

Shall the Authority Authorize the Executive Director to Enter into a Memorandum of Understanding with the Department of Human Services to Continue a Jobs Training Program in the Kakaako Community Development District for an Amount Not to Exceed \$354,000.00 from the Hawaii Community Development Revolving Fund, Leasing and Management Subaccount, for a Twelve-Month Period Effective July 1, 2015 to June 30, 2016?

Staff Report

May 6, 2015

Background: In June 2009, the Hawaii Community Development Authority (“HCDA”) entered into a Memorandum of Understanding (MOU) with the Hawaii Public Housing Authority (“HPHA”) to provide additional homeless outreach services and beautification projects within the Kakaako Community Development District (“KCDD”). Pursuant to this MOU, the HCDA transferred \$55,000.00 to the HPHA who then through its contract with Hawaii Helping the Hungry Have Hope (“H-5”) provided the outreach and beautification efforts.

On December 10, 2010, the HCDA signed a second MOU with the Department of Human Services (“DHS”) with a scope of services that included landscaping, homeless outreach, beautification services, a Security Deposit Matching Program, janitorial and trash collection services. This MOU expired on June 30, 2012. Since June 2012, the HCDA has executed a MOU each year; therefore the current MOU is set to expire on June 30, 2015. The HCDA would like to continue this successful program. The DHS currently contracts with Waikiki Health to provide homeless outreach, beautification project services and jobs training. The total value of the MOU is for an amount not to exceed \$354,000.00. To date, the HCDA has witnessed a successfully run jobs training program operated by Waikiki Health which include janitorial services in Waterfront Park, Gateway Park and Kewalo Basin Park, and trash collection services Kakaako in Kolowalu Park. Waikiki Health’s report on the Jobs Training Program is attached hereto as Exhibit 1.

The DHS and HCDA are seeking to continue this MOU with respect to providing all the outreach, beautification and Jobs Training Program currently being administered by the DHS through Waikiki Health. A copy of the proposed MOU is attached hereto as Exhibit 2 and a letter from DHS supporting this program is attached hereto as Exhibit 3.

Proposed Course of Action: The Jobs Training Program, outreach services and beautification projects funded by the HCDA have been a success. Staff believes the HCDA’s funding of a jobs training component through the MOU provides a critical element of a long-term solution to ending homelessness in the district. The Jobs Training Program provides the

homeless participants with the necessary skills and work responsibilities that help lead to permanent job opportunities. The Security Deposit Matching Program is an added incentive for the homeless individuals to participate in the Jobs Training Program and get a head start into renting a housing unit and moving out of homelessness.

Recommendation: Staff recommends the Authority authorize the Executive Director to enter into a MOU with the DHS and expend an amount not to exceed \$354,000.00 for a twelve-month period (July 1, 2015 to June 30, 2016) for the Jobs Training Program.

Landscaping:	\$ 10,000.00
Janitorial/Cleaning:	\$160,000.00
Trash Removal:	\$ 83,000.00
Beautification and Outreach:	\$ 70,000.00
Security Deposit Matching:	\$ 10,000.00
Contingency:	\$ <u>21,000.00</u>
TOTAL	<u>\$354,000.00</u>

Attachments: Exhibit 1: Waikiki Health's Report on the Existing Jobs Training Program
Exhibit 2: Draft Memorandum of Understanding between the HCDA and the
DHS
Exhibit 3: DHS Endorsement Letter

Exhibit 1

April 16, 2015

Aloha Anthony, Craig, Lori and Edward,

Waikiki Health would like to thank the Hawaii Community Development Authority and the Homeless Programs Office for their continued support of the Next Step Shelter and the Job Training Program. We continue to yield positive outcomes for our clients and the community. One of the major barriers for a homeless individual to obtain housing is income. The HCDA's Job Training Program targets this issue directly through employment opportunities. Job Training Participants serve as role models for their peers and the program plays a critical role in their reintegration back into society.

The HCDA's Job Training Program operates with an "Employment First" Philosophy. Residents of the Next Step Shelter are first adequately screened for employment potential. After the on-boarding process is completed they are provided with closely monitored training & development coupled with continuous wrap around services while maintaining employment.

The program also indirectly benefits all participants as well as applicants by serving as a platform to address their individual needs (medical, dental, behavioral health, substance abuse) through referrals to appropriate services.

Furthermore; In year 2013, 35% (9 out of 26) of the Job Training Program's Participants succeeded and obtained permanent employment after completing the program. In year 2014 that number increased to 54% (21 out of 36). Also, the total number of participants served in the program increased by 38%.

Lastly, since the program's inception, the largest ethnic group served by the HCDA's Job Training Program by far is also one of the most vulnerable ethnic groups; COFA Migrants. To date they account for 41% of total participants served. This population is highly likely to consist of families with young school aged children.

