500 low income immigrants with approximately 20 percent of them maintaining employment for over a year.

### Funded Agencies

- ◆ Catholic Charities Hawaii (Hilo) (CCH) ◆ Pacific Gateway Center (PGC)
- ◆ Catholic Charities Hawaii (Honolulu) (CCH) ◆ Child and Family Service (CFS)
- ◆ Susannah Wesley Community Center (SWCC)

- ◆ Child and Family Service (CFS) ◆ Maui Economic Opportunity, Inc. (MEO)
- ◆ Hawaii County Economic Opportunity Council (HCEOC)
- ◆ Kauai Economic Opportunity, Inc. (KEO)

Employment Core Services - Immigrant 07-08 Outcomes								
Agency	CCH (Hilo)	CCH (HNL)	CFS	GWJ (HNL)	MEO	PGC	SWCC	Totals
Intake	101	90	52	116	30	85	31	505
Held employment for 90 days	42	85	20	14	10	18	9	198
Held employment for 180 days	35	85	18	8	8	11	8	173
Held employment for 360 days	27	30	14	0	13	0	9	93
Appropriated Amount	\$128,850	\$119,450	\$87,050	\$80,900	\$37,800	\$71,500	\$80,030	\$605,580

## EMPLOYMENT CREATION FOR LOW-INCOME PERSONS, IMMIGRANTS AND REFUGEES

Many unemployed or low-income persons, immigrants, and refugees have the desire and talent to become self-employed in their own businesses but require specialized training, resources, and other assistance to realize this full potential. The Employment Creation Program provides assistance to low-income persons, immigrants, and refugees to become self-employed in their own business or create employment opportunities through new and innovative community-based enterprises.

Employment Core Services - Creation 07-08 Outcomes					
Agency	CFS	MEO	PACT	PGC	Totals
Number Enrolled in the Program	13	167	26	62	268
Intake / Assessment	13	715	26	96	850
Completed Business Training	4	82	20	6	112
Completed Business Plan	0	67	17	11	95
Started a Business or Created Jobs	0	32	16	8	56
Employment Opportunities	0	99	0	1	100
Appropriated Amount	\$100,000	\$85,000	\$110,500	\$60,000	\$355,500

### Funded Agencies

- ◆ Hawaii County Economic Opportunity Council (HCEOC)
- ◆ Maui Economic Opportunity, Inc. Business Development Corporation (MEOBDC)
- ◆ Pacific Gateway Center (PGC) ◆ Parents and Children Together (PACT)

## Statistics that Matter

Total number of immigrants that obtained employment through OCS in 2008:

**297**

Number of economically disadvantaged persons who maintained employment for at least 1 year:

**201**

Number of immigrants who maintained employment for at least 1 year:

**93**

Number of persons who obtained other services through OCS:

**25,711**

## CHILD CARE SERVICES FOR HEAD START PARENTS

The Office of Community Services provides "wrap around" funding that allow contracted Head Start facilities to provide full-day child care services. This allows Head Start parents to work full-time or actively seek employment, training, or education opportunities.

The goal of these services is to provide low-income (1) children with quality care that improves their health, safety, learning, development, and family stability; and (2) parents with quality child care to allow them to work full-time towards economic self-sufficiency and to better support and assist their children's education.

Early / Head Start 07-08 Outcomes

Agency	CFS	HCEOC	HCAP	MEO	PACT	Totals
Number of Children that participated	42	45	16	44	46	193
Number of parents/families that participated	43	45	16	43	46	193
Number of parents enrolled in education, training, or employment assistance programs	4	4	4	17	7	36
Total Parents / Guardians Employed	43	44	13	41	43	184
Appropriated Funds	\$ 55,000	\$ 83,000	\$ 30,000	\$ 55,000	\$ 90,000	\$313,000

### Funded Agencies

- ◆ Child and Family Service (CFS) ◆ Honolulu Community Action Program, Inc. (HCAP)
- ◆ Hawaii County Economic Opportunity Council (HCEOC)
- ◆ Maui Economic Opportunity, Inc. on Molokai (MEO)
- ◆ Parents and Children Together (PACT)

## TRANSPORTATION SERVICES FOR LOW-INCOME PERSONS

The goal of these services is to provide low-income persons in rural areas with transportation to service agencies and resource centers to access basic services, including but not limited to education, health care, legal assistance, banks, post offices, markets, social and employment opportunities.

The target population for these services is low-income persons, particularly the working poor and persons in welfare-to-work programs, the elderly, mentally and physically disabled, and children and youth, who live in rural or isolated areas.

### Funded Agencies

- ◆ Hawaii County Economic Opportunity Council (HCEOC)
- ◆ Maui Economic Opportunity, Inc. on Molokai (MEO)

## FOOD COLLECTION AND DISTRIBUTION SERVICES FOR LOW-INCOME PERSONS

The purpose is to alleviate hunger suffered by the poor by increasing the collection,



storage and distribution of food and grocery items to charities and other organizations who provide these commodities to the hungry.

The target population for these services is the homeless and other low-income individuals and families who lack an adequate supply of food.

Funded Agency:

- ◆ Hawaii Foodbank, Inc.

## YOUTH SERVICES FOR IMMIGRANTS

The purpose of this program is to contract for bilingual services for at-risk immigrant youth to assist them with (1) overcoming cultural and language barriers in school, at home, and in their communities; (2) improving their understanding of an adaptation to American life and culture; and (3) preparing older youth (adolescents) to enter the workforce.

The target population is comprised of newly-arrived (less than two-years from time of entry into the United States) limited or non-English speaking immigrant youth, up to age 18, who are students in public schools and who are at-risk for failure, drop-out, or juvenile delinquency, as determined by public education and/or law enforcement officials.

Funded Agency

- ◆ Pacific Gateway Center (PGC)

## GRANT-IN-AIDS

### Grant-In-Aid Contracts

- ◆ **Salvation Army Soup Kitchens, Kaua`i**, This grant currently provides support for this program, serving approximately 400 meals per month to needy individuals at their Lihu`e and Hanapepe locations.

## CAPITAL IMPROVEMENT PROJECTS

### Capital Improvement Contracts

- ◆ **Easter Seals Hawaii**, Construction of a new 20,000-square-foot facility on 3.3 acres of recently acquired land that will offer a wide range of programs and services, including early intervention programs for children with special needs, services for youth and adults with developmental and physical disabilities, and family and community support programs. It is expected to serve over 500 children, youth and adults annually, and is anticipated to create approximately 100 new jobs at the service center and throughout the community.
- ◆ **Goodwill Industries of Hawaii**, Construction of the `Ohana Career and Learning Center that will be located on 2.2 acres in the Kapolei Business Park. The Center will feature multimedia training rooms and a computer lab for job training, career development, advancement and job counseling. A retail store and donation center will generate operative revenue to enable the Center to be financially self-sustaining. The Center will also provide child care services and resources to encourage adults to pursue higher education opportunities.
- ◆ **Honolulu Community Action Program, Inc Wai`anae**, HCAP's Wai`anae District Office renovations will begin shortly after the release of federal funds. It is expected to provide outreach in a very needy community.

