

HAWAII COUNTY ECONOMIC OPPORTUNITY COUNCIL

COMMUNITY ACTION PLAN

JULY 2014

SECTION 1

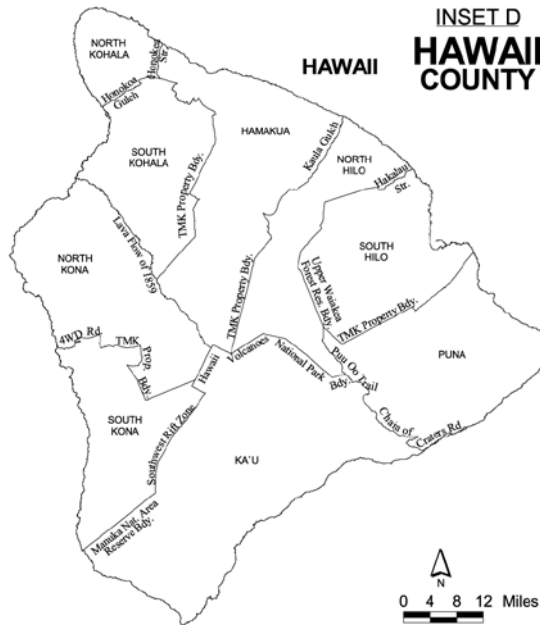
COMMUNITY NEEDS ASSESSMENT

To complete the required needs assessment, the Hawaii County Economic Opportunity Council (HCEOC) utilized information from a variety of sources.

A. Demographics and Public Information Data

1. Isolation

The County of Hawaii, encompassing the island of Hawaii, has an area of 4,038 square miles (2,578,073 acres). The island is more than two times the combined size of all the other islands in the State and roughly the size of the State of Connecticut. The four largest districts in terms of size in the county are Kau – 1001 square miles, Honokaa – 636 square miles, North Kona – 584 square miles and Puna – 508 square miles. Approximately 50 percent of the island’s population live in the two main population centers located in Hilo and Kailua-Kona. The rest of the population is scattered along the 260 mile coast in small communities developed around and previously supported by the sugar industry.



The impact of the island’s physical environment cannot be understated. Because Hawaii County is so large and its population scattered, communities have become isolated and removed from information, service sources and opportunities, resulting in frequent obstacles. Many resources are needed to reduce isolation and address the population needs within these communities.

It is this County which imported the most field hands for the sugar industry and to this day has 30 small communities (former plantation camps) within a widely dispersed 260 mile perimeter.

2. Poverty

Hawaii County has the highest poverty rate among all the counties in the state:

The State of Hawaii has the 7th highest poverty rate when adjusted for the cost of living and other costs as reported by the census bureau.

Hawaii 7th Highest Poverty Rate in Nation

SA: A new federal calculation that takes into account Hawaii's high cost of living significantly boosts the state's poverty rate — from the 18th lowest in the nation to the seventh highest.

About 17 percent of Hawaii residents live in poverty, according to the new U.S. Census Bureau estimate, which is based on 2009-2011 averages.

The figure stands in contrast to the Census Bureau's official poverty rate for the islands: 12.5 percent for the same period.

The new calculation, called the "supplemental poverty measure," is expected to eventually become the official way that poverty is measured in the United States.

And for Hawaii, that could have big implications.

It may mean eligibility requirements for government subsidies could significantly change, expanding to include more people, service providers say.

And it will no doubt tarnish the image of a state that has long touted its relatively low poverty numbers compared with the rest of the nation.

	Poverty Rate
Hawaii State	9.6%
Hawaii County	14.4%
Maui County	8.9%
Honolulu County	8.8%
Kauai County	8.8%

[Source: 2012 U.S. Department of Commerce, U.S. Census 2010]

3. High Utilities

Hawaii County residents pay the second highest kilowatt-hour rate in the State:

Kauai County	42.27 cents per kilowatt hour
Hawaii County (HELCO)	40.20 cents per kilowatt hour
Honolulu County (HECO)	33.04 cents per kilowatt hour
Maui County (MECO)	35.77 cents per kilowatt hour

Source: Hawaiian Electric Company

4. Unemployment

Hawaii County had the highest unemployment rate in 2014:

County	Unemployment Rate
Hawaii	6.2%
Kauai	5.9%
Maui	4.9%
Honolulu	4.2%

Source: State of Hawaii Department of Business, Economic Development and Tourism

B. Ten (10) Community Focus Groups in 2011 and 2012 and Focus Groups in 2014

1. HCEOC Focus Groups 2011

In the spring of 2011, HCEOC conducted seven (7) community focus groups around the island. The following is a summary of the priorities identified:

Community Needs Assessment

Identified Need/ HCEOC Programs	Attendance	Priority #1	Priority #2	Priority #3	Priority #4	Priority #5
Hamakua	6	1	2	3	4	5
HCEOC Program		*		*	9	1
Hilo	21	5	8b	9	8c	
HCEOC Program		1		6		
Keaau	10	6	8d	5	1a	1
HCEOC Program		2 a, b, c		1		2a,b
Kohala	16	14	15	9a and 5	6	8e
HCEOC Programs			*		*	
Kona	14	11a	17	19	18	16
HCEOC Programs			3b			
Naalehu	38	8	18	11a	11b	6
HCEOC Programs						2a,b
Waimea	10	1a	16	8/11a	2 and 12	7 and 10
HCEOC Programs						1

* Program exists but need to be expanded into these areas

IDENTIFIED NEEDS IN THE COMMUNITY

1. Education
 - a. Pre-school/childcare
 - b. Elementary thru High School
 - c. Adult
2. Employment/Job Training
3. Drug/alcohol Prevention Programs for Children

HCEOC PROGRAMS

1. Transportation
2. Youth Services/Mentoring/Intervention and Prevention
 - a. Language Arts Multicultural Program (LAMP)
 - b. Drop-out Prevention Program (DOPP)
 - c. Underage Drinking Prevention Program (UDPP)
3. Energy

4. Self-Sufficiency/Co-ops (LIHEAP)
5. Transportation
6. Youth Activities/Programs
 - a. Afterschool
 - b. Extra-curricular
7. Transportation (TEFAP)
 - a. Elderly and Disabled
 - b. Afterschool
8. Health and health care
 - a. Affordable
 - b. Mental Health
 - c. Health education
 - d. Sex education
 - e. Mobile Medical and Dental.
9. Supplemental Food Program
 - a. Food for Seniors
10. Basic Computer Skills Training
11. Housing
 - a. Affordable
 - b. Transitional/Shelters
12. Community Gardens
13. Satellite Offices in every Community
14. Ocean and Mountain Access
15. Access to a Community Kitchen
16. Information Services (One Stop)
17. Alternative Energy
18. Employment/Green Jobs
19. Intervention Programs for Children and Youth

- a. Low Income Home Energy Assistance Program
- b. Weatherization Assistance Program (WAP)-alternative
 4. Housing Preservation (HSP)
 5. Food Service
 - a. Meals on Wheels (MOW)
- b. School
 6. Temporary Emergency Food Assistance Program
 7. Financial Literacy
 8. Farm
 9. Incubator/Community Kitchens

2. HCEOC Community Focus Groups 2012

In the spring of 2012, three (3) community focus groups were held. These were the results:

HCEOC Focus Groups Community Needs Assessment

Identified Need/	Attendance					
HCEOC Programs		Priority #1	Priority #2	Priority #3	Priority #4	Priority #5
Keaau	15	#9 - 9	# 5--5	7-1		
HCEOC Program		3b, c, a	1	4,		
Pahoa	28	# 9 - 14	#3 - 10	#5 -4		
HCEOC Programs		3a,b,c	2a,b,c	1		
Naalehu *	53	#9 -47	#5- 28	#2 -23		
HCEOC Programs		3c,b,a	1			2a,b

IDENTIFIED NEEDS IN THE COMMUNITY

1. Education
 - a. Pre-school/childcare
 - b. Elementary thru High School
 - c. Adult
2. Employment/Job Training

HCEOC PROGRAMS

1. Transportation
2. Youth Services/Mentoring/Intervention and Prevention
 - a. Language Arts Multicultural Program (LAMP)
 - b. Drop-out Prevention Program (DOPP)
 - c. Underage Drinking Prevention Program.
 - d. Healthy Eating Active living (HEAL)
3. Energy

- 3. Youth Activities Programs
 - a. After school
 - b. Extracurricula
 - 4. Housing Preservation (HSP)
 - 5. Transportation
 - a. Elderly and Disabled
 - 6. Health and health care
 - a. Affordable
 - b. Mental Health
 - c. Health Education
 - e. Mobile Medical and Dental.
 - 7. Housing
 - a. Affordable
 - b. Transitional/Shelters
 - 8. Community Gardens
 - 9. Alternative Energy
- a. Low Income Home Energy Assistance Program
 - b. Weatherization Assistance Program (WAP)
 - c. Rural Utilities High Energy Cost Assistance
 - 4. Nutrition
 - a. Meals on Wheels (MOW)
 - b. School
 - 5. Farm
 - 6. Incubator/Community Kitchens

* Naalehu – Because there were so many votes, the number selecting was based on the total number of votes listed regardless if it was number 1, 2 or 3. Energy received the largest number of votes. this might have been due to the fact that the reason most people came was to learn about the requirements of the Rural Utilities High Energy Cost assistance Program.

