



HELPING HANDS HAWAII
2005 ANNUAL REPORT
JANUARY 1, 2005 - DECEMBER 31, 2005

It is the mission of Helping Hands Hawaii to strengthen our community by enhancing the quality of people's lives through the delivery of goods and services to those in need.

Helping Hands Hawaii, a non-profit human services agency established in 1974, provides behavioral health and general human services to individuals and families in need.

The agency connects individuals, families and organizations with available resources, both human and material. Our Behavioral Health Division provides adults with serious mental illness, with case management and therapeutic services to improve their lives in the community. Our Human Services Division operates myriad critical programs such as Ready to Learn, Bilingual Access Line, Community Clearinghouse, and Retired and Senior Volunteer Program.

ADMINISTRATIVE PERFORMANCE

Board of Directors

The Board of Directors is composed of members of the community committed to the Agency's operation and its future. They ensure that their actions help to promote the interest of the community and persons served in a positive manner conducive with the Agency's Mission Statement.

Governance Indicators include:

- ? Number of Board Members: 13
- ? Number of Board Meetings: 4
- ? Member Participation Rate: 62%

Members of the Workforce

The Agency utilizes paid and volunteer members who demonstrate commitment to the overall mission and dedication to the persons served. Agency staff provides services that vary from program to program, such as case management, bilingual translation, and clinical services. The volunteer staff provides tutoring in the schools and administrative services as core support to the Human Services Division.

Human Resources Indicators include:

- ? Total number of volunteers: 762
- ? Turnover of F/T staff: 12%
- ? Training hours: 255

BEHAVIORAL HEALTH PROGRAMS

With a 32-year history of crisis prevention services, our Behavioral Health Division provides case management and money management services to adult consumers in need. The ACT and ICM programs maintain accreditation through CARF (Commission on Accreditation of Rehabilitation Facilities), a nationally recognized accrediting body.

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ASSERTIVE COMMUNITY TREATMENT (ACT)

ACT is an intensive, all-inclusive, community-based case management approach to mental health service delivery. Our team consists of professionals who provide mobile outreach clinical services to seriously mentally ill individuals at risk of entering the state hospital system, the emergency room, or the prison system. Our job is to stabilize these consumers and eventually re-integrate them into society.

ACT services include the following: assessment, treatment planning, medication monitoring, crisis assistance and referral, substance abuse intervention, counseling, and rehabilitation and skill building training including life skills, family and social skills, and vocational skills.

During the period of January 2005 through December 2005 the ACT program on Hilo serviced a monthly average of 46 consumers, while the Oahu office assisted an average of 94 consumers per month. Outcomes include:

- ? Percentage of persons who have immediate access to services upon referral:
 - o Hilo: 100%
 - o Oahu: 100%
- ? Percentage of persons not needing immediate psychiatric hospitalization:
 - o Hilo: 100%
 - o Oahu: 98%
- ? Percentage of persons expressing ongoing satisfaction with services:
 - o Hilo: 86%
 - o Oahu: 82%

INTENSIVE CASE MANAGEMENT (ICM)

The ICM program provides intensive community rehabilitation services for adults at risk of hospitalization or high-acuity substance abuse. ICM interventions help clients to gain access to necessary services, reducing psychiatric and addiction symptoms, and developing community living skills.

Services provided by the team include the following: assistance and support for individuals in crisis situations; service coordination; consultation, education and support for individuals, families, and their support systems; individual restorative interventions for the development of interpersonal, community coping and independent living skills; development of symptom monitoring and management skills, medication prescription and administration, medication monitoring, the teaching of self-medication; representative payee and money management; and treatment for substance abuse or other co-occurring disorders.

The goal of the ICM team is to stabilize and reintegrate the consumer in the community and to prevent unnecessary mental health hospitalization. During the period of January 2005 through December 2005, the team serviced an average of 120 consumers per month. Outcomes include:

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- ? Percentage of persons who have immediate access to services upon referral: 100%
- ? Percentage of persons not needing immediate psychiatric hospitalization: 99.99%
- ? Percentage of persons expressing ongoing satisfaction with services: 92%

REPRESENTATIVE PAYEE SERVICES

The Representative Payee Services program provides money management and financial education to registered mental health consumers. Services include the following: money management, payment of utilities and rent, and education to the consumer on budgeting and money management.

During the period of January 2005 through December 2005 the program managed a monthly average of 234 consumers. Outcomes include:

- ? Percentage of persons who have immediate access to services upon referral: 100%
- ? Percentage of persons not needing supplemental funding: 99%
- ? Percentage of persons expressing ongoing satisfaction with services: 99%

HUMAN SERVICES

COMMUNITY CLEARINGHOUSE (CCH)

CCH connects individuals and families in need of the basic living necessities with donated goods free of cost. The program facilitates numerous other projects include the Adopt-A-Family project (a partnership with KITV 4 and The Honolulu Advertiser, The Honolulu Advertiser's Advertiser Christmas Fund and the Honolulu Star-Bulletin's Good Neighbor Fund). In 2005 CCH distributed material goods to 11,035 individuals and families, emergency assistance to 5,061 persons in need of assistance, and material assistance to 426 families through the Adopt-A-Family program.