## Statistics that Matter

Total number of economically disadvantaged persons that obtained employment in 2008:

**1323**

From Employment Core Services' Low-Income-Persons:

**353**

From CSBG:

**640**

From Creation:

**52**

From Head Start:

**184**

From GIAs:

**94**

- ◆ **Laniakea YWCA**, Renovation of Fuller Hall and the cafeteria at the historic Downtown building. Planned improvements to Fuller Hall include restoring it to its original size of 3,600 square-feet, restoring architectural feature, adding air conditioning, banquet amenities and modern audio-visual capabilities, renovation of the Certified Kitchen, efficient electrical upgrades, expansion of the culinary training program, and renovations to Café Laniakea all promise to revitalize Downtown Honolulu and help empower women to self-sufficiency. Additional meeting space will also be created which will allow the YWCA to conduct large-scale educational workshops, conferences, leadership training, mentoring programs, and special events to expand its outreach to the community. The renovated restaurant facility will also function as a business and culinary training school for high school and college students.
- ◆ **Maui Economic Opportunity Transportation**, MEO currently provides relief to up to twenty-five dialysis patients, as well as a handicapped equipped bus and increased capacity to serve low-income individuals lacking transportation in the Maui Nui area.
- ◆ **Seagull Schools, Inc.**, On-going design and construction of two pre-school classrooms in the Kailua area that enables child care and early education for 80 children, aged 2-5 years. The program will also create employment opportunities in Windward, Oahu for four to five residents. The facility will be completed in early 2009.
- ◆ **YMCA of Kauai**, The Grand Opening of this facility in August 2008 marked a new level of activity on Kaua'i. The 50 meter pool and locker rooms will serve all three public high schools on the island as well as any member of the general public and will create 30 new jobs.

## COMMUNITY SERVICE BLOCK GRANTS

The goals of the CSBG program is to alleviate the causes and conditions of poverty in communities by helping low-income people become more self-sufficient; improving the conditions in which low-income people live; helping low-income people own a stake in their community; encouraging partnerships among supporters and providers of services to low-income people; helping agencies serving the low-income to increase their capacity to achieve results; and to help low-income people achieve their potential by strengthening family and other supportive systems.

The CSBG program is OCS' largest program funded by the U.S. Department of Health and Human Services. OCS received approximately \$3.4 million dollars in PY 2008.

The CSBG programmatic assurances mandate that the Community Action Agencies (CAAs) use the funding to support activities that are designed to assist low-income families and individuals, homeless families and individuals, migrant or seasonal farm workers, and the low-income elderly.

The funding is disbursed by a formula based upon population. The four Community Action Agencies (CAAs) are located in Honolulu County, Maui County, Kauai County and Hawaii County are the only agencies with federal certification that allows them to receive their annual funding without having to go through the State RFP/competitive bid process.

Honolulu Community Action Program based on Oahu receives majority of the funding at about \$1.9 million. Hawaii County Economic Opportunity Council receives \$562,000 Maui Economic Opportunity Council receives \$376,622 and Kauai Economic Opportunity receives \$268,100. (These amounts do not include carryover funding from PY 2007).

### Funded Agencies: Highlights

◆ **Kauai Economic Opportunity, Inc.**

In September, KEO conducted a Peer Mediation Training at both Kapaa High School and Kapaa Middle School. The Peer Mediation students were taught alternative ways of handling disputes. The strategies taught to resolve conflicts were about identifying the problem and being able to talk it out without violence, and ultimately, being able to find fair solutions using neutral parties to help explore reasonable outcomes to problems. In total, 20 students from the high school attended and 12 students from the middle school attended the Peer Mediation training. KEO also has a Mediation Program as well. This program provides a confidential problem-solving process where a trained mediator assists the disputing parties in communicating, creating and negotiating options, and finally, coming to agreements that are fair and realistic. For the PY 2008, KEO has assisted and mediated approximately 475 judiciary and community cases.

◆ **Maui Economic Opportunity, Inc.**

In September 2008, MEO hosted a Job Fair for their Being Empowered and Safe Together (B.E.S.T.) Reintegration Program. The B.E.S.T. program provides comprehensive transitional support services and training to prepare inmates for their successful return to the community. The Job Fair was a big success with approximately 17 employers from the immediate community providing information and possible employment. So far 4 clients have enrolled in the certified nurses' assistant program, and 14 other clients have enrolled in a variety of other employment programs. The program also provides clothing and household necessities thru MEO's Kokua Klostet, which is a second hand store of donated items. In addition, B.E.S.T. clients also receive case management, employment training, housing assistance, cognitive skills restructuring, cultural renewal, family reunification, and mentoring services.

◆ **Hawaii County Economic Opportunity Council**

This year HCEOC received two federal grants totaling \$1.4 million dollars for the mass production of the jatropha plant seedlings. Jatropha is an inedible plant with an oil yield of between 800 and 1,000 gallons per year per acre. Jatropha oil is currently used in India to make biofuel to run trains and automobiles. Jatropha can be marketed to commercial growers in the state's emerging biodiesel industry. According to U.S. Senator Daniel Akaka's office, the project will see the production of 3 million seedlings within three years. HCEOC's research project found 40 strains of the plant that could produce four to five times more seeds than average plants. The group's cloning process would be used to target these high-yield strains. These grants will create over 70 new jobs in HCEOC's tissue culture laboratory. 15 laboratory technicians, 5 field research technicians, 30 laboratory and field equipment operators and 20 field workers will be hired.

