

KAUAI ECONOMIC OPPORTUNITY, INCORPORATED

Community Action Plan Fiscal Years 2015-2016

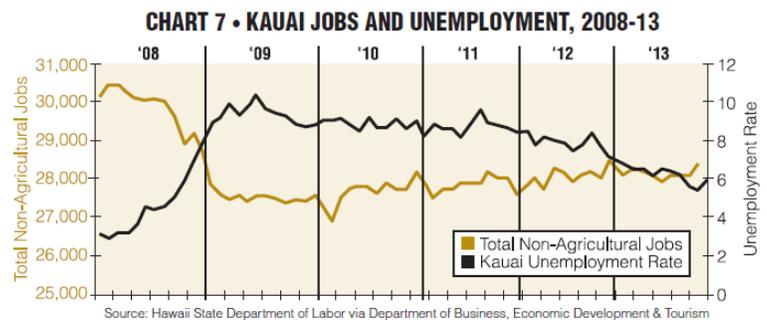
A. Community Needs Assessment:

Introduction:

The County of Kauaʻi, commonly known as the Garden Island, is composed of two populated islands. The island of Kauaʻi has a land area of 552.3 square miles, with 113 miles of coastline including 52 miles of sandy beaches. It is the fourth largest island in the state. Less than 20 miles away is the privately-owned island of Niʻihau with 69.5 square miles (44,480 acres) and 90 miles of coastline. According to the 2010 U.S. Census Kauaʻi has a resident population of 67,091 as of 2010, up from 58,463 in April 2000, an increase of 14.8% (compared to a 12.3% increase for the state of Hawaiʻi.) Kauaʻi has a 4.9% share of the state’s 1,360,301 total population. There are 23,240 households, the average size of each household is 2.84 people and of those 7.5% of households are considered to be “crowded” (an average of more than 1 person per room).

8.8% of Kauai County residents live in poverty. The poverty rate is one measure of how well Kauaʻi residents are doing. The poverty rate shows the percent of residents whose household income is less than the estimated poverty level for the island. Since 2007, the number of Kauaians living below the poverty level increased by over 1,000, from 5,632 to 6,672, and the poverty rate rose from 9% to 10.4% in 2009. The poverty level for a family of four on Kauaʻi rose from \$23,750 in 2005 to \$25,360 in 2009. The number of Kauaʻi children living in poverty-level households increased from 1,758 in 2007 to 1,957 in 2009, as the percent of children in poverty increased from 12.5% to 13.5% in 2009.

Even though the tourism sector has been robust, Kauai job growth has returned only very slowly. Kauai lost over 3,500 jobs between early 2008 and early 2010. Since then, about 1,600 of those jobs have returned. However, that means that Kauai is still well below the prior peak. The recession affected the Kauai labor market more so than the rest of the state as the unemployment rate on Kauai soared to over 10% in 2009, well above the statewide peak. The slowly improving jobs picture has brought the Kauai unemployment rate down to less than 6%, but it remains about 1% above the statewide average.



A 2008 study by Pennsylvania State University estimated the cost of living for low-wage families in each county in the country and provided a Living Wage Calculator online. For Kaua`i, the following table shows calculations for the wages needed to meet minimum standards of living, taking into account the island’s geographic differences in costs and conditions. This has been termed a “living wage” for Kaua`i.

Household Size	Kauai Living Wage	Hawaii Living Wage	Kauai Average Wage	Average Wage as % of Living Wage
1 Adult	\$9.82	\$5.04	\$17.00	173%
1 Adult, 1 Child	\$17.92	\$6.68	\$17.00	95%
2 Adults	\$13.98	\$6.49	\$17.00	95%
2 Adults, 1 Child	\$22.08	\$7.81	\$17.00	77%
2 Adults, 2 Children	\$27.74	\$9.83	\$17.00	61%

According to analysis by Dr. Jack P. Suyderhoud, Professor of Business Economics, Shidler College of Business, University of Hawaii at Manoa and Economic Adviser to First Hawaiian Bank among all the islands, Kauai is most dependent on the visitor sector — especially Mainland tourists and time-share properties — for its economic well-being. As is the case with other Neighbor Islands, Kauai’s economy is benefiting from a strong recovery of tourism, which will continue to grow, though the growth rates of arrivals and spending will level off as we move into 2014 and 2015. Yet, although some parts of the Garden Island’s economy are doing well, the strength in tourism is spreading only slowly to other sectors: Construction has bottomed out but has yet to regain strong growth. n The 2008-09 recession affected jobs and labor on Kauai more than other counties; less than half of those 3,500 lost jobs have returned. While the unemployment rate is down, it is still above the statewide average.

According to the U.S. Census American Community Survey 5 year Estimates, in 2006-2010, 8.3% of people 25 years and over had at least graduated from high school and 22.7% had a bachelor's degree or higher. 11.8% were dropouts; they were not enrolled in school and had not graduated from high school. The share of seniors on Kauai who graduate on time rose from 83% in 2010 to 84% in 2012. The Kaua`i graduation rate has consistently been higher than the reported State graduation rate, as in 2012 when it was 84% versus the statewide average of 81%. However, the Kaua`i rate has declined from 2006 when 88% of students graduated on time.

The extent of medical insurance coverage is one measure of how well residents are protected. The State Department of Health provides statistics on medical coverage as part of its annual Health Survey. The number of uninsured residents rose sharply from 6,386 in 2010 to 7,596 in 2012. The percent of uninsured on Kaua`i climbed from 9.5% in 2010 to 11.1% in 2012. The percent without medical insurance coverage is now lower on Kaua`i than the statewide average of 12.7%. This represents a ratio of 0.90, which is down from 1.4 in 2010.