3. Most Current HCEOC Strategic Plan

After the 2011 focus groups were held, HCEOC wrote an agency strategic plan. After the 2012 focus group session were completed HCEOC revised its agency strategic plan. These were the five greatest needs which the strategic plan addresses

1. High Utility Bills

. . . and, therefore, the need for energy saving education, energy saving appliances, and financial assistance with utility bills

2. High Isolation of Many Big Island Low Income Residents

. . . and, therefore, the need for transportation for low income residents to get to medical, health, food, government and social resources

3. High Numbers of Drop Outs and of Underachieving Students

. . . and, therefore, the need for mentoring at risk students and providing them with youth activities to prevent them from dropping out

4. High Cost and Availability of Nutritious and Fresh Food

. . . and, therefore, the need for affordable fresh and nutritious food especially for the elderly, the disabled and the low income

5. High Cost of Housing

. . . including the need to help low income persons keep, maintain and repair a home

4. HCEOC Community Focus Groups 2014

In 2014 additional focus groups were held in various parts of the island in conjunction with Hawaii Energy classes and regional low income groups. The same issues persist and are exacerbated by the higher rate of poverty and the high rate of diabetes among the elderly. The diabetes rate is higher among both native Hawaiians and residents from the Micronesian COFA countries.

In addition quality of life issues relating to road condition, drug use, access to clean water and jobs persist. The high rate of incarceration for native Hawaiians, both juveniles and adults, is an ongoing concern. The PEW Foundation report to the 2014 Hawaii State Legislature highlights the need to put more funding and attention at reducing the disproportionate incarceration rate of native Hawaiians. The cycle of violence, drug use and incarceration is evidence of the deterioration of the family structure and effects of poverty.

SECTION II

STRATEGIC ACTION PLAN

(ROMA Logic Model Format)

NEED # 1 (derived from Needs Assessment described earlier)

High Utility Bills . . .

result in the need for especially low-income persons to receive energy conservation education, energy saving appliances and financial assistance with utility bills.

OUTCOME TO ADDRESS NEED

When low income residents receive energy conservation education, energy saving appliances and financial assistance with utility bills, they will become more self sufficient.

OUTCOME / INDICATOR

- 300 low income households will receive \$200 to be credited to their utility bill in order to prevent disconnection.
- 3,500 low income households will receive \$300 to \$500 to be credited to their utility bill.
- 200 low income households will reduce energy costs as a result of installed energy saving devices such as photo voltaic systems and solar water heaters

STRATEGIES TO BE IMPLEMENTED

October 1, 2014 to September 30, 2016, HCEOC will implement activities approved by funding sources for these grants which will provide financial assistance, low energy usage appliances, or energy usage education to low income residents:

- Low Income Household Energy Assistance Program (LIHEAP)

- USDA Rural Development High Utilities Assistance Program
- Hawaii Energy solar water heater program

On the 2nd Monday of each month, the HCEOC Board Executive Committee will monitor the progress of each program above and report to the Board of Directors at its meeting on the 4th Monday of every month.

By December 31, 2014; March 30, June 30 and September 30, 2015, the Executive Director will ensure that staff monthly and quarterly monitoring has taken place.

RESOURCES AVAILABLE

- HELCO
- Hawaii Energy
- PUC
- USDA Rural Development High Utilities Assistance Program
- Dept. of Human Services Low Income Energy Assistance Program (LIHEAP)
- State Office of Community Services

RESOURCES NEEDED

Free or shared costs programs for photovoltaic systems and solar water heaters
 Renewed Weatherization Program
 Continued CSBG funding

MEASUREMENT

LIHEAP applications will be proof if 200 low income residents received emergency financial help and 2,500 low income residents received a \$300 to \$500 credit on their energy bill.

LIHEAP Emergency Crisis Interventions will now be run year round and assist at least 10 resident families who are facing a shut off to their electric service.

NEED # 2 (derived from Needs Assessment described earlier)

The High Degree of Isolation of Many Low Income Residents . . .

due to the vast geography of the Big Island, results in the need for elderly, disabled or low income residents to have transportation to food, health, medical, employment, educational, social and other basic human resources.

OUTCOME TO ADDRESS NEED

Low-income residents will become more self-sufficient when they have transportation to food, medical, health, employment, educational, and social resources.

OUTCOME / INDICATOR

2,000 elderly persons, plus adults 18 to 64 and youth and children who do not have access to transportation, many of whom are low-income and disabled, will be given rides to/from food, medical, health, employment, educational and social resources.