◆ **Honolulu Community Action Program**

This year HCAP opened the Kumuhonua Transitional Homeless Shelter in December 2008. This shelter was opened under the emergency proclamation of Governor Linda Lingle, and will be targeting the adult population on the Leeward Coast. Residents will be able to participate in a two-year housing program, which includes but is not limited to case management, economic and social services, self-reliance programs and ultimately -- affordable housing opportunities. The shelter, a renovated naval housing structure in Kalaeloa, has 70 studio apartments, two common area kitchens, two laundry rooms, a computer room, and a lounge for meetings and trainings. Each unit is capable of holding

## **Statistics that Matter**

**Number of  
languages the  
Acculturation  
Booklet was  
printed in:**

**3**

**Number of  
Acculturation  
Booklets  
issued in initial  
throughout  
Oahu, Maui,  
and the Big  
Island:**

**over 3,000**

**Number of state  
departments,  
offices, and  
non-profit  
agencies  
that worked  
together to  
make the  
booklet:**

**6**

**Number of  
Waianae Coast  
Community  
Resource  
Directories was  
printed for use  
on the West  
Coast:**

**500**



two residents. Residents are provided with their own bathrooms, a microwave, small refrigerator, bed and closet space. Residents are being charged \$400 a month for studios. The State has mandated that Kumuhonua only accept residents from the Leeward coast

CSBG 07-08 Outcomes					
Agency	HCAP	HCEOC	KEO	MEO	Totals
Total unduplicated number of persons about whom one or more characteristics were obtained:	3,831	1417	4348	7364	16,960
Total unduplicated number of persons about whom no characteristics were obtained:	28,316	8527	860	0	37,703
Enrolled	845	134	177	231	1,387
Obtained a job	289	94	61	196	640
Others served through OCS	2,986	1,283	4,171	7,133	15,573
Low-income served	27,471	8,393	683	0	36,547
Appropriated Amount	\$1,912,325	\$ 562,025	\$ 268,100	\$ 376,622	\$3,119,072

## CSBG DISCRETIONARY FUNDING PROGRAMS

In addition to the CSBG money used by the CAAs to fund many of their programs, each state may retain 5% of its CSBG allotment for discretionary grants. Discretionary grants can be awarded to CAAs or other non-profit organizations that support innovative programs aimed at eliminating poverty and promoting self-sufficiency as well as community revitalization.

### Micronesian Acculturation Booklet

An innovative project OCS completed in 2008 was the acculturation booklet, "Voyaging Together to a New Life: A Handbook for Newcomers to Hawaii," for aiding our Hawaii

Compact of Free Association migrant population, commonly referred to as Micronesians.



The acculturation booklet was developed to assist service providers to help Micronesians adjust to life in Hawaii. The State Departments of Education, Human Services, Health and the Attorney General have expressed the need to develop innovative methods to better serve the Micronesians. These Departments, along with DLIR-OCS, partnering and collaborated on a booklet whose goal is to assist newcomers to adjust to the challenges they encountered adjusting to life in Hawaii.

### Wai'anae Coast Coalition Directory

Another innovative project OCS was involved with was the Wai'anae Coast Coalition Directory, which fosters a grassroots community-based economic development between

non-profit organizations and residents on the Leeward coast of Oahu Island.

OCS worked together with Oahu's Leeward Community to develop a resource directory that consolidates information about the non-profit agencies and much-needed access to services. Services listed in this directory include but are not limited to employment, business development coaching, asset building, emergency shelters, low-income housing, community health centers, child development programs, legal referral, substance abuse counseling, veteran support and cultural learning.

### **Created a statewide Client Tracking Case Management and Evaluation system for use by OCS's Employment Core Services for Low-Income Persons and Immigrant Providers**

OCS contracted with MOSAIC Network, Inc. in building a customized web-based data system (GEMS) that will help OCS providers to keep track of and evaluate all their clients' progress. GEMS is a secure, HIPAA compliant, accessible program that will help OCS to administer, and providers to manage our outcome-based/ milestone payment employment programs.

### **Hosted a NASCSP conference for all CAAs inviting national NASCSP Directors to speak on behalf of OCS and the CSBG Program**

In October 2007, OCS invited all the CAAs and all of their staff to attend a NASCSP conference in Honolulu that was held at HCAP. OCS paid the expenses for 3 staff members from each agency to attend. The 2 day conference was on a variety of topics such as revisiting an agency's Mission Statement, Administrative vs. Program Costs, Board Responsibilities, OCS Monitoring Procedures, CSBG IS, ROMA, and Succession Planning. Approximately 50 staffers from all four CAAs attended the conference.

### **Sponsored the Maui Economic Opportunity, Inc. (MEO) Radio Show**

In April 2008, helped MEO celebrate Community Action Month by funding a radio show on KAOI in Maui. MEO is aware of all the crucial matters affecting Maui County's low-income communities, so the tripartite radio program was to inform the public about MEO's mission and role it plays in community development thru its various programs. Financial literacy was a key issue so financial toolkits were given to all attendees.

### **Co-sponsored Marshallese Education Day**

This all day event held at McCoy Pavilion at Ala Moana park focused on the value and price of education in the Marshallese community. The importance of going to high-school and aiming for college was stressed. There were workshops/sessions for both students and parents. There were 12 guest speakers as well as a variety of services providers and exhibitions. About 250 people were in attendance at this event.

### **Provided funding for Hawaii Literacy's Book Mobile and Family Literacy Programs**

Both programs provide literacy and library activities free and accessible to needy children and their families. The Book Mobile visits low-income communities in Waianae, Mayer Wright Homes, Kuhio Park Terrace and many others. Both programs provide computer and internet access, ESL classes, lend out books to children, parents, caregivers and other residents. Over 150 adults, 800 children, and 100 families were served by this grant.



**Strengthening Communities...Improving Lives**



### **Provided funding for Honolulu Community Action Program's (HCAP) Family Development Training**

In August 2008, HCAP held a three-day training conference empowering HCAP field staff with practiced tools and techniques that will be used to help families achieve greater self-sufficiency. Family Development Training is a holistic case management approach used to assess, plan, support and establish rapport with clients by helping them accomplish their goals and reconnect with their community resources. Over 40 HCAP staff attended this training.

### **Provided bridge grant for Hawaii Women's Business Center (HWBC)**

OCS provided funding for HWBC as part of a match-grant from the U.S. Small Business Administration. HWBC provides low-income women (and men) with one-on-one business counseling and/or training at little or no-cost to its clients. Seminars and workshops are designed to educate and develop the skills necessary for small business ownership. HWBC provided counseling and training for approximately 225 clients with this grant

### **Provided Volunteer Training, Mobilization and Retention Services for Family Promise of Hawaii**

OCS provided funding for an all day volunteer training event in April 2008. Volunteers who attended this event were provided the tools and information to better help low-income families and individuals transition from being homeless to obtaining housing. Family Promise provides a safe, stable environment where families can eat, sleep and live until they are able to obtain housing on their own. Family Promise believes the more "normal" and stable the time at a transitional shelter is, the easier it is to help people get back on their feet. With this said, Family Promise has had a 90% success rate in helping homeless families/individuals obtain permanent housing.