The number of Kaua'i residents who are homeless (at least temporarily) is one measure of how well our poorest residents are coping. KEO statistics on the number of homeless people based on counts of those registered each year with their Care-a-Van staff. The State of Hawai'i coordinates a point-in-time (PIT) count to provide a reliable accounting of persons and families who were experiencing homelessness during the day of the count. These counts are now done on an annual basis. As reported by KEO, the number of homeless individuals registered with the Care-a-Van peaked at 966 in 2007 and fell to 545 and 505 in 2011 and 2012, respectively.

A point-in-time (PIT) count has been conducted annually since 2009 (biannually in prior years), seeking homeless individuals on a given day in locations around the island. In 2012, 402 homeless individuals were identified, the highest level since 2003. Of these, in 2012 only 25% were sheltered in temporary or transitional housing, while 29% were sheltered in 2011 when the total number was 336. The share of homeless individuals as a share of the population has increased in each of the last three years, reaching 0.59% in 2012. These figures do not include the hidden homeless – those living with family or friends on a temporary basis.

Kauai Economic Opportunity, Inc. is committed to helping the disadvantaged, whose income is at or below the State of Hawaii poverty level. KEO is committed to helping people in poverty and assisting them in achieving sustainable levels of social and economic self-sufficiency.

The FY 2015 *Action Plan* is primarily based on **Family Needs Assessment** done on selected KEO clients during Fiscal Year 2014. Conduct of a Family Needs Assessment (**FNA**) affords a special opportunity for KEO to undertake a survey of the poverty population of Kauai including an assessment of their needs. The process includes participation of KEO *low-income* and *disadvantaged* clientele in assessing the needs in programs they participate in. We use the collected data and information to establish program priorities, which provides KEO the opportunity to decide and develop the project that adequately addresses the needs of economically disadvantaged and low-income individuals and families.

Methodology:

Part of the Needs Assessment process involves conducting interviews of agency clients by the Intake Worker. These assessments are focused on collecting information in 10 areas of interests that includes: [1] Food, [2] Housing, [3] Utilities, [4] Emergency Assistance, [5] Medical, [6] Dental, [7] Employment, [8] Childcare, [9] Financial, and [10] Clothing. Individual responses to questions are recorded directly on the questionnaires. For questions 1-10, a “check sign” indicates that there is a client’s need for the service. Questions 8-9, which refers to financial and emergency needs, are asked to determine the kind and type of assistance the clients need. Questions, in which some clients may choose not to respond at all, are left blank.

The results are as follows as a result of the assessment process from among 4,400 clients in the KEO database belonging to the active “poverty level” category.

Limitations:

Factors possibly affecting the accuracy of the survey:

1. Not all clients are listed in the agency database. Some clients only picked emergency food, participated in mediation sessions as required in small claims court or are referred to other agencies because of insufficient resources at the time they needed assistance.
2. Homeless clients, who are the most needy among KEO's clientele, were largely underrepresented in the survey as they complete a HMIS Intake which is entered into the agency database but often the FNA is incomplete or information provided is inaccurate.
3. The survey was confined to clients who sought services from KEO. The agency was not able to gather information from the multitude of poverty stricken Kauai residents that are below the 150% poverty threshold not served by KEO.

Results:

The most recent CSBG Information Survey (IS) disclosed a multi-racial and multi-ethnic composition of the county's population. These findings explain findings that many households are made up of not only family members, but also persons of various ethnic orientations and racial origins. The racial compositions were those who identified themselves as predominantly Caucasians, Asians, and Hawaiians/Part-Hawaiians.

The survey also indicates that a majority of KEO clients, live in rented homes with relatives, acquaintances or friends, beside their own family members. Families accept these housing arrangements not out of desire but out of compulsion due to economic difficulties. With the high cost of rentals on Kauai, and considering the meager incomes they earn, KEO clients can ill afford the high cost of rental homes. This explains why they resort to having other people live with them to help pay for part of the rental cost. The prevailing situation on Kauai, in which limited affordable apartment complexes are available for rental purposes, further add to the already complicated housing situation.

As mentioned earlier, most clients rent their homes. The survey reveals that 49% of clients have ***housing*** and ***housing-related*** issues as a major area of concern. Affordable housing is a priority need among clients is because of the tight rental market situation on Kauai. Lower mortgage rates pushes rental rates up and business oriented persons take advantage of this situation and the booming housing market, to withdraw their rental units from the market to sell them at enormous profits. Homeowners, on the other hand, resort to converting many homes into vacation units to get a share of the gargantuan fees island visitors have to pay for local accommodations. Building new homes on Kauai is a rarity at this time due to the high cost of construction. The cost of new homes are so high and prohibitive that makes procuring a home an objective only the affluent can afford and far beyond the means of low-income persons and poverty stricken families to reach. Most KEO clients earn an average income of less than \$20,000 a year, which makes paying an average monthly rental of \$1,600-\$2,000 a definite incapability. Finances are of great concern to those assessed ranging from paying rents and security deposits to utility payments. Housing related situations affected 51% of the total clients surveyed and it was all traced to emergency concerns. Power shut-off and eviction due to inability to pay for utilities, rent, or security deposits turned up to be another great concern among clients.

