Message from CEO and Board Chair

In 2015, Helping Hands Hawai‘i experienced a time of transition that was both exciting and challenging for our staff. Personal health and family changes led to vacancies in a number of key leadership roles, including our Chief Financial Officer, Director of Behavioral Health and Emergency Assistance Program Manager. We were fortunate to fill those positions with not only qualified candidates, but right-fit candidates who work well within the healthy organizational culture that we have worked hard to build in the last few years. In 2016, with these key positions filled and transitioned, our leadership goal is to have all of our leaders operate within a healthy organizational framework.

As part of this year of transition, the new executive team and board of directors embarked on a two-day strategic planning session that resulted in a three-year plan for the agency. Everyone left the experience with more focus, measurable goals and new ideas for how we can better serve our consumers.

Some of the focal points in the plan include: (1) A Facilities Improvement Plan (we own our building at 2100 N. Nimitz Highway); (2) A comprehensive communications plan that incorporates Public Relations, Marketing, Brand Awareness and Social Media to increase public support and unrestricted donations; (3) An in-depth look at core programs to increase efficiency and impact on communities in the areas of language access and behavioral health on Hawai‘i Island; (4) Developing a stronger, more stabilized leadership structure that includes succession planning to ensure future program and agency sustainability; (5) Introducing Board Development to build a stronger Board that better supports the organization and our mission; and (6) Creating a stronger fiscal and fund development plan that leads to an increase in unrestricted giving and rebuilding of emergency reserves.

In October, our O‘ahu community-based case management team moved into our offices on Nimitz Highway from their rented location on King Street. By consolidating our Behavioral Health and Human Services teams, we were able to increase program effectiveness and interaction between divisions of the agency. We also reduced operating expenses by eliminating the cost of leasing property.

At the same time, we retired our Day Treatment, Intensive Outpatient, Aftercare and Psycho-social Rehabilitation programs. It was a difficult decision for us, but the decreasing class enrollment indicated other providers were able to adequately serve this population. Instead, we focused on higher priority needs where our efforts have a greater impact and are more financially stable.

This hard decision reflects the philosophy of our organization to operate with genuine intention for the service of our consumers instead of seeking public notoriety or industry control. Instead, we always ask ourselves (1) Is there a community need – are there sufficient supports in place to serve those who require assistance? (2) Do we have the capacity or can we gain the capacity to meet that need and do it well, and (3) Is it sustainable?

We are excited about 2016 and the years ahead, because we have begun to achieve what we believe will help us to obtain and maintain health as an organization: stability in funding; succession planning within each department so that programs are healthy and do not rely on one person; healthy organizational culture; and a consistent focus on our mission and primary goal, which is to help vulnerable populations overcome life’s challenges, establish their independence and ultimately help others so that they may find the same success in life.

Mahalo,

JAN HARADA
President & CEO

RICHARD L. HUMPHREYS, JR.
Chairman
Who We Are

Helping Hands Hawai‘i (HHH) is a private 501(c)(3) not-for-profit social services organization incorporated in 1974. HHH focuses on three primary areas: Behavioral Health Services, Human Services and Language Services. Each year the agency assists approximately 40,000 individuals throughout Hawai‘i.
MISSION & CORE VALUES

OUR MISSION
The mission of Helping Hands Hawai’i is to develop community self-sufficiency and resilience by providing guidance, household goods and opportunities for empowerment and connection.

OUR VISION
Helping Hands Hawai’i helps people to help themselves by doing the right things for the right reasons.

CORE VALUES
• Collaboration
• Compassion
• Empowerment
• Fairness
• Integrity
• Making a Difference
Behavioral Health Services

Providing case management and representative payee services to low-income or homeless adults with severe and persistent mental illness and/or co-occurring substance use disorders.

Human Services

Providing family and housing stabilization supports through emergency financial assistance, food security and basic necessities to low-income, homeless or otherwise at-risk households.

Language Services

Providing written translation or spoken interpretation services in 20 primary languages on a 24/7 basis in social, educational, criminal/legal, medical and many other settings.
Board of Directors