## **EMPLOYMENT CORE AND SUPPORT SERVICES FOR REFUGEES**

The goal of these services is to help refugees and aylees in the Honolulu area to achieve economic self-sufficiency and social adjustment within the shortest time possible following their arrival to the United States.

Employment Core Services - Refugee 07-08 Outcomes						Totals
Refugees enrolled and provided basic family support and social adjustment services						30
Enrolled and provided english language instruction						16
Enrolled and provided employment preparation and job search services						14
Enrolled in educational or vocational programs						2
No. of refugee families meeting their basic needs						30
No. of refugees sufficiently competent in English for employment purposes						21
No. obtained unsubsideized, full-time employment						22
No. maintained employment for 6 months						18
No. maintained employment for 12 months						34
No. of families served						128

The target population for these services is refugees with less than five years United States (U.S.) residency since their date of entry, in the following priority: (1) newly arriving



refugees during their first year in the U.S.; (2) refugees who are receiving cash assistance; (3) unemployed refugees who are not receiving cash assistance; and (4) employed refugees in need of services to retain employment or to attain economic independence.

Funded Agency

- ◆ Child and Family Service (CFS)

## WEATHERIZATION ASSISTANCE PROGRAM

The Weatherization Assistance Program (WAP) enables low-income households to reduce their energy by making their homes more energy efficient. The purpose is to use DOE funds to contract for the installation of energy saving devices (i.e., water heater jackets, timers, and solar water heater systems) in the dwelling units of low-income individuals, elderly or handicapped persons, and families; and to provide energy conservation education.

Service areas include the counties of Honolulu, Maui, Hawaii and Kauai.

Funded Agencies:

- ◆ Kauai Economic Opportunity, Inc. (KEO) ◆ Honolulu Community Action Program, Inc. (HCAP)
- ◆ Maui Economic Opportunity, Inc. (MEO)
- ◆ Hawaii Community Economic Opportunity Council (HCEOC)

WAP - Outcomes					
Agency	HCAP	HCEOC	KEO	MEO	Totals
CFL kits	208	87	45	27	367
Hot Water Heater Timers	8	15	3	29	55
Solar Water Heater Systems	10	8	4	9	31
Appropriated Amounts	\$46,432	\$70,006	\$25,940	\$59,988	\$202,366

## CASH AND MEDICAL ASSISTANCE FOR REFUGEES

The Office of Refugee Resettlement (ORR) clients determined ineligible for Temporary Assistance for Needy Families (TANF) and Medicaid are eligible for RCA and RMA for up to eight (8) months from the date of arrival in the U.S., date of final grant of asylum for asylees, and date of certification for trafficking victims. CMA also reimburses States for medical screening costs through local public health clinics or physicians so that contagious diseases and medical conditions that may be a public health concern or a barrier to refugees' economic self-sufficiency are identified and treated.

## THE EMERGENCY FOOD ASSISTANCE PROGRAM (TEFAP)

TEFAP is a Federal program that helps supplement the diets of low-income needy persons, including elderly people, by providing them with emergency food and nutrition assistance.

Strengthening Communities...Improving Lives

The USDA buys the food, including processing and packaging, and ships it to Hawaii. The amount received by Hawaii depends on the low-income and unemployed population. State agencies work out details of administration and distribution. They select local organizations that either directly distribute to households or serve meals, or distribute to other local organizations that perform these functions.

Funded Agency:

- ◆ U.S.D.A. Grant Award

## **LEGAL ADVOCACY, OUTREACH, AND REFERRAL SERVICES TO PROTECT THE RIGHTS OF CHILDREN AND THEIR FAMILIES**

The purpose of this program is to provide legal services to protect the needs of low-income children and their families who would otherwise not be able to afford legal services. The services are designed to divert children and families from the child abuse system through guardianships, adoptions, temporary restraining orders and representation in custody cases aimed at ensuring the safety of the child at risk.

The target population served are children less than 18 years of age and their families living in Hawaii who qualify for the Department of Human Services' Temporary Assistance for Needy Families (TANF) and TAONF programs.

Funded Agency

- ◆ Legal Aid Society of Hawaii (LASH)

## **PROTECTION AND ADVOCACY FOR PERSONS WITH DISABILITIES (PAPD) PROGRAM**

The purpose of the PAPD program is to protect and advocate for the human, civil and legal rights of persons with disabilities.

Funded Agency

- ◆ Hawaii Disability Rights Center (HDRC)

## **SENIOR FARMERS MARKET NUTRITION PROGRAM**

The purpose of the SFMNP is to help local farmers and low-income seniors. The program works by purchasing fresh, unprocessed locally grown fruits, vegetables and herbs only from Hawaii farmers, farmers' markets, roadside stands and community supported agriculture programs. The produce purchased from local farmers then goes to feed Hawaii's impoverished seniors.

2008 Highlights

- ◆ Served 5,744 more seniors by adding the islands of Maui, Molokai and Lanai to the voucher component of program
- ◆ Achieved a 92% redemption rate for both programs beating the national average of 82%.
- ◆ Big Island of Hawaii met 100% of their targeted CSA program outcomes
- ◆ In 2009, USDA will be adding honey as an allowable food

Funded Agency

- ◆ Hawaii Island Food Bank
- ◆ Maui Economic Opportunity, Inc

# Looking Toward 2009

## ◆ Contract Tracking Software

The Office of Community Services now handles close to a hundred contracts every fiscal year. Tracking these contracts in real time and checking all accompanying documentation requirements proves a formidable task. To prevent lapses in fiscal requests and payments, periodic program/fiscal reports, desktop contacts and on-site monitoring visits, and contracts, OCS is planning to implement a new contract tracking software. The software will facilitate OCS to be more efficient and effective in its administration of contracts. It is also hoped that since DLIR is in the process of purchasing Minute Man Plus, that this software will simultaneously be used to develop OCS' first contract tracking program.

## ◆ Employment Creation Program for Low-Income Persons, Immigrants and Refugees

This program represents an innovative program that encourages job creation through economic development models. The program's goal is to inspire, assist, train, and motivate this diverse population to move towards and gain self-sufficiency via their own entrepreneurial drive and desires. Amazing successes include Cake Lava in Kailua and various child care provider business start-ups in public housing areas.

While a beneficial program, there is plenty of room for improvement. The new and energetic OCS staff looks to boost Employment Creation by clarifying the program goals and outcomes while making the program more relevant and beneficial to the target population. In addition, there needs to be structural changes that take full advantage of all the economic opportunities out there. This should be an exciting time to see what new heights the Employment Creations Program can reach.