Twenty-seven percent (35%) of those surveyed expressed the need for employment or supplementary employment to complement current family incomes. Many of the publicly

advertised positions are either entry-level positions or positions requiring certain levels of academic achievements that KEO clients do not possess. Very often, the entry-level jobs turn out to be casual part-time positions that do not pay well enough. Existing labor policies in Hawaii do not require employers to provide benefits to casual part-time employees and these agencies gain great monetary advantages from these exclusionary provisions of the law. Most of available full time jobs in the market are low-paying service jobs offered by the hospitality and visitor industry. The effects of “**part-time**” and “**low pay**” factors upon poverty-level wage earners including the highly motivated persons, makes getting out of poverty situation an extremely difficult objective to attain. For this reason, many takes to working two, three, or even four part-time jobs in order to earn enough income to make both ends meet.

Thirty-five percent (26%) of KEO clients claim that they are not covered by medical insurance. These findings mean that most are covered by medical insurance but inability to find affordable medical, dental, and prescription drug services is a problem. Medicare, Medicaid, and Quest do not provide dental care coverages except for extractions or cases under dire medical emergencies.

Many of the respondents expressed the need for training in financial management, particularly in the area of family budgeting. Several of them indicate the need for greater skills in stress management including broader knowledge in better handling personal and family problems.

Summary of Priorities:

Housing:

On top of KEO clientele’s priority needs are **Housing**. Unfortunately, affordable housing on Kauai is in short supply, which explains the predominance of *homeless persons* and *multi-family household occupancy* on the island. It is not unusual to see 2-4 families on Kauai living under one roof. While staying in county parks is being tolerated by the government to a certain degree for homeless persons, Kauai County regulations limit their stay to just 60 days a year. The County started enforcing the policy in October 2003 with the issuance of citations to violators by the police. They also close parks once a week for maintenance which means that the homeless have to relocate temporarily. Homeless people who were once reliant on the park system for their homes are now spread out all over the island and can be found living in their cars, roadsides, and public parking lots. KEO’s Mana’olana Homeless Emergency Shelter offers homeless individuals and families an alternative by allowing up to 19 individuals per night free shelter for up to 42 nights per 12 month period. During their stay at Mana’olana clients are assessed and encouraged to participate in case management to pursue transitional housing and affordable housing applications. KEO recognizing the homeless and housing crisis on the island is operating 20 transitional housing units, 4 permanent housing units and will add two more 3-bedroom units as transitional housing for large homeless families. Transitional housing clients are provided shelter for up to 24 months while they are building their financial and rental housing capacity towards permanent rental housing.

Financial:

Next on the priority list is **financial** concerns. Most of the clientele's emergency financial needs pertain to costs of rents, security deposits, and utilities including costs of affordable housing, if available. Sound economic policy prescribes that housing cost do not exceed one-third (1/3) of the household income. Great demands for housing have catapulted prices to sky-high levels that most families are left with no choice but spend more than half their earnings for housing alone. The sky-rocketing cost of rent and utilities, combined with the almost daily increase in prices of gas and oil products synergistically interact to heighten the worsening economic sufferings of the disadvantaged and low-income persons and families. Electric rates, like gasoline prices on Kauai, are among the highest in the country. The minimal use of electricity for a family of four can mean a \$300 monthly utility bill.

Prioritization of expenses for housing, food, health, transportation, clothing, and other essential needs is strongly influenced by the level of **household income** and **cost of living**. When *cost of living is high* and *household income* is low, prioritization of household expenses becomes extremely difficult and a complicated task to perform.

Employment:

Notwithstanding the latest statistical data that shows increasing availability of jobs on Kauai, many believe that **Employment** issues will continue to dominate the lives of the poor and low-income individuals. Business reports allege that it is becoming increasingly difficult to find qualified applicants to fill high-skills jobs. However, available statistical data shows that job applications exceed openings by more than 2 to 1 which simply mean that most applicants for jobs fail to meet the stringent qualification requirements imposed by employers. It is also an indication that many applicants lack the skills, knowledge, and abilities needed to secure high-skills jobs. Kauai has a higher percentage of "involuntary part-time workers" and "multiple-job holders" than the *national* or *state* average which may be why full-time employment needs remain high.

Food & Nutrition:

Food and **Nutrition** remains to be significant issues gauging from the number of people needing free food to supplement what they can afford to buy out of their meager incomes. Due to income limitations, families on Kauai actively seek for inexpensive food and continue to rely on free foodstuff they can obtain to provide food and nutrition to their families. This is evident from the increasing number of applicants and participants in ongoing free food-distribution programs of KEO and other agencies. 27% of KEO clients expressed the need for food.

Priorities of *client needs* based on the **Community Needs Assessment Survey** are:

1. ***Housing***
2. ***Emergency Needs***

3. *Financial Needs*

4. *Employment*

5. *Food & Nutrition*

B. Description of Services:

Kauai Economic Opportunity, Inc.(KEO) is a Community Action Agency(CAA) that has been providing a variety of services to the low-income and under-privileged individuals including the youth and the elderly on Kauai in the last 49 years. Information about community services that KEO provides are widely disseminated in the entire community through concerted efforts made possible by the employment of media, volunteer, and outreach worker's services, as well as coordination and cooperation with partnering community and faith-based organizations. Information concerning programs and projects in which new participants may be eligible, and those in which current clients can participate, other than the program they are currently involved in, are offered directly by KEO to clients.

People needing *direct* or *referral* services from KEO are routinely seen by an intake worker who gathers information and documentation to determine eligibility. Much of the information is entered into a Central Intake System (CIS) database. This database makes case management a synergistic process that makes "*cross-program client management*" more comprehensive, convenient, and efficient. The system also helps in keeping track of important client demographics and the reporting process, more convenient. The intake staff refers clients to appropriate programs of KEO or to other organizations where assistance is available. A certificate of eligibility together with services needed to accomplish goals is provided by KEO or by the organization to which referral is made. Follow up is done to assess development and determine results periodically.