Job Training Program Overview & Benefits

- "Employment First" Philosophy - serves as an effective platform for referrals to various services (medical, dental, behavioral health, substance abuse counseling) while retaining employment through the program
- Indirectly targets and attracts COFA Migrants; a very vulnerable population
- Trash Removal, Janitorial Cleaning and Maintenance Services at Kewalo Basin & Kakaako Park
- Outreach Services to the unsheltered in the Kakaako Area; provided by participants themselves
- Laundry & Shower Services for Unsheltered Homeless Individuals
- Landscape Beautification, Special Cleanup and assistance with City Encampment Sweeps as needed

Exhibit 1

- 24 hour / Immediate Response to repairs and issues as they arise

Benefits to Participants of the Job Training Program

- Employment Opportunity and Work Experience less likely to be gained on their own
- Continuous Job Search and Placement Assistance
- Resume Building; Gain Valuable Experience & Current Employment on Resume
- Develop Transferable Job Skills; Soft & Hard Skills learned through on the job training and various classes
- Starter Income to pay for basic needs (clothing, transportation, co-payments) for themselves and their families
- Expedites facilitation of Case Management Services

Success Stories

In last year's report we discussed a man named Calvin Hudson; a former resident of the Next Step Shelter and graduate of the Job Training Program whom was hired as a full-time Housekeeper at our Headquarters. Calvin is still currently employed in the same position and continues to demonstrate an excellent work ethic. He recently gained permanent housing and has fully rebounded from the cycle of homelessness.

This year we would like to highlight Cecilia "Ceci" Inere and James "Kimo" Kualaa. They were also former residents of the shelter and previously worked as Job Training Specialists. They were recently promoted into management positions as Job Training Supervisors and are responsible for nearly all aspects of managing the program from onboarding of new participants, training and community relations. They were recently featured in an article in the Honolulu Star Advertiser (see attachment).

Exhibit 1

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
	2014	2014	2014	2014	2014	2014	2014	2014	2014	2014	2014	2014	2014
# Participants Served	10	9	8	9	8	12	13	13	13	9	10	8	36
# New Participants	3	3	1	1	1	8	4	2	2	2	2	0	29
# Participants in Classes	10	9	8	9	8	12	13	13	13	9	10	8	36
# Classes Taught	7	8	7	8	9	7	8	8	8	8	8	8	94
# Participants Given Job Search Assistance	10	9	8	9	8	12	13	13	13	9	10	8	36
# New Participants Obtaining Outside Employment	3	2	1	2	3	4	1	0	2	0	3	0	21

MEMORANDUM OF UNDERSTANDING

THIS AMENDED MEMORANDUM OF UNDERSTANDING (“MOU”) is entered into this _____ day of _____ 2015, between the Hawaii Community Development Authority (“HCDA”), a body corporate and public instrumentality of the State of Hawaii, and the Department of Human Services (“DHS”) of the State of Hawaii (collectively, “the Parties”).

WITNESSETH THAT:

WHEREAS, the HCDA owns approximately forty-four (44) acres of park space in the Kakaako Community Development District (“KCDD”).

WHEREAS, the park space in particular has become a location where homeless people congregate who are otherwise unfamiliar with the Next Step Shelter, a homeless shelter housed in the CFS3 Warehouse located on that certain real property identified as TMK No. 1-2-001-015:051, and its programmed assistance program.

WHEREAS, in 2009, the HCDA entered into a Memorandum of Understanding with the Hawaii Public Housing Authority (“HPHA”) to provide outreach services that educate the resident homeless population of the assistance available to them and simultaneously solicit their participation in helping to beautify KCDD by policing it for rubbish (“2009 MOU”).

WHEREAS, due to the successful completion of the 2009 MOU, the HCDA entered into a Memorandum of Understanding with DHS, dated December 14, 2010, as amended, and which had been extended in 2012, 2013, 2014 and which expires on June 30, 2015, to conduct a Jobs Training Program in the KCDD.

WHEREAS, to date the Jobs Training Program has been successful in many ways. The Jobs Training Program currently provides a needed work force that keeps the parks in good condition and accessible to the public. It has also provided the members of the program a source of income that otherwise would not exist. It also provides a sense of pride and the feeling that they are a contributing member of society. Members of this program create a work history as well as job skills necessary to join the work force outside of this program.

WHEREAS, the HCDA and DHS are desirous of continuing these services and the Jobs Training Program.

Exhibit 2

WHEREAS, DHS currently contracts with a management provider, Waikiki Health (“WH”) to manage the Next Step Shelter, provide the members with program assistance services and operate the Jobs Training Program.

WHEREAS, the HCDA desires to have DHS provide outreach programs and Jobs Training Program within the KCDD through a qualified vendor such as the WH.

WHEREAS, the HCDA and DHS desire to enter into this MOU to memorialize their agreement to cooperate in providing these emergency shelters, outreach and Jobs Training Program.