## ◆ Continued CSBG Discretionary Fund Projects

Just recently, during the last two federal fiscal years, the CSBG administrator, with the support of the OCS Executive Director, made the decision as allowable to selectively expend CSBG discretionary funds. To date, OCS has funded a total of 27 very successful projects, a number of which are reported herein this annual report. In the future, OCS looks forward to continuing discretionary funding and partnering with a variety of Hawaii's non-profit agencies on important issues that make a difference.

## ◆ Micronesian RFP

OCS has been and will continue to be the front-runner in assisting Micronesian immigrants successfully acculturate and become productive in Hawaii. Hawaii's is currently host to a significant number of Micronesians who are poor, homeless, unemployed, downtrodden, and who suffer from health ailments. Like it or not Micronesians are part of our communities and their children attend our schools. As couples have more and more children born here in Hawaii, many are here to stay. We need to put an end to demeaning stereotypes and continue to assist these needy people based on need alone, not just because they happen to be Micronesians.

## ◆ OCS will continue to:

- 1) promote communication, harmony, and unity among Micronesians with the local culture;
- 2) facilitate access to services like health care, affordable housing, and social services;
- 3) develop and improve education, leadership, and entrepreneurial skills;
- 4) enhance and foster positive images of Micronesian as productive members of the society;
- 5) advocate for a Micronesian Resource Center;
- 6) support a comprehensive Micronesian census; and
- 7) be a contributing member and integral part of the COFA Taskforce.



**Strengthening Communities...Improving Lives**



◆ Leeward Coast Initiative:

For over forty years, funds and programs have been directed towards assisting the Waianae region, but many of these efforts proved futile or met only limited success. In response, the Lingle-Aiona Administration launched the Leeward Coast Initiative, a multi-agency endeavor to develop a State-community partnership model that would generate community-based economic development. Which in turn would raise the standard of living and empower community residents to meaningfully participate in the regional economy. In addition to homeless solutions, the Administration is also focusing on what is needed to address long-standing problems that are major contributing factors to the area's disproportionately high poverty and unemployment rates, lack of workforce training, and minimal business diversification opportunities.

◆ An interdisciplinary team of which OCS was a partner conducted surveys and outreach to obtain the community's recommendations for improving the effectiveness and accessibility of state programs, and how to integrate them with existing services offered by the private and non-profit sectors.

◆ DLIR-OCS and the Workforce Development Division will continue working on Leeward Coast Initiative by partnering with the Iron Workers and the Building Industry Trade Unions to combine and make available resources to train local apprentices to obtain gainful employment; research and compile a data repository of educational resources available in Leeward, Oahu which leads to enhanced distance learning opportunities; and champion a transitional housing pilot program or a family self-sufficiency program. DLIR-OCS is partnering with the Hawai'i Coalition of Christian Churches (HCCC) on a new emergency, transitional and affordable rental project in Wai'anāe called Kahikolu 'Ohana Hale 'O Wai'anāe. The first phase of the project, which broke ground in December 2007 features 64 units and 40 dorm beds. The State is providing \$10.9 million in funding for the project, including a \$5 million grant-in-aid, \$5.5 million under the emergency proclamation declared in July 2006; and \$400,000 from Dwelling Unit Revolving Fund. The Hawai'i Housing Finance and Development Corporation is leasing the property to HCCC for \$1.00 per year for 30 years.

◆ Capital Improvement Projects/Grants-In-Aids

In this current year 2008 Legislative session, grant requests in the Executive Biennium Budget totaled \$156,457,762, of which \$30,915,755 was deferred to OCS for review and recommendation. At this time, it is still speculative and unknown how many of these projects will finally end up being administered by OCS.

◆ Senior Farmers' Market Nutrition Program

For Fiscal Years 2006 and 2007, the SFMNP program has been administered on the Island of Kauai and the Island of Hawaii. For FY 2008, OCS will be expanding the program to include the County of Maui.

◆ Case Management Software for ECS-LIP and ECS-IMM

OCS successfully completed its transition phase and implemented performance-based contracts for Employment Core Services for Low-Income Persons and Immigrants.

◆ For State Fiscal Biennium 2010-2011, OCS will adopt and implement a cost-effective web-based case management system for its regional network of multiple service agencies that provide clients an array of employment training activities. OCS recognizes the benefit of

having all of its ECS-LIP and ECS-IMM service providers use the same software to uniformly register, track and report identical program progress and outcomes. We see the value of maintaining data collection and reporting uniformity and consistency amongst service providers. This allows OCS to effectively monitor, evaluate and compare program results from its contracted service providers.

The customized software will document services provided to and track progress of program clients. Software encompasses: a centralized client intake center; maintains demographic information; determines client income eligibility; defines client goals; incorporates a telephone contact module; and uses query builders to retrieve records from any database table meeting the Office of Community Services (OCS) service providers' specified conditions. It monitors client progress and program services received to eliminate work barriers; tracks client milestone achievements; compiles milestone payment requests and expenditure reports; records telephone contacts, walk-in/general contacts, and group services; maintains client confidentiality; and generates real-time monthly, quarterly and annual Milestone Payment System Performance-Based and Service Activity Reports with vendor performance report card.

In combination, the performance-based contract with its milestone payments coupled with the case management software will hopefully evolve into a best practice or new model.

#### ◆ The Emergency Food Assistance Program

We are looking to receive more "bonus" deliveries from the United States Department of Agriculture commodities purchase in program year 2008. Hawaii will once again maintain an efficient cost operation that may allow us to convert more administrative funds to commodities purchase funds. Last year, our state was the only state in the Western Region to exercise this allowable practice to purchase more goods. This year we want to double the conversion possibility regardless of the expected cost of fuel inflation for 2008, although there is a point in the equation where the efficient operations savings may not off-set the inflation rate. We remain optimistic to this real possibility.

#### ◆ Weatherization Assistance Program

In 2009, the State Department of Labor and Industrial Relations - Office of Community Services is eligible for \$4,041,461 in federal funds from the U.S. Department of Energy for the Weatherization Assistance Program (WAP) Services for Low-Income Persons in relation to Public Law 111-5, the American Recovery and Reinvestment Act (ARRA) of 2009. The Act gives preferences to activities that can be started and completed expeditiously with special consideration to projects promoting and enhancing job creation, preservation, and economic recovery.

The WAP program enables low-income households to reduce their energy cost by making their homes more energy efficient. Benefits include but are not limited to, reducing our nation's energy dependency, protecting the environment, and stimulating economic development in low-income communities. OCS' goal is to use ARRA funds to contract for the installation of energy saving devices and energy conservation education. Installation services proposed include home Compact Fluorescent Light (CFL) fixtures and solar water heater systems for the following categories: (1) single family and multi-family residences, (2) elderly persons' residences, (3) handicapped persons' residences, and (4) renter's residences.