STRATEGIES TO BE IMPLEMENTED

October 1, 2012 to September 30, 2014, HCEOC will implement activities approved by funding sources for these grants which will provide transportation to those who have no transportation to food, medical, health, educational and social resources:

- Hawaii County Nutrition Program
- Hawaii County Mass Transit Program
- State of Hawaii Dept. of Transportation Job Access and Reverse Commute (JARC) and New Freedom Programs
- Office of Community Services CSBG grant

On the 2nd Monday of each month, the HCEOC Board Executive Committee will monitor the progress of each program above and report to the Board of Directors at its meeting on the 4th Monday of every month.

By December 31, 2014; March 30, June 30 and September 30, 2016, the Executive Director will ensure that staff monthly and quarterly monitoring has taken place.

RESOURCES AVAILABLE

- Hawaii County Office of Aging
- Hawaii County Mass Transit Program
- State of Hawaii Dept. of Transportation Job Access and Reverse Commute (JARC) and New Freedom Programs
- Hawaii County Nutrition Program
- State OCS CSBG Grant

RESOURCES NEEDED

- Skilled Vehicle Mechanics with diagnostic and repair tools
- Funds to replace aging vehicles, Service and maintenance facility
- Computerized cloud based dispatching system with GPS to maximize use and maintenance of vehicles

MEASUREMENT

- Monthly Board Minutes will reflect that Bd. and staff monitoring specified in the grant proposal applications are followed.
- By Sept. 30, 2014 and 2015, the Bd. of Directors will have sufficient evidence to validate that 2,425 persons without transportation were given rides over the course of the year to food, medical, health, educational and social resources.

NEED # 3 (derived from Needs Assessment described earlier)

The High Number of Drop Outs . . .

. . . on the Big Island with high risk of becoming dependent upon government assistance or society has resulted in the following:

- the need for an intervention program for high/middle school students to prevent them from dropping out and the need for an after school socialization and remedial education program for students in elementary school for students whom D.O.E. educators identify as at risk, and the need for an after school socialization and homework club Safe Haven program for elementary school students in the high poverty areas of the island.

OUTCOME TO ADDRESS NEED

At-risk students who receive intervention in elementary, middle and high school will be less prone to drop out of high school and become dependent upon government and society. With intervention they shall graduate from high school and live self-sufficient lives. The reduction in suspension rates will reduce entrance into the juvenile justice system and prison.

OUTCOME / INDICATOR

- 1) 90% of the 40 high/middle school clients in the Drop Out Prevention Program will either graduate from high school or, for 6th -11th graders, be promoted to the next grade.
- 2) 35 out of 40 elementary students in the Language Arts Multi Cultural/STEM Program (LAMP/STEM) will show an improvement through pre/post tests in reading comprehension, writing, and appreciation of the many diverse cultures in Big Island schools.

STRATEGIES TO BE IMPLEMENTED

October 1, 2014 to September 30, 2015, HCEOC will implement activities approved by funding sources for these grants which will work with at risk children and youth in elementary, middle and high schools in the following:

- a) Hawaii County Council Non Profit Drop Out Prevention Program
- b) State Grant in Aid for LAMP

On the 2nd Monday of each month, the HCEOC Board Executive Committee will monitor the progress of each program above and report to the Board of Directors at its meeting on the 4th Monday of every month.

By December 31, 2014; March 30, June 30 and September 30, 2015, the Executive Director will ensure that staff monthly and quarterly monitoring has taken place.

RESOURCES AVAILABLE:

- Parent and Community Volunteers
- Hawaii State Department of Education
- Hawaii State Department of Health CAMD

- Hawaii State National Guard Youth Challenge
- Neighborhood Place of Puna
- Rotary Clubs
- Lions Clubs
- Exchange Clubs
- Chambers of Commerce
- Children’s Justice Center
- Alu Like
- Queen Liliuokalani Trust
- Office of Hawaiian Affairs
- YWCA, SASS, Teen Court
- YMCA
- County of Hawaii Prosecutor’s Office, Youth Builders, Truancy Program
- County of Hawaii Youth Summit (Prosecutors Office)
- Hawaii State Circuit Court staff
- Hawaii County Police Department, Dare/Hi-Pal
- Interagency Family Violence Prevention Committee
- Hawaii State Department of Human Services
- Neighborhood Safe Havens
- Salvation Army/Prosecutors/Office of Youth Services Juvenile Intake Center

RESOURCES NEEDED

- More after school educational and recreational supplies
- Availability of additional vans to provide after school transport and go on field trips
- Staff training
- Consistent funding

MEASUREMENT

- Pre and Post Tests for reading, writing, appreciation of diverse cultures for LAMP/STEM students
- DOE graduation and grade promotion records for DOPP students

NEED # 4 (derived from Needs Assessment described earlier)

The High Cost of Food . . .

on Hawaii Island results in the need for people in vulnerable circumstances to receive food at no cost or affordable cost through Meals on Wheels and meals for children paid partially through the USDA Child Nutrition Programs.