**Chairman**
Richard L. Humphreys, Jr.
Monarch Insurance Services, Inc.

**Director**
Nelson Chun
Alexander & Baldwin, Inc.

**Vice Chairperson**
Faye Kurren
Community Member

**Director**
Amy Hennessey
The Ulupono Initiative

**Secretary**
Gary Slovin
Ashford & Wriston, LLC

**Director**
Albert J. Pattison
Hawaiiana Group, Inc.

**Treasurer**
Reid Gushiken, C.P.A.
‘Iolani School

**Director**
Joseph Sam
HMSA

**Director**
Robert (Robbie) A. Alm
Collaborative Leaders Network

**Director**
Beth Whitehead
American Savings Bank

**Director**
Kimberley Yoshimoto
Imanaka Asato LLLC
Leadership Team

President & Chief Executive Officer
Jan Harada

Vice President of Human Resources
Susan Furuta

Chief Financial Officer
Gerald Hew

Director of Behavioral Health
Heather Pierucki

Team Leader (Behavioral Health, Hilo)
Jesslie Hook

Team Leader (Behavioral Health, O‘ahu)
Samantha Peel

Team Leader (Hawaii‘i Pathways Project)
Margaret “Meg” Gavigan

Program Manager (Representative Payee Services)
Lori Hamada

Program Manager (Language Services, Bilingual Access Line)
Jessica Daniels

Program Manager (Human Services, SNAP Outreach & Volunteer Services)
James Li

Program Manager (Human Services, Emergency Assistance Program)
Kristine Garabiles

Supervisor (Human Services, Community Clearinghouse)
Maria Vuong

Communications & Development Specialist
Dorian Nakamichi
Contact Us

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Facebook: https://www.facebook.com/helpinghandshawaii
Twitter: @HelpingHandsHi
LinkedIn: https://www.linkedin.com/company/helping-hands-hawaii/
Program Highlights

In 2015, Helping Hands Hawai‘i served 41,126 individuals.*

*This includes 17,764 requests to our Bilingual Access Line by consumers who may have been served more than once (appointments with different doctors or monthly appointments with the same doctor). Each request is for a single appointment and considered to be one individual served.
Community Clearinghouse (CCH)

Low-income households often lack basic living items, such as food, clothing, bedding, furniture or kitchenware due to job loss, illness or other reasons beyond their control. The CCH program provides access to these basic necessities to help clients improve their living situations and reduce their expenses. All items in the CCH are available for free to clients. In addition, for homeless clients or victims of domestic violence who do not have any possessions, the CCH can help them replace many items that were stolen or left behind.

In 2015, the CCH received 2,538 applications directly or through one of more than 100 community partners that referred consumers for service. It assisted 9,029 low-income or homeless individuals, including more than 1,900 children under 18 years old. The CCH also assisted 31 homeless Housing First consumers by providing them with furnishings for their new homes.

CCH services complement existing services offered by partner agencies by providing short-term financial and material assistance that can be integrated into a client’s long-term case management plan. Few agencies are able to provide the same type and scope of services as the CCH, and these partnerships with other nonprofit organizations increase the program’s reach and allow it to assist more individuals and families in need.

Ready to Learn (RTL)

The Ready to Learn program gave away 7,026 school supply kits to support low-income and homeless students whose families could not afford supplies for their children. There was an increase in business and community partnerships through organized school supply drives, on-site volunteers and corporate sponsorships and advertising. Community partners collected $10,780 in monetary donations and enough school supplies to create 3,360 school supply kits.

The RTL program helps students achieve their potentials by putting them on equal footing as their peers who do not come from financially struggling households. RTL tries to reduce the differences between students who are fortunate enough to go to school with new backpacks, binders and other supplies and those who are not. Visible indicators of poverty can affect students’ intellectual and emotional growth and be detrimental to their overall development. It can be a cause for teasing or bullying and lead to behavioral issues that reduce a child’s chances for success.
Adopt A Family (AAF)

The community adopted 577 low-income and homeless families (2,333 individuals, including children) through the AAF program by fulfilling wish lists or purchasing items from wish trees located from Ko Olina to Hawai‘i Kai. More than 80 businesses and hundreds of individual donors took part in the program, which brightened the holiday season for struggling families.

AAF supports and strengthens families living in poverty during a time when their lack of financial stability is felt more deeply. During the holidays, economic differences are magnified for both parents and children. Parents are faced with more expenses and the desire to provide their children with a joyous holiday experience. Children, who come from low-income or homeless families, are keenly aware of the differences between themselves and their classmates. The main goal for AAF, which it has met for six years in a row, is not only to fulfill 100 percent of requests for assistance, but to offer hope for struggling children and families heading into the new year.
SNAP Outreach

Our SNAP Outreach team provides direct and indirect services to the community to promote the benefits of and access to healthy nutrition. The team completed 701 pre-screenings and submitted to the Department of Human Services (DHS) 392 completed applications for SNAP benefits. These applications represent households in which 42 percent included children under 18 years old; 22 percent included an elderly member; and 18 percent included a member with a disability. SNAP Outreach attended 292 events at food pantries, transitional shelters, churches and social service fairs in the community to educate the public and to increase accessibility to those who may have limited mobility. The total community economic benefit generated through these benefits was $2,572,982.40.