Intake Service Delivery System:

1. Processing a client through intake involves the following steps:
 - Making an appointment with the Intake Worker (emergencies take priority)
 - Clients, who, for some reasons, are unable to come to the office, an appointment is made to meet with them at their residence, hospital, park, or other locations.
 - The Intake Worker assesses the client's primary needs.

Intake Application Process:

1. Documents required to determine eligibility are:
 - Income verification for the last 3 months
 - Birth verification of all household members
 - Picture identification of the applicant

- Other program required documents, ie. Rent or lease agreement, electric bill for the Weatherization Program
2. The Intake Worker and the client complete the application packet, including:
- KEO generic application of demographic information, income, services being requested, signed by both the client and Intake Worker
 - Consent for Release Information
 - Immediate Needs Assessment
 - Notice of Understanding
 - Contact Summary
 - Certificates
 - Family Needs Assessment

When the application packet is completed, the Intake Worker informs the client of KEO programs in which they may qualify to participate that can be of assistance to them. The Intake Worker then:

1. Makes referral to appropriate program that addresses client's needs.
 - Referral Form (1 original & 2 copies)
 - The original and one copy are forwarded to the appropriate program to address the need and to generate the delivery of services
 - The KEO Program Director or Coordinator or outside agency staff returns one copy of the referral form to the Intake Worker indicating the scope of services delivered and the status of the client
 - The Intake Worker follows up with the program staff if there is no confirmation that the client has received services within two weeks
2. Enters client information into the client care database system, and
3. Documents are submitted to the Fiscal Office to file into the KEO Central File System.

Kauai Economic Opportunity, Inc.'s current programs include:

- **Community Housing Development Organization (CHDO):** As a CHDO designated agency, KEO assists other agencies and partners in developing housing for low and moderate-income population.
- **Lihue Early Learning Centers** provides a comprehensive early childhood program for eligible participants.
- **Elderly Nutrition Congregate Program** provides hot lunches and conduct nutrition classes at neighborhood centers. Meal sites are located at various neighborhood centers throughout Kauai.
- **Emergency Electric Assistance Program** provides a one time electric assistance for past due bill or urgent notice.
- **Emergency Food Pantry** provides emergency food to low-income families or individuals.

- **Energy or Weatherization Assistance Program** provides energy saving education including the installation of energy saving devices such as solar heaters, compact fluorescent light bulbs, refrigerators, etc. at no cost to eligible households.
- **Food Services** – The KEO kitchen provides USDA approved meal services for KEO programs such as the Elderly Nutrition, Early Learning Centers, and other private vendors.
- **Group Homes** Pa’a Hana in Kapaa is a residential homes for homeless adults with physical challenges.
- **HI’IOLA HAWAII HEALTH CONNECTOR** – In-Person Assisters will assist consumers to receive live, in-person help as they go through the process of applying for and choosing new health coverage options through the Hawaii Health Connector Web Portal.
- **Homebound Meal Program** provides meal delivery services to eligible home-bound elderly. Meal delivery is also available to private participants for a fee.
- **Homeless Emergency Shelter** known as Mana’olana provides overnight shelter for homeless individuals or families to stabilize and offer them a safe place to reassess and take control of their living situation.
- **Homeless Outreach Program** provides assistance by addressing emergency and basic survival needs such as food, clothing, medical services, housing and financial assistance to the “Care-A-Van” project, a mobile unit providing on-site services where homeless people congregate.
- **Homeless Prevention Rapid Re-Housing Program** which will soon known in the next fiscal year as Emergency Solutions assists homeless and at-risk individuals in obtaining and maintaining permanent rental housing with temporary financial assistance with rent and/or security deposit.
- **Homeless Shelter Program** provides transitional housing for homeless individuals and families for up to 24 months and assistance towards permanent housing by addressing obstacles which prevent homeless persons from obtaining and retaining permanent housing through a coordinated effort of health, housing, financial and social services.
- **LIHEAP** is an energy crisis intervention program that provides a one-time energy credit to eligible low-income families with utility bill problems.
- **Mediation Program** provides conflict resolution services to assist participants through a process of solving disagreements. It also provides referral services and information about legal services available in the community. A Peer Mediation provides training in conflict resolution for middle school age children.
- **Peer Mediation Program** provides conflict resolution education for middle school children using trained peer mediators.
- **Persons-In-Need Program** provides a one time or temporary financial assistance to individuals who meet the funding criteria:
 1. **Margaret Cargill Fund** provides assistance for elderly persons age 60 to 64 years old who are financially needy.
 2. **Zonta Club of Kauai Special Fund** provides assistance for financially needy individuals.
- **Shelter Plus Care** provides rental housing subsidy and support services for chronically homeless individuals with chronic substance abuse.

- **United Way Loan** assists individuals and families with loans for security deposit to obtain or retain rental homes.

C. Description of Specific Linkages will be Maintained or Established to Fill Identified Gaps in Services:

Numerous *gaps in services* to low-income individuals as well as families exist on Kauai. These gaps are identified as follows:

Legal Assistance - Clients requiring legal assistance services that are beyond KEO Mediation Program's capacity to provide, are referred to the Legal Aid Society. Most of the required services are those dealing with bankruptcy, repossessions, divorce, and foreclosures.

Domestic Violence continues to be a predominant and highly disturbing family issue and concern among families on Kauai. Domestic violence often result to separation of couples, break-up of families, and in few instances, incarceration of wage earners leaving families to suffer from the brunt and *harsh realities of economic insecurity*. Parents and children, who leave homes in their efforts to escape from the aftermath of a violent environment not only lose family incomes but also their homes, which brings them closer to the brink of homelessness

Mediation efforts should be directed towards preventing misunderstandings through education of families on appropriate ways and effective means to resolve family conflicts. YWCA of Kauai provides assistance by working with victims of domestic violence and their families after each occurrence.