OUTCOME TO ADDRESS NEED

People in vulnerable circumstances will have access to nutritious food so that they will remain or become healthy and will not be dependent upon the government to subsidize their health care for serious illnesses.

OUTCOME / INDICATOR

800 children and elderly will receive a nutritious meal 5 days a week through HCEOC Food Services Kitchen,

HCEOC Hilo Sunrise Ridge Farm will provide training programs and plots to teach basic farming to students, low income and community members.

STRATEGIES TO BE IMPLEMENTED

October 1, 2014 to September 30, 2016, HCEOC will implement activities approved and required by funding sources for these grants which will provide food to needy persons.

- HCEOC Food Service Kitchen
- County of Hawaii Nutrition/Meals on Wheels Program
- USDA Children's Meal subsidy

October 1, 2014 to September 30, 2016, HCEOC's Hilo Sunrise Ridge Farm will provide training 50 students and beginning low income farmers on basic farming methods..

On the 2nd Monday of each month, the HCEOC Board Executive Committee will monitor the progress of each program above and report to the Board of Directors at its meeting on the 4th Monday of every month.

By December 31, 2014; March 30, June 30 and September 30, 2015, the Executive Director will ensure that staff monthly and quarterly monitoring has taken place.

RESOURCES AVAILABLE

- Volunteers
- Hawaii County Nutrition Program
- Hawaii County Office of Aging
- USDA
- Hawaii State Child Nutrition Program
- Local Farmers
- Wholesale Food Suppliers
- Hawaii State Department of Health
- University of Hawaii School of Tropical Agriculture
- U.S. Department of Agriculture
- Hawaii Island Food Basket

RESOURCES NEEDED

Funds to replace worn-out kitchen equipment

More tools for HCEOC's farm to maintain farm, control wild pigs and suppress weeds

Basic supplies for farming such as seeds/seedlings, fertilizer and weed and pig controls
A portable electric generator
Funds to conduct classes on healthy eating, meal preparation and food safety

MEASUREMENT

Satisfaction surveys will be filled in September 2015 by schools and clients who receive training

NEED # 5 (derived from Needs Assessment described earlier)

The High Cost of Housing and of Maintaining and Repairing a Home

causes less self-sufficiency because of the large amounts of money taken away from other necessities such as food, medication, or transportation. Therefore, the need arises for assistance to help low-income households make necessary repairs on their homes so that residents may become or remain self sufficient.

OUTCOME TO ADDRESS NEED

When low-interest loan assistance is given for expensive home repairs, low income home owners will become more self-sufficient because more money will become available for food, medication and other essentials.

OUTCOME / INDICATOR

By September 30, 2014, four (2) families will live in safe homes and will become more self sufficient because of low interest loan assistance provided by the Housing Preservation Loan Program.

STRATEGIES TO BE IMPLEMENTED

October 1, 2014 to September 30, 2016, HCEOC will implement activities approved and required by funding sources for the Housing Preservation Loan Program.

On the 2nd Monday of each month, the HCEOC Board Executive Committee will monitor the progress of each program above and report to the Board of Directors at its meeting on the 4th Monday of every month.

By December 31, 2014; March 30, June 30 and September 30, 2015, the Executive Director will ensure that staff monthly and quarterly monitoring has taken place.

RESOURCES AVAILABLE

- HUD
- Hawaiian Homes Land Commission
- County Housing Authority
- County Planning Department
- County Research and Development]
- Habitat for Humanity
- Local Banks

- Alu Like
- Office of Hawaiian Affairs

RESOURCES NEEDED

Skilled staff to assist in grants writing, homeowner referral counseling
 Staff to assist in contract development, project monitoring, project documentation.
 Basic meeting costs including nutritious food to conduct homeowner classes

MEASUREMENT

Building inspectors will sign off when home repairs are satisfactorily completed.
 Homeowner surveys will be done to measure if needs met

SECTION III

DESCRIPTION OF THE SERVICE DELIVERY SYSTEM

As part of its mandate as a community action agency, HCEOC encourages the involvement of people from the community at the grass roots level, in the operation and decision making process. The philosophy behind this involvement is that it is the people in the communities who know what the needs are, and what services and activities will benefit them.

HCEOC administers programs to meet the needs identified by communities. The agency operates four (4) offices within the districts of Ka`u, Kona, Hilo and Honokaa. Each district site assists in the decentralization of operations and creates responsive and accessible services for those in need. An expanded model is used during June for LIHEAP to include rented and donated space in Pahoa, Keeau, Pahala, Ocean View, Kailua Kona, Hawi, and Waimea. A District Council Board, made up of members representing the community, advises on programs in the district and represents the district on the HCEOC Board of Directors. The eighteen (18) member Board of Directors are equally divided into six (6) representatives from the public, the low-income and private sectors of the community.