BILINGUAL ACCESS LINE (BAL)

BAL is the largest language translation service in Hawaii. It provides translation services in 17 primary languages, 24 hours a day, 7 days a week, and an additional 90 secondary languages on a prearranged basis. BAL provides a communication bridge between agencies seeking to provide legal, health, education, and human services to limited English proficient individuals. In 2005, BAL serviced 19,981 consumers--18,394 Asians, 593 Hispanics, 821 Filipinos, 79 Pacific Islanders, and 94 other languages.

- ? Percentage of vendors expressing ongoing satisfaction with services: 91%
- ? Percentage of clients expressing ongoing satisfaction with services: 95%
- ? Percentage of agencies expressing ongoing satisfaction with services: 92%

READY TO LEARN (R2L)

R2L is a community service project co-chaired by Senator Daniel K. and Mrs. Inouye. Recognizing that many students entering public and private schools lack the basics to be

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successful in school, such as paper, pencils, calculators, and rulers, R2L directly addressed this problem by distributing 19,999 school supply packets to families in need.

RETIRED AND SENIOR VOLUNTEER PROGRAM (RSVP)

The RSVP program recruits and places volunteers, 55 years and better, to more than 90 non-profit local organization. RSVP volunteers vary greatly in age, background status, ability, interests, ethnicity, professional, and educational level. In 2005, RSVP recruited 135 new volunteers. At the close of 2005, RSVP had over 764 active volunteers serving 114,991 hours to over 90 non-profit public agencies, schools, and organizations.

- ? Percentage of volunteers expressing ongoing satisfaction with services: 93%
- ? Percentage of teachers in schools expressing ongoing satisfaction with services: 99%
- ? Percentage of partners expressing ongoing satisfaction with services: 99%

ACCOLADES

AMERICAN PSYCHOLOGICAL ASSOCIATION

2005 STATE-LEVEL PSYCHOLOGICALLY HEALTHY WORKPLACE AWARD

In 2005, HHH was honored with the PHWA for demonstrating a commitment to programs and policies that foster employee health and well-being while enhancing organizational performance. Selection of the recipient was based on the following criteria: (1) employee involvement, (2) work-life balance, (3) employee growth and development, (4) health and safety and (5) employee recognition.

GRANTS AWARDED

HHH has received the following grants:

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| o A&B Foundation | \$ 7,500 |
| o Aloha United Way | 115,748 |
| o Atherton Automation Grant Program | 2,000 |
| o City & County of Honolulu CDBG | 75,000 |
| o First Hawaiian Foundation | 5,000 |
| o G.N. Wilcox Trust | 15,000 |
| o Harold K.L. Castle Foundation | 210,000 |
| o Kitaro Watanabe Fund of the Hawaii Community Foundation | 500 |
| o Hawaiian Tug & Barge/Young Bros., Ltd | 1,000 |
| o McInerny Foundation | 20,000 |
| o Wal-Mart | 2,500 |

Performance Ratios:

- o Current Ration (Solvency) (CA/CL): 1.56
- o Days net assets: 94 Days

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EXTERNAL EVALUATIONS

As stipulated by funders, contracting agencies, federal, state, and local laws, HHH is required to participate in external evaluations provided by independent organizations to ensure compliance with contract requirements and government regulations. In 2005, the following evaluations were conducted:

- ? Honolulu Fire Department safety inspection: February
- ? Aloha United Way site survey: March/May (2 visits)
- ? Akamine, Oyadomari, Kosaki CPA financial audit: March/April
- ? CARF Behavioral Health survey: July/August
- ? AIG Hawaii Workers Comp insurance evaluation: September
- ? State of Hawaii, Dept. of Health Fiscal Monitoring: October

EXTERNAL SURVEYS

- ? Dept. of Community Services/City & County of Honolulu-Homeless Services on Oahu
- ? Hawaii Community Foundation Organizational Profile
- ? State of Hawaii-DOH-Alcohol & Drug Abuse Division; Purchase of Services (POS/PSS), August 2005
- ? Bank of Hawaii Semi-Annual Survey of Business Confidence, August 2005
- ? Pacific Business News "Nonprofit Service Providers Survey" 2005
- ? State of Hawaii Procurement Office Evaluation of Expo on Health & Human Services
- ? AMHD Provider Survey 2005
- ? 2005 Inventory of Mental Health Organizations Survey
- ? AUW Electronic Survey
- ? Nonprofit Recap Form – Victoria Ward Centers Real Simple's Festival of Giving
- ? PBN Nonprofit Service Providers Survey
- ? Info Technology Adoption in HI by UH
- ? BOH Semi-Annual Survey of Business Confidence
- ? Questionnaire on Oahu Homelessness with Focus on Point-in-time Count & Related Study Objectives
- ? Accountability Assessment
- ? Charity Review Questionnaire for Hawaii Nonprofit Organizations-Better Business Bureau
- ? City & County of Honolulu Annual Recyclable Materials Recovery Survey
- ? U.S. Census Bureau Service Annual Survey
- ? Hawaii Community Foundation – 2005 Nonprofit Survey