Education and Job Training – Providing education and training to the jobless and low-income persons will help people find badly needed jobs. Having adequate job education and training equips the unemployed with skills to find jobs and assist the underemployed improve their chances to look for better-paying jobs.

Housing – This is an important issue that affects most of the low-income population of Kauai. There is an alarming shortage of affordable housing on Kauai and people are forced to live in overcrowded households in groups of 2 or 4 families. Homeless persons and families are forced to live in parks until they can find affordable homes to rent. However, the effort to find low-cost rental homes oftentimes takes months before it is realized. KEO has a transitional housing program that can assist nine families at a time. Despite the program's modest offer of help to the needy, many homeless people on the island of Kauai remain badly in need of housing assistance. Unfortunately, KEO lacks the capacity, at this time, to serve every person on Kauai needing housing assistance. To further complicate the situation, the affluent, who own rental homes take advantage of the prevailing high real estate prices to sell their units or convert them into higher-yielding vacation rental homes for visitors from outside the state.

Access to Computers – Unemployed persons looking for work who do not have access to computers are denied the opportunity *to inform* or *be informed* by employers regarding job application *dispositions* and *decisions*. Computers are a vital tool that promotes and enhances

ones capability to communicate most accurately and effectively to employers and for job applications. Not having access to a computer is definitely a barrier to employment opportunity.

Food Sustainability – Each month, KEO helps feed over 600 individuals through the *Emergency Food Pantry*, and *Meals-on-Wheels Programs*. Organizations in the community such as the Food Bank and other Community and Faith-based agencies are also doing their share to fulfill these needs. However, the issue of food sustainability which we lack at this time must be realistically addressed. Establishment and development of *Community Gardens* in Kauai is one solution that could contribute to the sustainability of the Food Program. This program provides residents as well as the homeless persons the land and education they need to be able to grow food that the family needs. This will also help residents improve their nutrition, stretch their food dollars, and reduce their dependence on **USDA** and **Food Pantry** food distribution services. The loss of the Temporary Emergency Food Assistance Program (TEFAP) has greatly affected our low-income and elderly clients who are in need of food assistance. Although KEO is able to obtain a small allocation each month (2 cases of each product), the Hawaii Food Bank who is contracted to receive the foods is not able to provide it in the quantity and consistency as in the past when were able to provide food for approximately 600 households.

Kauai Youth, especially those at middle school and high school are greatly underserved, vulnerable, and at-risk for alcohol, tobacco, and other drugs while left unsupervised from 1:40 PM, the time when school lets out for the day until 6:00 PM, before their parents return home from work. At this time, when supervision is lacking, youth are at great risk to peer pressures and influences to use alcohol, tobacco and other drugs. Most teenage pregnancies take place during this unsupervised after-school hours of the day.

Affordable Child Care – The lack of adequate child care services on Kauai that are affordable acts as a barrier for unemployed or low-income parents to: [1] seek for employment, [2] go to school to pursue careers to improve their chances of obtaining good jobs, [3] or get employment in better paying jobs. Joblessness and inadequate family income are the most common reasons why parents can ill afford the high cost of child care. The child care cost can be nearly as much as the take home pays some people receive. One solution to the problem would be the grant of scholarship to working low to moderate income families.

Homeless - The number of Kaua`i residents who are homeless (at least temporarily) is one measure of how well our poorest residents are coping. KEO provides statistics on the number of homeless people based on counts of those registered each year with our Care-a-Van staff. The State of Hawai`i coordinates a point-in-time (PIT) count to provide a reliable accounting of persons and families who were experiencing homelessness during the day of the count. These counts are now done on an annual basis. As reported by KEO, the number of homeless individuals registered with the Care-a-Van peaked at 966 in 2007 and fell to 545 and 505 in 2011 and 2012, respectively. A point-in-time (PIT) count has been conducted annually since 2009 (biannually in prior years), seeking homeless individuals on a given day in locations around the island. In 2012, 402 homeless individuals were identified, the highest level since 2003. Of these, in 2012 only 25% were sheltered in temporary or transitional housing, while 29% were sheltered in 2011 when the total number was 336. The share of homeless individuals as a share of the

population has increased in each of the last three years, reaching 0.59% in 2012. These figures do not include the hidden homeless – those living with family or friends on a temporary basis.

Parenting Skills – This is a deficiency common found among Kauai parents that needs to be addressed appropriately and expeditiously. There is a great need for parents to develop good interpersonal relations through education because it is vital for “good and trusting relationship” between each other in the family, most especially between “*parents and children*” to be developed. Good “*interpersonal relations*” should be developed and allowed to play its vital role in every home. This *delicate relationship* should first develop and flourish in a home before efforts to establish it outside the family is attempted. Providing parents with needed knowledge and skills that empowers them to perform specific roles as parent will establish a family of highly motivated adults and children. Parents needing parenting skills classes are referred to Child and Family Services and other agencies for assistance.

