2021 ANNUAL REPORT

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HelpingHandsHawaii.org
Aloha Friends,

We are extremely grateful for your support of Helping Hands Hawai‘i and we want to share with you the amazing impact you’ve had on the communities of people we serve.

In 2021, nearly 10,500 individuals benefited from the programs and services in which you invested your time, talent and treasure. Despite ongoing challenges, we believe people are resilient. We strive to meet them where they are to help them transition toward better times in their lives. We’re focused on each person’s unique needs and support their efforts to become self-sufficient, because we believe one changed life can transform generations.

Mahalo for your unwavering commitment to helping people improve their lives one day at a time.

Mahalo nui loa,
Board of Directors

Amy Hennessey, Chair
Taylor Kiriha, Vice Chair
Patsy Nanbu, Secretary
Joseph Sam, Treasurer
Daniel Hughes
Paul Iijima
Summer Kaiawe
Travis Kikuchi
James P. Miller
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Susan Furuta, President & CEO
Sandy Lau, Accounting
Jessica Daniels, Bilingual Access Line
Kristine Garabiles, Community Clearinghouse
Lori Hamada, Representative Payee Services
Cheyona Lopez, SNAP Outreach Program
Dorian Nakamichi, Communications & Development
Helping Hands Hawai‘i, incorporated in 1974, helps people working to overcome poverty, homelessness, food insecurity, household instability and other challenges. We have been serving the community since 1941, when we operated as the Volunteer Placement Bureau, coordinating volunteer efforts after Pearl Harbor was attacked. Helping Hands Hawai‘i continues to be part of Hawai‘i VOAD, or Voluntary Organizations Active in Disasters.

Today, Helping Hands Hawai‘i offers programs that represent a continuum of care for Hawai‘i’s vulnerable populations. Separately, these programs represent distinct areas of need; together, they work in concert to help Hawai‘i’s residents realize their fullest potential.
Vision
Helping Hands Hawai‘i envisions a thriving, resilient and self-sufficient community connected for generations through acts of aloha.

Mission
Helping Hands Hawai‘i provides critical social services to improve people’s quality of life and empower them on their path to a better tomorrow.

Values
Helping Others: We work with people to meet their self-identified needs, always looking for the best solution.

Collaboration: We foster partnerships with local social service providers, businesses and the general public to secure needed resources to support our clients and meet their needs.

Respect: We practice the art of listening well to others, embracing the diversity among people and ensuring success for all by sharing critical, timely and useful information, resources and support so we can all achieve the best possible outcomes.
Community Impact

1,508 adults and children received necessary living essentials such as like household goods and clothing.

26,495 household items were provided free of charge to vulnerable families.

98% of clients reported that the material assistance helped to stabilize their households.

Community Clearinghouse℠
Emergency Assistance Program

Quote from a program participant:

"Before this pandemic I never thought I would ever be in a predicament where I couldn't pay my bills. But when this pandemic hit everything changed. Helping Hands was the only emergency assistance that got back to me, cared about my situation and worked with me. They helped me get a start back on my feet."

157 people kept a roof over their heads and their utilities connected with emergency financial assistance.

100% of families who completed post-assistance surveys felt the financial aid reduced their overall financial burden.
1,315 children were more prepared and ready for school because of their new supplies.

90% of families who completed post-assistance surveys said the supplies helped to alleviate some of their financial burdens.

75% of families who completed post-assistance surveys reported being impacted by the pandemic.
single moms received the surprise of a lifetime - a car for more reliable transportation.

341 community supporters helped to create joyous holidays for vulnerable families.

2,075 people - from keiki to kupuna - celebrated the holidays with their loved ones.

Adopt A Family℠

Quote from a program participant:

“Everyone in my family was very touched by the kindness of people. Everyone received several presents including me (who is an adult) which was not expected at all. It definitely brought our spirits up...We all received what we wished for and more and that was very kind and a great surprise. This shows what a great community can do and how much it can change each of our lives.”
Supplemental Nutrition Assistance Program Outreach

764 people received nutritional support to address their food insecurity. This included clarifying eligibility criteria, helping people complete the application forms, submitting applications for clients to the Department of Human Services and reminders about re-certification deadlines.

$812,800 approximate annual economic benefits created when clients, who were approved for SNAP benefits, used them at local farmers markets and grocery stores.

69 events and activities staff attended in the community to help people understand SNAP benefits better and breakdown negative stigmas about utilization.
Bilingual Access Line

3,981 people of all ages were helped by an interpreter to improve their communication at hospitals and doctor’s offices, in court or at school, while seeking social services and in other situations.

250+ available languages when our new online and meeting platform launched in July. Businesses have on-demand access to interpreters, which improved their ability to serve their patients and clients with limited English proficiency.