Programs operated by the agency include: County Nutrition Transportation Program, State Department of Transportation Job Access Reverse Commute (JARC) and New Freedom Programs, County Mass Transportation for the Elderly, Disabled and Low Income Persons; County Council Non Profit and DOE Drop-Out Prevention Program; DOE and State GIA Language Arts Multicultural Program, Federal and County Housing Preservation Program; USDA Rural Development High Utilities Assistance Program; Low-Income Home Energy Assistance Program, Economic Development Programs including the Food Service Program, Medicaid Logisticare Transportation Program, County of Hawaii Department of Research and Development Transmedia Accelerator Lab and Farm Program. The service delivery system for these programs consists of the following:

1. Outreach
2. Application for service
3. Face to face interview
4. Referral
5. Monthly, Quarterly and Yearly reports
6. Evaluation

It is our goal to deliver appropriate and effective services to the target population.

1. **Outreach**

Outreach describes the activities staff performs to provide services, inform and increase awareness within the community regarding services and availability of programs. HCEOC utilizes a variety of methods in its outreach efforts.

Newspaper: Public service announcements indicate program availability, benefits, eligibility criteria and application process. Newspapers are also used to place ads to recruit applicants for specific programs or explain new and existing programs. The high cost of newspaper ads has required this agency to explore other electronic methods of information distribution to include State of Hawaii e-sites.

Radio: Public service announcements on various local radio programs are used to inform the public on program availability, benefits, eligibility criteria and application process. Ads may also be placed to recruit applicants for specific programs.

Flyers: Program staff prints flyers that outline specific programs and their benefits, which are posted in areas within the community such as community bulletin boards, grocery stores, markets, housing projects, doctor offices, schools and other places where the target population is likely to see them. Flyers are also faxed to private and public agencies that serve similar populations.

Community Meetings: Staff attends community meetings to explain agency programs and eligibility criteria.

Door-to-door Canvassing: Staff periodically goes into low-income neighborhoods to distribute informational handouts and related information on a door-to-door basis.

Networks and Partners: Staff updates partners and networks on HCEOC programs for up to date information and to facilitate referrals.

Intra-agency Programs: Program staff is aware of agency (in-house) programs that will benefit their participants. Referrals made to the appropriate program via an inter-agency referral process.

Intake Services: Staff describes available programs that may benefit and be appropriate for the applicant during the intake interview. Each staff member is trained on the eligibility and process of each program so that they may provide a “full-service” intake process at time of application.

Home Visits: Staff provides service in participants’ home on an as needed basis. For example, staff will conduct outreach to homes of seniors or disabled person to intake applications if they are unable to come to an HCEOC office.

2. **Application**

The agency utilizes a Client Registration form, completed by the applicant, to determine eligibility for programs. The form is designed to capture the demographic information needed to make a determination of appropriateness for the applicant to receive services. Based on the information presented, and the program’s criteria, the applicant is approved for services, denied service, or placed on a waiting list. The agency also uses a program specific application if such an application is required by the program’s funding source.

3. **Interview**

Agency staff conducts interviews with all applicants. The purpose of the interview is two-fold. The first is to improve the staff's understanding of the applicant's challenges. An assessment is conducted to identify the applicant's (and household) needs to determine appropriate services. This holistic approach in providing services helps the household work toward self-sufficiency. Since qualifications are similar, applicants are immediately given an opportunity to apply for other programs or services. The second purpose of the interview is to explain the service benefits, responsibilities of the applicant, and responsibilities of the agency in providing the service.

4. **Referral**

At the conclusion of the interview, staff will make referrals to programs within and outside the agency. This can be done formally or informally depending upon the referral being made.

5. **Monthly Reports**

Program Staff record service activities provided during the month and the results achieved for each participant. These reports are submitted to the program administrator for evaluation.

6. **Evaluation**

The information from monthly and quarterly reports is used to determine the actual program compliance in meeting the goals and objectives of the service and in meeting the needs of the target population. Modifications are made when the data indicates a problem area.

All of the services provided address the needs of the disadvantaged population and attempt to stabilize, educate, and strengthen families and individuals. Program outcomes are determined by records of the number, type and purpose of contacts, number of clients served, number of services provided, and problems solved. The measurement of success for each program is unique to the program and reflects changes made by the individual and within the family unit.

The following is a brief description of agency services:

Transportation: Promotes an independent, healthy, enriched lifestyle for the low-income elderly, disabled, and pre-school children. The daily bus schedule provides point-to-point service from off highway communities to shopping areas, banks, post offices, medical facilities, nutrition sites, Head Start Centers and rehabilitation facilities.