Reliable Transportation – This is a very common concern among *job seekers* as well as *people with new jobs* who don't own vehicles. While Kauai maintains a public bus service and both routes and hours have expanded there are still some areas on the island not being served. Sometimes there is a full hour between stops that causes undue travel delays. Some areas located off the main highways are not serviced by the facility on a regular basis leaving a considerable number of people, not benefiting from the only public transportation on Kauai. The last Dept of Transportation survey also indicates that there are disabled and low-income persons who have difficulty services

D. DESCRIPTION OF HOW CSBG FUNDS WILL BE COORDINATED WITH OTHER PUBLIC AND PRIVATE RESOURCES

Kaua`i Economic Opportunity, Inc. currently works with many organizations to provide clients with a full spectrum of service. These agencies include:

Agency	Provide Information	Referrals	MOA
County of Kaua`i: County Attorney, Family Support Division	Yes Yes	Yes Yes	
County of Kaua`i: Housing Agency:	Yes	Yes	Yes
County of Kaua`i: Mayor's Office Information and Complaint	Yes	Yes	
County of Kaua`i: Agency on Aging	Yes	Yes	Yes
County of Kaua`i: Prosecuting Attorney	Yes	Yes	Yes
County of Kauai: Police Department	Yes	Yes	
State of Hawai`i: Courts: Adult Probation Children's Advocacy Center Counseling and Probation Division Family Court Family Services Fifth Circuit Fifth District	Yes Yes Yes Yes Yes Yes Yes	Yes Yes Yes Yes Yes Yes Yes	
State of Hawai`i: Department of Business, Economic Development and Tourism Housing and Community Development Corporation of Hawaii	Yes Yes		Yes
State of Hawai`i: Department of Commerce and Consumer Affairs Consumer Protection Office Regulated Industries Complaints Office	Yes Yes Yes	Yes Yes Yes	Yes
State of Hawai`i: Administration Adult Education Guidance of Health Special Services Special Education	Yes Yes Yes Yes	Yes Yes Yes Yes	Yes Yes

Federal Job Information Center	Yes	Yes	
Social Security Administration	Yes	Yes	
Veterans Center	Yes	Yes	
Private Organizations			
United Way of Kaua`i	Yes	Yes	Yes
YWCA	Yes	Yes	
Legal Aide Society	Yes	Yes	
Alu Like	Yes	Yes	Yes
Queen Lili`uokalani Children's Center	Yes	Yes	
Salvation Army	Yes	Yes	
Child and Family Services	Yes	Yes	
Catholic Charities	Yes	Yes	Yes
Goodwill	Yes	Yes	
Hoola Lahui	Yes	Yes	Yes
Malama Pono	Yes	Yes	Yes
Women In Need	Yes	Yes	Yes

Community Service Block Grant funds provide administrative support for all KEO programs in order to expand service delivery or to mobilize existing program services with the agency for disadvantaged individuals or families on Kaua`i. KEO coordinates its CSBG funding with public and private sources, including:

State of Hawaii

- Department of Human Services
- Department of Health
- Department of Education
- Hawai`i State Judiciary
- Dept of Labor – Office of Community Services
- WorkWise One Stop Center

County of Kaua`i

- Agency on Elderly Affairs
- Housing Agency
- Parks & Recreation
- Anti-Drug Office
- Department of Health and Human Services, Administration for Children and Families
- Federal Emergency Management Agency
- Mediation Centers of Hawai`i
- United Way of Kaua`i
- Hawai`i Pacific Area Combined Federal Campaign
- Kauai Island Utility Cooperative
- Hawaii Community Foundation - Hopper Fund
- Alexander and Baldwin Foundation
- Hawai`i Hotel Association—Kauai Branch
- Margaret Cargill Family Trust

E. NARRATIVE DESCRIPTION OF PLANNED INNOVATIVE COMMUNITY AND NEIGHBORHOOD-BASE INITIATIVES RELATED TO THE PURPOSES OF THE CSBG ACT.

A **Continuum of Care Committee** continues to address homeless issues and to develop a formal plan to address homelessness for the County of Kaua`i. The plan serves as a blueprint for government and nonprofit entities when addressing issues or directing resources for the homeless. The committee discusses a variety of topics, including: the need for prevention, increasing outreach services to the unsheltered population, supportive housing as an alternative to institutionalization and the inefficiencies of having a separate system just to serve those who are homeless, improving coordination that reduces fragmentation of programs, and increasing the strengths of our nonprofit providers in delivering services to homeless individuals and families.

The committee is made up of individuals from a many of Kaua`i's organizations that are concerned with homelessness and housing, including: Catholic Charities, Līhu`e Court Town homes, St. Michaels's and All Angels Episcopal Church Homeless Outreach, Housing and Community Development Corporations of Hawai`i, YWCA of Kaua`i, Department of Health, Public Housing Branch, Department of Human Services, Adult and Community Care Services, Kaua`i Island Ministries, Salvation Army, County Housing Agency, and the Veteran's Administration.

An **emergency shelter** was at the top of the list of priorities for the committee. The first emergency shelter on Kauai was established in 2007 by KEO to provide immediate care for homeless families and individuals. KEO was awarded approximately \$1.5 million dollars in CDBG, CHDO and HOME funds for the pre-development, consultants, construction, operations and administration to rehabilitate several buildings that will provide emergency shelter and additional transitional shelter units for homeless individuals and families.

The committee continues to support the continuation of the YWCA of Kaua`i domestic violence shelter. Although KEO has 19 beds at the Manaolana Homeless Shelter, there continues to be a gap for elderly, singles, seriously mentally ill, and substance abusers. The shelters allow for providing those in severe need the supportive services that will help them become self-sufficient.

The **Transitional Housing Projects** at Līhu`e Court Townhomes, Mana`olana and Komohana is providing 20 housing opportunities for Kaua`i Economic Opportunity, Incorporated to alleviate the homelessness. Families and individuals live in these units for as long as two years while they establish themselves in jobs and become self sufficient.