Top 5 Languages

Korean, Vietnamese,
Mandarin, Cantonese and
Chuukese

Quote from Heather House, Lead Housing Navigator from Ka Hale O Ka Ola Homeless:

“I find the app really useful. It has helped me to service our clients who comes through our door seeking help and shelter and cannot understand what I am saying. I can easily pull up the app and select the language I want and within seconds, I can get an interpreter on the phone to help me ask the needed questions and provide shelter.”
Representative Payee Services

674 adults rested easier knowing their living expenses were being looked after and their bills were being paid on time.

95.7% of clients reside on O‘ahu, and the remainder were from Kaua‘i.

$5.9 Million in client funds were managed by Rep Payees to help individuals responsibly achieve their spending and savings objectives.
Pāʻina on the Course

Our inaugural tournament gathered 135 golf enthusiasts and supporters at the Hawaiʻi Prince Golf Club. After being postponed due to rising COVID cases, attendees were thrilled to hit the links on December 1, 2021. The event successfully raised more than $60,000 to support programs and services for the community.
# Statement of Activities
For the Year Ended 12/31/21 (Audited)

## Changes in Net Assets Without Donor Restrictions:

### REVENUE & SUPPORT
- Government Grants & Contracts: $323,239
- Contributions: $468,494
- Other Revenue & Support: $232,340
- Program Service Fees & Project Income: $630,749
- Net Assets Released from Restrictions: $700,792
- **Total Revenue & Support**: $2,355,614

### PROGRAM & SUPPORTING SERVICES
- Statewide Program Services: $1,472,668
- Management & General: $230,812
- Fundraising: $136,424
- **Total Program & Supporting Services**: $1,839,904

**Changes in Net Assets Without Donor Restrictions**: $515,710

## Changes in Net Assets With Donor Restrictions:

### REVENUE & SUPPORT
- Government Grants & Contracts: $387,584
- Contributions: $293,086
- Net Assets Released from Restrictions: ($700,792)

**Changes in Net Assets With Donor Restrictions**: ($20,122)

**Change in Net Assets**: $495,588

**Net Assets at the Beginning of the Year**: $3,297,424

**Net Assets at the End of the Year**: $3,793,012
Statement of Financial Position

For the Year Ended 12/31/21 (Audited)

### Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash, Cash Equivalents &amp; Restricted Cash</td>
<td>$11,20,614</td>
</tr>
<tr>
<td>- Unrestricted</td>
<td>$3,87,641</td>
</tr>
<tr>
<td>- Restricted for Programs</td>
<td>$5,927,777</td>
</tr>
<tr>
<td>TOTAL</td>
<td>$7,436,032</td>
</tr>
<tr>
<td>Government Grants &amp; Other Receivables</td>
<td>$190,869</td>
</tr>
<tr>
<td>Prepaid Expenses &amp; Other</td>
<td>$53,588</td>
</tr>
<tr>
<td>Property &amp; Equipment, Net</td>
<td>$3,220,651</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td><strong>$10,901,140</strong></td>
</tr>
</tbody>
</table>

### Liabilities

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>$2,52,752</td>
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<tr>
<td>Accrued Payroll and Payroll Taxes</td>
<td>$45,126</td>
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<tr>
<td>Deferred Revenue</td>
<td>$93,841</td>
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<tr>
<td>Accrued Liabilities and Other</td>
<td>$129,944</td>
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<tr>
<td>Pension Plan Payable</td>
<td>$5,275</td>
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<td>Line of Credit</td>
<td>$325,000</td>
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<tr>
<td>Capital Lease Obligation</td>
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<tr>
<td>Note Payable</td>
<td>$150,000</td>
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<tr>
<td>Client Trust Obligations</td>
<td>$5,927,777</td>
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<tr>
<td>Gift Annuity Obligation</td>
<td>$20,797</td>
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<tr>
<td>Deposit</td>
<td>$9,664</td>
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<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td><strong>$7,108,128</strong></td>
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</tbody>
</table>

### Net Assets

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>With Donor Restrictions</td>
<td>$3,142,303</td>
</tr>
<tr>
<td>Without Donor Restrictions</td>
<td>$650,709</td>
</tr>
<tr>
<td><strong>TOTAL NET ASSETS</strong></td>
<td><strong>$3,793,012</strong></td>
</tr>
</tbody>
</table>

**TOTAL LIABILITIES AND NET ASSETS**

**$10,901,140**
Ways to

When you give to Helping Hands Hawai‘i, you’re helping people to improve their quality of life one day at a time. Here are a few ways you can make a difference:

- **Monetary Gifts**: Cash, check and money order donations
- **Online Gifts**: Visit helpinghandshawaii.org/donate and give today.
- **Monthly Gifts**: Recurring donations online or by mail ensure the causes you care about continue.
- **Employee Matching Gifts**: Ask your employer about a matching-gift program that can double your donation and impact.
- **Volunteering**: Share your time and talent with us. Sign up at helpinghandshawaii.org/volunteer.