Access to SNAP benefits are extremely important for populations who live on a limited income, like the elderly, disabled and children. These benefits allow them to buy food that can strengthen and improve their health. This is not only essential for the development of young children but also for folks with medical conditions and other ailments that inhibit their health and well-being. SNAP benefits also enable these households to focus their fixed incomes on larger expenses, such as rent, utilities and medical care without having to sacrifice basic necessities and go hungry.
Homelessness Prevention and Re-Housing

Our Emergency Assistance and Pūnāwai programs provided homeless prevention and re-housing support to 279 households (968 individuals) and distributed approximately $380,000 to help families pay for past-due rent, past-due utilities and deposits. It received 10,430 phone inquiries, or approximately 40-50 calls a day, from individuals seeking assistance and conducted 41 financial literacy workshops in group and individual settings.

Some of the more common emergencies that caused clients to seek help were serious medical conditions, death of a primary income earner, sudden job loss and homelessness. Efforts to help families remain in their current housing and stabilize their financial situations are important because it is significantly more difficult and costly to re-house families once they become homeless. These homelessness prevention and re-housing supports provide an opportunity to stop a one-time emergency situation from becoming a constant state of crisis for many families.

For all of these households, but particularly those with children, the assistance they received through the program made a significant impact on their lives. They were able to avoid being displaced, losing their homes and living on the streets. EAP helps struggling families secure or obtain a safe place to live where they can re-establish some safety and security for their loved ones and rebuild their lives by looking toward the future.
Community-based Case Management and Care Coordination

Our O‘ahu and Hilo case management teams served 423 adult consumers living with severe and persistent mental illness, or co-occurring diagnoses of mental illness and substance use disorders, and helped them lead more self-sufficient and stable lives.

More than 84 percent of all clients attended their psychiatric appointments, which enabled our clinical staff to provide therapy, prescribe or administer medication and offer one-on-one assistance. Consumer satisfaction surveys indicated that more than 84 percent of O‘ahu and 96 percent of Hilo clients were satisfied with their case management services. This feedback indicates that our Behavioral Health staff provide clients with the types of services and care they need and demonstrates a strong partnership between clients and their case managers as they work toward mental health and/or substance use recovery.

Representative Payee Services

Our Representative Payee Services managed 783 client trust accounts for consumers with severe and persistent mental illness who are unable to manage their money alone, and many consumers do not have family who is willing or able of administer these services. Without assistance, clients will often spend their limited income as soon as they receive it, leaving monthly bills and other expenses unpaid. Together with case managers, clients and rep payees plan budgets and make sure that all living essentials were addressed. Of the 783 consumers, 65 percent received SSI benefits, 61 percent received SSDI benefits and 27 percent received both SSI and SSDI benefits.

Despite the severity of the mental illness with which many of our clients live, five percent of the consumers participating through the Adult Mental Health Division achieved self-sufficiency and graduated from the program last year. This is a significant achievement for this population of consumers, because many live with mental illnesses that decrease the likelihood of independent living.
Hawai‘i Pathways Project (HIPP)

In 2015, the Hawai‘i Pathways Project, which addresses the needs of the chronically homeless who struggle with addiction or co-occurring addiction and mental illness, successfully housed 41 individuals in permanent supportive housing and enrolled 95 individuals into the program. As of Dec. 2015, the program had a 98% housing retention rate.

As an evidence-based Housing First pilot program run in collaboration with Catholic Charities Hawai‘i, HIPP serves populations that have often spent the longest time unsheltered and on the streets, and the duo-agency team has demonstrated positive results through its strategy of providing homeless individuals with immediate housing and a team of specialists who can offer 24/7 support. The HIPP team surrounds clients with access to therapy, medication, addiction management, life skills, housing search and placement, vocational services and peer support. The unwavering focus on clients’ needs strengthens this partnership between consumers and the HIPP team.

Official data as of Sept. 2015 stated that 76% of consumers reported no visits to the emergency room, compared to 61% prior to enrollment in the program, and 53% of consumers reported a reduction in interaction with law enforcement and arrests. Additionally, 42% of consumers reported a reduction in drug or alcohol use (without requiring treatment for eligibility to the program), and 84% of consumers reported an increase in their outside or social support system.

Through the pilot program and our relationship with the State Housing First program, we found that after obtaining stable housing, the estimated health care cost for our consumers dropped from $10,570 to $5,980 per client per month (a 43% decrease in costs) as of Sept. 2015.