The immediate benefit to the community is that homeless persons in crisis and living in dangerous conditions transition into temporary transitional housing. Placement in a transitional housing program will enable the homeless to resolve barriers to self-sufficiency, obtain, and maintain permanent housing. The long-term benefit will be that homeless persons will successfully transition from unsafe, unsanitary living conditions to owning or obtaining long-term tenancy in permanent housing and become productive members of the community.

F. SPECIFIC OUTCOME MEASURES, FOLLOWING THE SIX NATIONAL ROMA GOALS, TO BE USED TO MONITOR SUCCESS.

KEO selected the six national goals listed below with accompanying measurements and outcomes.

Goal 1. Low-Income People Become More Self-Sufficient

Measure: Economic Asset Enhancement and Utilization

Outcome 1: Of 200 participants in the Transitional Housing, Shelter Plus Care and HPRP Programs; 75 will obtain and maintain housing.

Goal 2. The Conditions in Which Low-Income People are Improved

Measure 2: Attain Adequate Education

Outcome 1: Of 36 participants enrolled in the Early Learning Centers Program, 24 will regularly attend and obtain a preschool education by the end of the program year.

Outcome 2: Of 68 adults in the Homeless Shelter Program, 40 will attend and complete an outreach education or literacy program.

Goal 3. Low-Income People Own a Stake in their Community

Measure: Number of households in which there is an increase in hours of volunteering.

Outcome: 100 households will volunteer their time in the Elderly Nutrition, Early Learning Center, and Homeless Programs

Goal 4. Partnerships among Supporters and Providers of Services to Low-Income People are Achieved

Measure: Number of partnerships established and/or maintained with other public and private entities to mobilize and leverage resources to provide services to low-income people.

Outcome 1: Twenty (20) new and renewed Memoranda of Agreements between KEO and public and private agencies will be obtained.

Outcome 2: \$3,000,000 will be mobilized by the agency in order to alleviate conditions of poverty and low-income individuals and families to attain social and economic self-sufficiency.

Goal 5. Agencies Increase their Capacity to Achieve Results

Measure: Total funding sources mobilized by the agency.

Outcome: Twenty-five (25) funding sources will be mobilized to provide programs for disadvantaged Individuals and families in the County of Kauai.

Goal 6. Low-Income People, Especially Vulnerable Populations, Achieve their Potential by Stretching Family and other Supportive Systems.

Measure 1: Provide on an Emergency Basis for the provision of such supplies and services, nutritious foods, and related services.

Outcome: Three hundred (300) aged participants will lead healthier lives through participation in the Elderly Nutrition Programs, Home Bound and Congregate, to maintain independent living situations.

Measure 2: Obtain and maintain adequate housing and a suitable living environment.

Outcome: Sixty eight (68) vulnerable individuals receiving services will maintain independent living situation as a results of those services

Measure 3: Obtain emergency assistance.

Outcome: Of 5,000 households, 400 households in crisis will have emergency needs ameliorated with assistance through the Person-In-Need grants, Emergency Food Pantry, LIHEAP, FEMA grant, or Homeless Emergency and Homeless Prevention and Rapid Re-Housing Programs.

Measure 4: Obtain and maintain adequate Housing and Suitable Living Environment

Outcome: Of 68 at risk or homeless individuals and families who receive homeless grant assistance, 30 will retain or obtain permanent housing for a minimum of 6 months.

EXHIBIT H

Service Activity Title: Community Services Block Grant Program

Provider: Kauai Economic Opportunity, Inc.

The purpose of the Community Services Block Grant program is to provide a wide range of services and activities that alleviate conditions of poverty and allow low-income individuals and families attain social and economic self-sufficiency.

PERFORMANCE LEVELS FOR OUTCOME OBJECTIVES

A. PROGRAM OBJECTIVES

Reference: **REMOVE OBSTACLES AND SOLVE PROBLEMS THAT BLOCKS SELF-SUFFICIENCY**
Public Law 105-285, Section 676 (b)(1)(A)(i)

Project: Mediation Program

Objective: Enable individuals to resolve their disputes and reach a mutual agreement thereby avoiding court intervention700

Reference: **SECURE AND RETAIN MEANINGFUL EMPLOYMENT**
Public Law 105-285, Section 676 (b)(1)(A)(ii)

Project: Homeless Barriers Removal Programs

Objective: Enable homeless persons to obtain employment.....40
(Homeless includes unsheltered and sheltered homeless)

Reference: **OBTAIN AN ADEQUATE EDUCATION**
Public Law 105-285, Section 676 (b)(1)(A)(iii)

Project: Child Care Program

Objective: Provide a comprehensive Child Care Program for preschool children whose parents are employed, in school or in a job training36

Reference:	<u>MAKE BETTER USE OF AVAILABLE INCOME</u> Public Law 105-285, Section 676 (b)(1)(A)(iv)
Project:	Weatherization Assistance Program
Objective:	Assist economically disadvantaged families to reduce energy costs by “greening” their homes with energy efficient devices...45
Project:	Low-Income Home Energy Assistance Programs
Objective:	Enable low-income residents to obtain energy credit to allow better use of income financial needy500
Project:	Zonta Club of Kauai Special Needs Funds
Objective:	Provide financial assistance to individuals and families in need of educational supplies and basic needs.....20
Project:	Hiiola (Connector) Program
Objective:	Provide opportunity to obtain medical insurance for the uninsured and underinsured to obtain medical care at considerably less cost.....10
Project:	Margaret Cargill Funds
Objective:	Provide financial assistance to adults 60 – 64 years old and financially needy5
Reference:	<u>OBTAIN AND MAINTAIN ADEQUATE HOUSING AND A SUITABLE LIVING ENVIRONMENT</u> Public Law 105-285, Section 676 (b)(1)(A)(v)
Project:	Homeless Shelter Program
Objective:	Enable homeless or at-risk homeless participants to become self-sufficient, and obtain and maintain permanent housing68
Project:	Group Home Program
Objective:	Provide a group home setting for physically challenged individuals to integrate into the community and remain in the community in a self-sufficient manner6
Project:	Shelter Plus Care