NOW, THEREFORE, the HCDA and DHS agree as follows:

1. Outreach Program. The HCDA has a need for an outreach program to be conducted throughout the KCDD, which would provide information, referral and placement assistance services to homeless individuals that might be found within the KCDD. DHS, through its qualified vendor(s), shall provide such services throughout the KCDD.

2. Jobs Training Program. HCDA has the need for skilled and semi-skilled services, including, without limitation to, landscaping, janitorial/cleaning and trash removal services at its parks and other facilities in the KCDD. DHS, through its qualified vendor(s), shall provide such services to the HCDA throughout the KCDD.

3. Funding. Subject to availability of funds, the HCDA may decide to provide DHS with funds in the following amounts to pay for the following services under the Jobs Training and Outreach Programs:

Landscaping:	\$ 10,000.00
Janitorial/Cleaning:	\$160,000.00
Trash Removal:	\$ 83,000.00
Beautification and Outreach	\$ 70,000.00
Security Deposit Matching	\$ 10,000.00
Contingency	<u>\$ 21,000.00</u>
TOTAL	<u>\$354,000.00</u>

These funds are for the services rendered by DHS to the HCDA under this MOU for a term commencing July 1, 2015, and terminating on June 30, 2016.

4. Engagement of Vendor. Subject to the availability of funds, the DHS shall select a qualified vendor to provide the services described herein at the Next Step Shelter.

Exhibit 2

5. Reporting on Progress. DHS shall provide the HCDA with written quarterly summary reports identifying the number of homeless individuals that are receiving emergency shelter, outreach assistance and jobs training skills or other benefits through these emergency shelter, outreach and Job Training Programs. These reports shall include information about: the number of participants served, the number of counseling contacts, the number of educational classes provided, repair lag time, the total number of hours worked by participants, and the average length of time in the program.

6. Termination. Either party may terminate this MOU with sixty (60) days prior written notice to the other party.

7. Modification. Any modification, alteration or change to this MOU shall be by mutual written agreement by the HCDA and DHS.

8. Time of Performance. This MOU shall begin on July 1, 2015, and shall end on June 30, 2016, unless terminated earlier as provided herein.

9. Entire Agreement. This MOU constitutes the entire agreement and understanding between the HCDA and DHS, and shall supersede any and all prior communications, representations, or agreements, both verbal or written, between the HCDA and DHS regarding the Jobs Training Program and Outreach Program.

IN WITNESS WHEREOF, the HCDA and the DHS have executed this MOU on the date and year first written above.

(The remainder of this page is intentionally left blank; signature page follows.)

**HAWAII COMMUNITY DEVELOPMENT
AUTHORITY, STATE OF HAWAII**

By: _____
Anthony J.H. Ching
Its: Executive Director

APPROVED AS TO FORM:

Deputy Attorney General

**DEPARTMENT OF HUMAN SERVICES,
STATE OF HAWAII**

By: _____
Rachael Wong
Its: Director

APPROVED AS TO FORM:

Deputy Attorney General



STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
Benefit, Employment and Support Services Division
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

April 28, 2015

Anthony J. H. Ching, Executive Director
Hawaii Community Development Authority
547 Queen Street
Honolulu, Hawaii 96813

Dear Mr. Ching:

As the Administrator of the State's Homeless Programs Office (HPO), I am writing in strong support of the Hawaii Community Development Authority's continued funding of the Job Training Program (JTP), a workforce development partnership with Next Step shelter. This partnership between HPO, Waikiki Health (as the shelter operator) and HCDA had been in effect for many years before I assumed my role at HPO 3 ½ years ago, and has continued to produce a win-win situation. Let me explain.

HCDA's funding of the Job Training Program ensures that parks and facilities in Kakaako are cleaned and maintained. Trash is collected routinely, and efforts are made to keep the community well maintained. Outreach is done to unsheltered homeless living in the area, and landscape and other special clean up efforts are routinely undertaken.

The maintenance service would need to be done no matter which vendor was selected by HCDA, but partnership with Waikiki Health provides exceptional benefit to homeless residents of Next Step Shelter. Homeless individuals living at NSS are screened and provided structured, well-supervised work experience. These experiences allow them to be reintegrated into the community and develop a sense of self-worth that may have been diminished by their homelessness. Above all, contributions to our community make the homeless less likely to recidivate. The Job Training Program has led to part and full-time employment for many participants, and has been particularly significant in allowing the trainees to become self-sufficient.

On behalf of the Homeless Programs Office and the beneficiaries of our services, I thank HCDA's Board and you and your staff for your continued contribution to ending homelessness and helping to provide an excellent vehicle for improving our outcomes for homeless individuals.

Sincerely,

for June Z. Tong
LORI TSUHAKO, LSW, ACSW
HPO Administrator