#### ◆ OCS Annual Report

Though an annual report is not mandatory, OCS will continue to issue an annual report for FY 2009.



Looking Toward 2009

# THE OFFICE OF COMMUNITY SERVICES

- ◆ Last year, our focus was on improving our program monitoring, data collection, and evaluation. In this respect we have made great strides. In the coming year we will be working to further improve and streamline our data acquisition process and our monitoring process.
- ◆ OCS remains and will continue to be a steward of the taxpayers money. Though we are responsible for administering funds and making sure that programs deliver outputs and outcomes, OCS does not want to be viewed as a purely regulatory agency. We acknowledge and understand that projects and expenditures are subject to federal, state, and county laws and must follow allowable cost principles. However, OCS staff members would like to be respected as partners willing to go the extra mile to lend technical assistance to its service providers, thus enabling our partners to deliver the best social services possible to their target population...

**Our mission is and will always remain:**

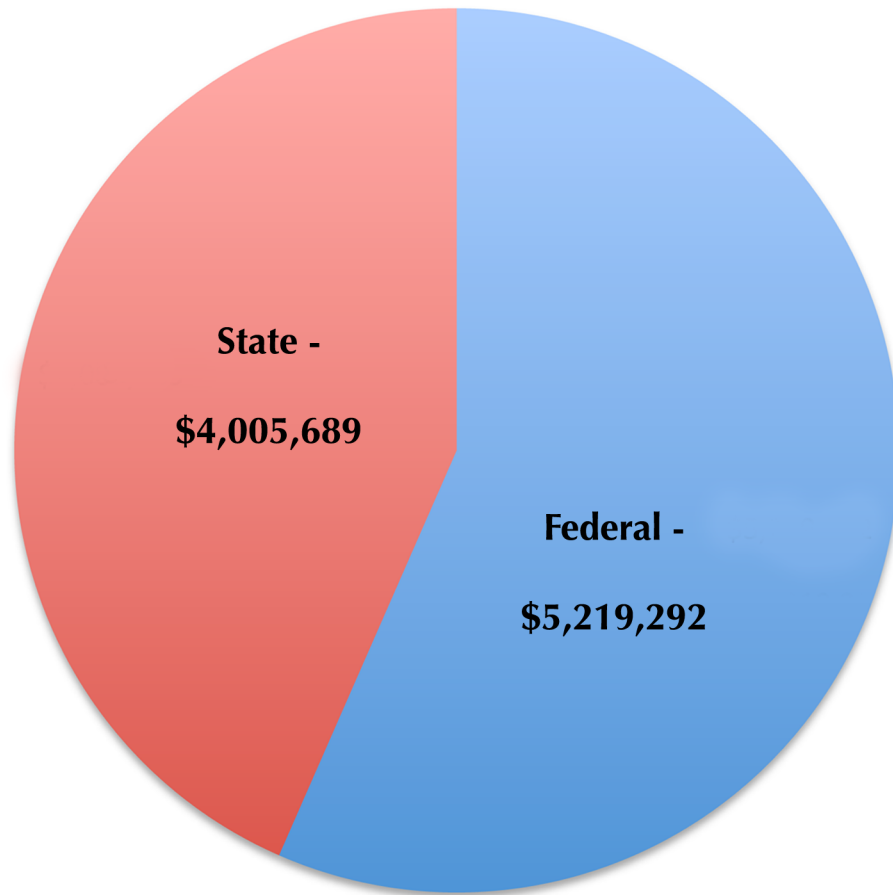
**Strengthening Communities.....Improving Lives!**



# Fiscal Summary FY 2008

**Strengthening Communities...Improving Lives**

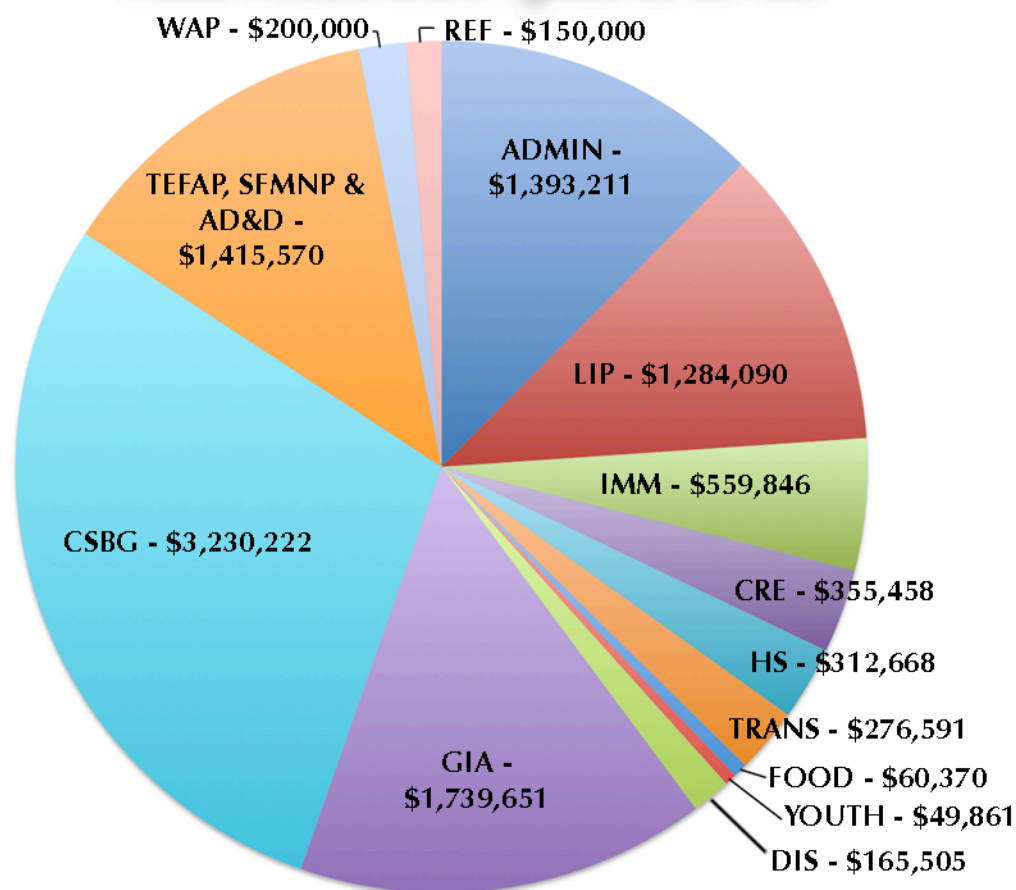
### Appropriated Funds for 07-08



■ Federal Funds Appropriated (56.58%)