These results represent significant savings of City, State and Federal resources, a reduction in use of hospital services that are dedicated to treating homeless patients and demonstrates that housing individuals costs less than if they remained homeless. The lowering of barriers to housing and encouraging utilization of supportive services has changed people’s lives.
Bilingual Access Line (BAL)

The Bilingual Access Line, Hawai‘i’s largest spoken interpretation and written translation service, completed more than 17,500 interpreter appointments. Most of the appointments were for healthcare/medical situations but also included legal, educational and government/public service situations. The most requested languages were Korean, Cantonese, Vietnamese, Mandarin and Japanese, but BAL provides language services in 20 primary languages and referrals to 90 secondary languages. More than 87 percent of the requests were for in-person services.

Hawai‘i’s diverse population includes many communities in which English is not the first language, and this makes accessing valuable community supports and resources difficult for them. BAL empowers immigrants or families with Limited English Proficiency (LEP) by giving them a voice and reducing barriers created by language. With increased and improved understanding of the available resources in the community (healthcare, education, social services, employment, housing, etc.), LEP households can more easily take advantage of services that will improve their lives.
Financial Statements

(Based on Audited Financial Reports for 2014)
Summary of Expenses by Program

2014 Total Expenditures

$4,869,986

37.0% Behavioral Health

1.3% Hawai‘i Health Connector Assistance Program

3.0% Supplemental Nutrition Assistance Program

3.7% Management Expenses

5.3% Good Neighbor Fund & Ready to Learn Programs

7.3% Community Clearinghouse Programs

7.5% Representative Payee Program

12.9% Bilingual Access Line

22.0% Emergency Assistance Programs

3.0% Hawaiʻi Healthy Connector Assistance Program

3.7% Management Expenses

5.3% Good Neighbor Fund & Ready to Learn Programs

7.3% Community Clearinghouse Programs

7.5% Representative Payee Program

12.9% Bilingual Access Line

22.0% Emergency Assistance Programs

$4,869,986

2014 Total Expenditures

Summary of Expenses by Program

FINANCIAL STATEMENTS

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Personnel expenses (i.e. salaries, medical, insurance and temporary staff) are the largest percent of all program costs (58.5%). HHH believes in developing a strong employee base to support its work and understands that programs and the agency cannot operate without good staff. HHH is a member of the Hawai‘i Employers Council, and our staff are compensated competitively to similar-sized nonprofit organizations, offered a robust benefits package, invited to participate in ongoing training and development and encouraged to grow within the company.

Also included within the program expenses of our Behavioral Health and Emergency Assistance Program (EAP) are contracted services with partner agencies and psychiatric professionals (9.2%), and emergency financial assistance provided by the EAP to eligible clients (16.8%).

The remaining percentages within each program’s expenses include general operating expenses (9.0% for travel, postage, printing, office supplies, software maintenance, vehicle maintenance and vendor fees) and facilities and utilities expenses (6.5% for PV lease, office space rental, utilities and property maintenance). These costs are allocated based on program size (revenue, space, phone systems, staffing, budget complexity, etc.) and actual usage.

HHH owns our office building on Nimitz Hwy. and does not pay rent to operate from this location. However, as a property owner, we must continually upkeep the building, which includes repair and maintenance fees. Additionally, in December 2013 the agency installed a PV system on its roof to reduce our carbon footprint and invest in energy savings. When the PV system lease expires in 2020, HHH will have the opportunity to purchase the system for the higher of either fair market value or 20% of the original cost. Based on current prices, this will reduce the cost for energy usage in the future by an estimated $85,000 per year.
Revenue Summary

The largest portion of our revenue is from government contracts that directly support a number of programs. Funding is primarily received via cost-reimbursement through which HHH is paid after providing services.

Our Bilingual Access Line (BAL) generates income through Fee For Service. BAL bills vendors, such as insurance companies, government entities and healthcare facilities, that require interpretation or translation assistance to provide services to their clients. Consumers seeking BAL services are never charged for this assistance by HHH. HHH also generates Fee For Service income through case management services for Medicaid and QUEST consumers through the Ohana CCS program.

Miscellaneous revenue includes rental fees collected from a tenant who is leasing office space at our Nimitz Hwy. location.
Get Involved
How You Can Help

MAKE A GIFT

Online: Click the DONATE NOW button at www.helpinghandshawaii.org to make a one-time gift or set up a monthly contribution.

Mail: Make a check payable to “Helping Hands Hawai‘i,” and mail it to 2100 N. Nimitz Hwy. Honolulu, HI 96819
VOLUNTEER

Use your skills and experience to help us make a difference in the community. Help us by sorting donations, providing administrative support, maintaining our facilities and spreading the word about our programs and services. Interns and practicum students can gain hands-on experience in the behavioral health and human services fields. Contact our Volunteer Coordinator at (808) 440-3812.

DONATE

The Community Clearinghouse accepts gently-used furniture, beds, household items, clothing, toiletries and more. Contact (808) 440-3800 to schedule a pick up.