Objective: Provide housing for single chronic homeless individuals recovering from substance abuse.....8

Reference: **OBTAIN EMERGENCY ASSISTANCE**
Public law 105-285, Section 676 (b)(1)(A)(vi)

Project: Homeless Outreach/Care-A-Van Program

Objectives: Provide outreach services to unsheltered homeless individuals and families525

Project: Low-Income Home Energy Assistance Program (LIHEAP)

Objective: Enable low-income residents to obtain Energy Crisis Intervention to restore and avoid utility shut off.....60

Project: Homeless Emergency Shelter

Objective: Provide homeless people with temporary emergency shelter.....215

Project: Elderly Nutrition, Homeless Emergency Shelter, & Early Learning Centers Program

Objective: Participants will volunteer hours in KEO programs.....100

Reference: **PROVIDE ON AN EMERGENCY BASIS FOR THE PROVISION OF SUCH SUPPLIES AND SERVICES, NUTRITIOUS FOODS, AND RELATED SERVICES**
Public law 105-285, Section 676 (b)(4)

Project: Elderly Nutrition Program

Objective: Provide meals that meet one-third of the daily nutritional needs of elderly persons to homebound individuals300

Project: Food Services Program

Objective: Prepare and distribute meals that meet USDA regulations for needy preschool children and the elderly155,000

Project: Emergency Food Pantry

Objective: Distribute emergency food to low-income individuals and families240

B. GOALS AND MEASUREMENT OUTCOMES

GOAL 1: SELF-SUFFICIENCY LOW-INCOME PEOPLE BECOME MORE SELF-SUFFICIENT

Project: Transitional Housing and Shelter Plus Care Programs

Measure: Of 53 housing units in the Transitional Housing & Shelter Plus Care Programs, 25 housing units will support family stability toward self-sufficiency.

GOAL 2: COMMUNITY REVITALIZATION THE CONDITIONS IN WHICH LOW-INCOME PEOPLE LIVE ARE IMPROVED

Project: Early Learning Centers

Measures: Number of participants enrolled in Early Childhood Education Program who attend regularly.

Outcome: Of 36 participants enrolled in the Early Learning Centers Program, 24 will attend regularly and obtain a preschool education by the end of the program year.

Measure: Number of participants enrolled in educational and literacy programs who attend regularly.

Outcome: 35 participants of the Transitional and Shelter Plus Care Housing Programs will complete a educational or literacy program.

Measure: Increase transitional housing units by 2 large single family residences.

Outcome: 12 participants will be housed and provided transitional housing program

GOAL 3: COMMUNITY REVITALIZATION LOW-INCOME PEOPLE OWN A STAKE IN THEIR COMMUNITY

Project: Community Service

Measure: Number of households participating or volunteering in one or more

community groups.

Outcome: One hundred (100) households will volunteer their time in the Elderly Nutrition, Early Learning Centers, and the Homeless Emergency Shelter.

**GOAL 4: AGENCY PARTNERSHIPS
PARTNERSHIPS AMONG SUPPORTERS AND PROVIDERS OF SERVICES
TO LOW-INCOME PEOPLE ARE ACHIEVED**

Project: Agency

Measure: Number of new and renewed joint agreements reached.

Outcome: Twenty (20) new and renewed Memorandum of Agreements between KEO and public and private agencies will be obtained.

Measure: Total dollars mobilized by the agency.

Outcome: \$3,000,000 will be mobilized by the agency in order to alleviate condition of poverty and allow low-income individuals and families to attain sustainable levels of social and economic self-sufficiency.

**GOAL 5: AGENCY CAPACITY
AGENCIES INCREASE THEIR CAPACITY TO ACHIEVE RESULTS**

Project: Agency

Measure: Number of funding sources

Outcome: Twenty-five (25) funding sources will be mobilized to provide programs for disadvantaged individuals and families in the County of Kauai.

**GOAL 6: FAMILY STABILITY
LOW-INCOME PEOPLE, ESPECIALLY VULNERABLE POPULATION,
ACHIEVE THEIR POTENTIALS BY STRENGTHENING FAMILY AND
OTHER SUPPORTIVE SYSTEMS**

Project: Home Delivered Meals program

Measure: Number of aged households maintaining an independent living situation.

Outcome: Three hundred (300) elderly participants will lead healthier lives through participation in the Elderly nutrition program and maintain an independent

living situation.

Project: Group Home , Transitional Housing and Shelter Plus Care Programs

Measure: Number of disabled or medically challenged persons maintaining independent living conditions.

Outcome: 16 disabled or medically challenged persons will maintain an independent living situation while residing in safe and stable group homes.

Project: Emergency Needs

Measure: Number of requests for emergency services as compared to the total number of clients.

Outcome: Of 5,000 households, 400 households in crisis will have emergency needs ameliorated with assistance through the Persons-In-Need grants, Emergency Food Pantry, LIHEAP, FEMA grant, or Homeless Emergency Shelter and Homeless Prevention and Rapid Re-Housing Program

Project: Hiiola (Connector) Program

Measure: Number of contacts to provide information on Health Care Insurance and the number enrollments of uninsured and underinsured.

Outcome: Of 1,400 contacts of low-income residents, 100 will enroll in a health insurance program to provide them opportunities to attend to illnesses at cost savings.