■ State Funds Appropriated (43.42%)

## How Funds were Spent in 07-08



- ADMIN - Administration Expenses (incl. Personnel) (12.45%)
- LIP - Employment for Low-income-persons (11.47%)
- IMM - Employment for Immigrant (5.00%)
- CRE - Employment for Creation (3.18%)
- HS - Child Care / Head Start (2.79%)
- TRANS - Transportation (2.47%)
- FOOD - Food Collection / Distribution (0.54%)
- YOUTH - Youth Services, Immigrant (0.45%)
- DIS - Disability Rights (1.48%)
- GIA - Grant - In - Aids (Various) (15.54%)
- CSBG - Community Service Block Grants (28.86%)
- TEFAP, SFMNP & AD&D (12.65%)
- WAP - Weatherization Assistance Program (1.79%)
- REF - Employment for Refugees (1.34%)



# Employment Core Services Data Sets 2006-2008

## THE OFFICE OF COMMUNITY SERVICES

## Low-Income Persons 2005 -2006

Employment Core Services for Low-Income Persons      Summary FB 2006-2007																	
Agency	BISAC	CFS	GIH(Hilo)	GIH(HNL)	HCEOC	KALIMA	KEO	MEO	ORI	PACT	PGC	WAW	HAWAII	MAUI	HNL	KAUAI	STATE
Contracted Amount	\$179,200	\$207,350	\$227,170	\$410,826	\$150,150	\$205,956	\$164,450	\$202,100	\$201,146	\$221,650	\$200,200	\$196,920	\$556,520	\$408,056	\$1,438,092	\$164,450	\$2,567,118
Amount State Paid	\$159,375	\$124,104	\$227,170	\$410,826	\$129,059	\$151,324	\$140,176	\$202,100	\$180,588	\$221,650	\$200,085	\$190,895	\$515,604	\$353,424	\$1,328,148	\$140,176	\$2,337,352
Needs Assessment (M1)	111	49	171	204	76	110	126	156	80	250	273	147	358	266	1003	126	1753
Complete Employment Preparation (M2)	102	39	135	203	33	69	41	123	74	72	73	88	270	192	549	41	1052
Job Placement and Maintenance (M3)	49	21	107	151	56	42	41	89	38	108	84	74	212	131	476	41	860
Six Months (M5)	27	19	39	103	26	19	30	52	32	75	47	63	92	71	339	30	532
Twelve Months (M6)	17	15	24	71	14	9	15	25	21	57	18	43	55	34	225	15	329
Unit Cost (\$)/Placement	\$3,253	\$5,910	\$2,123	\$2,721	\$2,305	\$3,603	\$3,419	\$2,271	\$4,752	\$2,052	\$2,382	\$2,580	\$2,432	\$2,698	\$14,487	\$3,419	\$2,718
Unit Cost (\$)/Six Months	\$5,903	\$6,532	\$5,825	\$3,989	\$4,964	\$7,964	\$4,673	\$3,887	\$5,643	\$2,955	\$4,257	\$3,030	\$5,604	\$4,978	\$19,875	\$4,673	\$4,394
Unit Cost (\$)/Twelve Months	\$9,375	\$8,274	\$9,465	\$5,786	\$9,219	\$16,814	\$9,345	\$8,084	\$8,599	\$3,889	\$11,116	\$4,439	\$9,375	\$10,395	\$33,830	\$9,345	\$7,104
% placed in jobs to those assessed	44.14	42.86	62.57	74.02	73.68	38.18	32.54	57.05	47.50	43.20	30.77	50.34	59.22	49.25	245.83	32.54	49.06
% employed 6 months to those assessed	24.32	38.78	22.81	50.49	34.21	17.27	23.81	33.33	40.00	30.00	17.22	42.86	25.70	26.69	180.56	23.81	30.35
% employed 12 months to those assessed	15.32	30.61	14.04	34.80	18.42	8.18	11.90	16.03	26.25	22.80	6.59	29.25	15.36	12.78	119.70	11.90	18.77
% employed 6 months after placement	55.10	90.48	36.45	68.21	46.43	45.24	73.17	58.43	84.21	69.44	55.95	85.14	43.40	54.20	362.95	73.17	61.86
% employed 12 months after placement	34.69	71.43	22.43	47.02	25.00	21.43	36.59	28.09	55.26	52.78	21.43	58.11	25.94	25.95	234.60	36.59	38.26

# Immigrant Persons 2005 -2006

Employment Core Services for Immigrants Summary FB 2006-2007													
Agency	CCH (Hilo)	CCH (HNL)	CFS	HCEOC	KEO	MEO	PGC	SWCC	HAWAII	MAUI	HNL	KAUAI	STATE
Contracted Amount	\$232,960	\$231,150	\$175,400	\$71,500	\$71,500	\$100,100	\$143,000	\$160,060	\$304,460	\$100,100	\$709,610	\$71,500	\$1,185,670
Amount State Paid	\$232,960	\$231,150	\$175,400	\$71,500	\$61,523	\$100,100	\$142,675	\$107,965	\$304,460	\$100,100	\$657,190	\$61,523	\$1,123,273
Needs Assessment	122	124	117	50	45	37	128	87	172	37	456	45	710
Complete Employment Preparation	119	123	79	14	20	32	40	32	133	32	274	20	459
Job Placement and Maintenance	85	96	68	28	17	33	69	45	113	33	278	17	441
Six Months	76	92	54	23	15	26	27	14	99	26	187	15	327
Twelve Months	64	95	43	15	7	21	8	5	79	21	151	7	258
Unit Cost (\$)/Placement	\$2,741	\$2,408	\$2,579	\$2,554	\$3,619	\$3,033	\$2,068	\$2,399	\$2,694	\$3,033	\$2,364	\$3,619	\$2,547
Unit Cost (\$)/Six Months	\$3,065	\$2,513	\$3,248	\$3,109	\$4,102	\$3,850	\$5,284	\$7,712	\$3,075	\$3,850	\$3,514	\$4,102	\$3,435
Unit Cost (\$)/Twelve Months	\$3,640	\$2,433	\$4,079	\$4,767	\$8,789	\$4,767	\$17,834	\$21,593	\$3,854	\$4,767	\$4,352	\$8,789	\$4,354
% placed in jobs to those assessed	69.67	77.42	58.12	56.00	37.78	89.19	53.91	51.72	65.70	89.19	60.96	37.78	62.11
% employed 6 months to those assessed	62.30	74.19	46.15	46.00	33.33	70.27	21.09	16.09	57.56	70.27	41.01	33.33	46.06
% employed 12 months to those assessed	52.46	76.61	36.75	30.00	15.56	56.76	6.25	5.75	45.93	56.76	33.11	15.56	36.34
% employed 6 months after placement	89.41	95.83	79.41	82.14	88.24	78.79	39.13	31.11	87.61	78.79	67.27	88.24	74.15
% employed 12 months after placement	75.29	98.96	63.24	53.57	41.18	63.64	11.59	11.11	69.91	63.64	54.32	41.18	58.50