Drop-Out Prevention Program – Reduces the risk of high school students, with chronic unexcused absenteeism and dropping out of school before graduating. Program Facilitators work with school-referred students, parents, school counselors, teachers and administration, as well as, family court and other public agencies, to establish rapport and open channels of communication between all involved parties. Activities are conducted to help students develop positive attitudes toward school, increase self-esteem and explore career options. As a result of this focused, caring environment, students' attitudes about school changes. Students show improvement socially and academically and remain in school to graduate.

Language Arts Multicultural/STEM Program for Elementary Students – Assists underachieving third and fourth grade students in selected schools to improve their language arts skills, social skills

and develop positive attitudes toward themselves and learning. Parents are also involved in the teaching and learning process. Each LAMP center is staffed by a teacher and an aide. In the morning, they work in the regular DOE classroom under the direction of the classroom teacher. For schools which do not have an extended day schedule, LAMP/STEM staff help students complete homework or participate in activities at the LAMP/STEM Center.

Housing Preservation Loan Program – Provide low-income homeowners with deferred, no interest loans, ranging from \$5,000 to \$25,000 for purposes of maintaining, preserving and correcting home deficiencies that are a threat to health and safety. Repayment is due when the ownership title changes or the applicant no longer occupies the building.

Homeowner Education – Provides education and information for potential new home buyers. The population to be served includes all low-income individuals.

USDA Rural Development High Utilities Assistance Program – Assists residents living in extremely rural areas to conserve energy and lower utility bills by providing free or cost share PV systems or solar water heating systems. Outside contractors are utilized for installation or delivery of energy saving devices.

Low-Income Home Energy Assistance Program (LIHEAP) – Assists low-income households with their utility costs. The two-part program helps to restore or prevent termination of utility service or offsets the cost of electricity or gas by crediting accounts at the utility company. Applications are taken at the district offices and the amount of the credit is determined by a point system based upon income level, household size and region where the applicant resides.

Economic Development Program (Farm Program) – HCEOC has leased property in the Hilo Sunrise Ridge area for farming. The goal is to train farmers to grow vegetables and fruit to be used by elderly or low income persons.

Incubator Kitchen Program – Provides the use of established certified kitchens in Honokaa and Paauilo to assist low-income participants in producing their own food products.

Food Service – The Food Service Program is a self-sufficient income producing program. The program provides meals in Hilo that meet the daily USDA requirements. In Hilo, breakfast, mid-morning snacks, lunch and after school snacks are prepared for students at the St. Joseph School cafeteria. The Hilo Kitchen also prepares lunches for other preschools and the Meal on Wheels program, preschools, charter schools and other programs.

C. HOW LINKAGES WILL BE MAINTAINED TO FILL IDENTIFIED GAPS

As part of the application process, each applicant is screened to determine his/her individual and family needs. Resources needed to meet those needs are identified. If the service is available in-house, staff will explain other programs offered and assist in scheduling an appointment with the proper program staff. Internal referral forms are used in instances where appointments are not made immediately. In-house referrals receive priority for program services. If no in-house program meets the service need, the applicant is referred to the appropriate agency in the community that can meet the identified need. This is done via a phone call.

Throughout the years, HCEOC has developed working relationships, contacts and rapport with other agencies in the community that provide services to the same population. In some cases, we have

memorandum of agreements (MOA) with other agencies. However, most relationships remain informal.

Throughout the year, staff members document the needs, requests and challenges of our clients. Transportation continues to be identified as the biggest barrier for clients. Hawaii County's public transit has been unable to design routes that are meeting the needs of various communities in distant rural areas. The increase in energy costs and fuel have also increased the inquiries for transportation services and energy assistance.

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

Coordination with public and private agencies is incorporated into the plan for service delivery. This coordination provides an efficient service delivery system and addresses the needs of a maximum number of low-income people. Hawaii County Economic Opportunity Council works closely with public and private agencies to link, coordinate and arrange access to community programs. HCEOC personnel are knowledgeable about the availability and guidelines of resources in the community. The following is a partial list of the public and private agencies with whom we coordinate services on behalf of low-income people.

Emergency Food and Shelter: Salvation Army, Office of Social Ministry, East Hawaii Coalition for the Homeless, Food Basket, Department of Human Services, Hawaii Electric Light Company, GASCO, K. Taniguchi Markets, Coordinated Services for the Elderly, Hawaii Island United Way, County Nutrition Program, Hope Services Catholic Charities, Hawaii Island YWCA, Office of Hawaiian Affairs, Alu Like, Hawaii Island Day Care and various area churches.

Housing the Low Income: Housing and Community Development Corporation of Hawaii, Hawaii Housing Administration, County Office of Housing and Economic Development, Farmers Home Administration, Department of Hawaiian Homelands, Office of Hawaiian Affairs, Elderly Affairs Division, Coordinated Services for the Elderly, Kalapana Association, Habitat for Humanity, Office of Social Ministry, Care-A- Van, Big Island Housing Foundation, various area churches.

Health: Department of Health, Public Health Nursing, Adult Mental Health, Bay Clinic, Hui Malama Na 'Oiwī, Big Island Aids Project Department of Vocational Rehabilitation, Office of Aging, Veterans Administration and urgent care offices.

Services for Children: Queen Liliuokalani Children's Center, Alu Like, Family Support Services, Department of Health, YMCA, YWCA, Boys and Girls Club, Department of Human Services, Salvation Army Interim Home, Hale Kipa, Probation Department, County Prosecutor's Office, Parents Inc., PATCH, Child and Family Services, Catholic Charities, Baby Safe, WIC, and the Neighborhood Place of Puna.

Services for the Abused: Turning Point for Families, Alternatives to Violence, Adult Protective Services, Big Island Substance Abuse Council, Prosecutor's Office, Office of Human Services, Family Court, Hawaii Island YWCA, Child and Family Services, Voluntary Case Management, County office of Immigration, Neighborhood Place of Puna, Child Welfare Office, Parent's Inc, Children's Justice Center, Hale Ho'ola, Lokahi Inc., and the Office of Aging.

Transportation: Department of Human Services, Coordinated Services for the Elderly, County Mass Transit, Big Island Center for Independent Living, Aloha Independent living Office of Aging, Hilo Adult

Day Care, Vocational Rehabilitation Division, Brantley Center, St. Francis Dialysis Center, Goodwill Industries, Department of Health, and the Adult Mental Health Division.

Education and Training: Workforce Development Division, Alu Like, ILWU, University Extension Services, Department of Education Hawaii School for Adults, Hawaii Community College, University of Hawaii at Hilo, Department of Vocational Rehabilitation, Department of Human Services, Paxen Group, and Goodwill Industries.

Pre-Employment and Employment: Workforce Division, Alu Like, Department of Human Services, Child Support Enforcement Agency, Catholic Charities, Goodwill Industries, Big Island Substance Abuse Council, and the Paxen Group.

Other: Hawaii County Council, Office of the Mayor, Hawaii County Parks and Recreation, Hawaii Chamber of Commerce, Workforce Investment Board, and Legal Aid.

Collaborative relationships have been established with the aforementioned agencies and offices to provide for the needs most common to the low-income population. In situations where referrals occur, HCEOC procedures are as follows:

1. Inform service delivery resource agency by direct personal contact or by telephone;
2. Submit intake collection forms; and
3. Follow-up referrals with service delivery resource agency by direct personal contact or telephone.

HCEOC's District Council Board, situated in each district is cognizant of all agency programs and services. These Boards act as advisors for district programs and review program statistics and data at their regular monthly meetings. They also act as liaisons with community groups, senior centers, and others interested and involved in low-income programs.

HCEOC will continue to coordinate with other public and private resource agencies and governmental offices in order to satisfy identified gaps in services and to assure continuation of an efficient service delivery system that addresses the needs of a maximum number of disadvantaged persons.

E. DESCRIPTION OF INNOVATIVE COMMUNITY AND NEIGHBORHOOD BASED INITIATIVES RELATED TO THE PURPOSES OF THE CSBG ACT

HCEOC is a participating member of various task forces to develop plans and implement interventions to alleviate problems of the distressed communities of Hawaii for the past 50 years. Comprehensive plans have been developed with community input and are presently being implemented. HCEOC's specific involvement in the implementation of the plan includes the creation of jobs. In collaboration with the County of Hawaii Research and Development and the State Department of Economic Development and Global Virtual Studios, HCEOC is helping in the development of a film industry accelerator project in Kona.

HCEOC's innovative solution to the community's concerns on rising fuel costs, proposes alternative energy, which would thereby create a new industry and workforce in the renewable energy field. HCEOC is cultivating biodiesel producing trees in partnership with a mainland corporation called Terviva. The biodiesel products will be sold to Pacific Biodiesel which has a plant near Hilo.

Our youth initiative will be met through:

Language Arts Multi Cultural/STEM Program (LAMP) is a program for under-achieving 3rd and 4th graders. A critical area is the Ka'u district where the program is located in the Naalehu Elementary School. The area has a large Marshallese population which lives in sub-standard housing in extreme poverty conditions. The program has hired a Marshallese-speaking staff member who will assist in communication and cultural barriers . In partnership with a Hilo Hotelier, Doug Arnott, the students have access to transportation and robotic equipment for their learning.