Strengthening Communities...Improving Lives

# Employment Core Services Data Sets 2006-2008

## THE OFFICE OF COMMUNITY SERVICES

## Low-Income Persons 2007 -2008

Employment Core Services for Low-Income Persons      Summary/FB 2007-2008																		
Agency	BISAC	GH(Hb)	GH(Mail)	GH(MIL)	HCDOC	IHS	KALUMA	KEO	KULJA	MEQ	NETWORK	PACT	PGC	HAWAII	MAUI	HNL	KAUAI	STATE
Contracted Amount	\$93,600	\$138,100	\$95,100	\$232,500	\$70,300	\$72,000	\$53,600	\$71,850	\$95,000	\$71,400	\$99,600	\$121,600	\$76,800	\$302,000	\$221,100	\$688,940	\$71,850	\$1,264,850
Amount State Paid	\$91,060	\$138,100	\$95,100	\$232,500	\$70,300	\$72,000	\$53,600	\$71,850	\$95,330	\$71,400	\$99,600	\$121,600	\$98,510	\$299,480	\$221,100	\$688,940	\$71,850	\$1,273,370
Needs Assessment (M1)	99	69	123	60	33	72	46	62	51	31	55	157	84	201	200	479	82	962
Complete Employment Preparation (M2)	67	68	48	48	10	46	21	22	36	21	53	30	20	145	90	233	22	491
Job Placement and Maintenance (M3)	11	35	52	56	17	35	21	15	17	15	41	56	17	63	68	222	15	381
Six Months (M5)	12	40	8	50	15	0	15	10	2	39	15	25	5	67	62	97	10	236
Twelve Months (M6)	7	29	0	38	12	0	11	13	0	42	11	21	3	48	53	73	13	187
Unit Cost (\$)/Placement	\$8,280	\$3,946	\$1,848	\$4,169	\$4,135	\$2,667	\$2,552	\$4,760	\$5,608	\$4,760	\$2,210	\$2,171	\$4,000	\$4,754	\$2,613	\$3,667	\$4,760	\$3,282
Unit Cost (\$)/Six Months	\$7,590	\$3,453	\$12,013	\$4,658	\$4,687	N/A	\$3,573	\$7,165	\$47,665	\$1,831	\$6,040	\$4,864	\$13,702	\$4,470	\$3,566	\$7,020	\$7,165	\$5,386
Unit Cost (\$)/Twelve Months	\$13,011	\$4,762	N/A	\$6,129	\$5,858	N/A	\$4,873	\$5,527	N/A	\$1,700	\$9,236	\$5,790	\$22,837	\$6,259	\$4,172	\$9,326	\$5,527	\$6,809
% placed in jobs to those assessed	11.11	50.72	42.28	93.33	51.52	48.61	45.65	18.29	33.33	48.39	74.55	35.67	20.24	31.34	44.00	46.35	18.29	40.33
% employed 6 months to those assessed	12.12	57.97	6.50	83.33	45.45	0.00	32.61	12.20	3.92	125.81	27.27	15.92	5.95	33.33	31.00	20.25	12.20	24.53
% employed 12 months to those assessed	7.07	42.00	0.00	63.33	36.36	0.00	23.91	15.65	0.00	135.48	20.00	13.36	3.57	23.88	26.50	15.24	15.65	19.44
% employed 6 months after placement	109.09	114.29	15.38	88.29	88.24	0.00	71.43	66.67	11.76	260.00	36.59	44.64	25.41	106.35	70.45	43.69	66.67	60.82
% employed 12 months after placement	63.64	82.86	0.00	67.86	70.59	0.00	52.38	66.67	0.00	260.00	25.83	37.50	17.65	76.19	60.23	32.88	66.67	48.20



# Immigrant Persons 2007 -2008

Employment Core Services for Immigrants Summary FB 2007-2008													
Agency	CCH (Hilo)	CCH (HNL)	CFS	GIH (HNL)	MEO	PGC	SWCC	HAWAII	MAUI	HNL	STATE		
Contracted Amount	\$ 128,850	\$119,450	\$87,050	\$80,900	\$37,800	\$49,600	\$56,350	\$ 128,850	\$37,800	\$393,350	\$560,000		
Amount State Paid	\$ 128,850	\$119,450	\$87,050	\$80,900	\$37,800	\$49,600	\$56,350	\$ 128,850	\$37,800	\$393,350	\$560,000		
Needs Assessment (M1)	101	90	52	116	30	85	31	101	30	374	505		
Complete Employment Preparation (M2)	100	90	22	37	14	18	7	100	14	174	288		
Job Placement and Maintenance (M3)	64	79	31	40	17	31	14	64	17	195	276		
Six Months (M5)	35	85	18	8	8	11	8	35	8	130	173		
Twelve Months (M6)	27	30	14	0	13	0	9	27	13	53	93		
Unit Cost (\$)/Placement	\$2,013	\$1,512	\$2,808	\$2,023	\$2,224	\$1,600	\$4,025	\$2,013	\$2,224	\$2,017	\$2,029		
Unit Cost (\$)/Six Months	\$3,681	\$1,405	\$4,836	\$10,113	\$4,725	\$4,509	\$7,044	\$3,681	\$4,725	\$3,026	\$3,237		
Unit Cost (\$)/Twelve Months	\$4,772	\$3,982	\$6,218	N/A	\$2,908	N/A	\$6,261	\$4,772	\$2,908	\$7,422	\$6,022		
% placed in jobs to those assessed	63.37	87.78	59.62	34.48	56.67	36.47	45.16	63.37	56.67	52.14	54.65		
% employed 6 months to those assessed	34.65	94.44	34.62	6.90	26.67	12.94	25.81	34.65	26.67	34.76	34.26		
% employed 12 months to those assessed	26.73	33.33	26.92	0.00	43.33	0.00	29.03	26.73	43.33	14.17	18.42		
% employed 6 months after placement	54.69	107.59	58.06	20.00	47.06	35.48	57.14	54.69	47.06	66.67	62.68		
% employed 12 months after placement	42.19	37.97	45.16	0.00	76.47	0.00	64.29	42.19	76.47	27.18	33.70		

Strengthening Communities...Improving Lives