BEHAVIORAL HEALTH & HOMELESSNESS STATEWIDE UNIFIED RESPONSE GROUP (BHHSURG)

COVID-19 UPDATE

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BEHAVIORAL HEALTH ADMINISTRATION, DEPARTMENT OF HEALTH

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BENEFIT EMPLOYMENT & SUPPORT SERVICES DEPARTMENT,
DEPARTMENT OF HUMAN SERVICES

DEJA OSTROWSKI, JD
MEDICAL-LEGAL PARTNERSHIP HAWAIʻI

MONIQUE IBARRA, EXECUTIVE DIRECTOR
KA HALE A KE OLA

Presenters

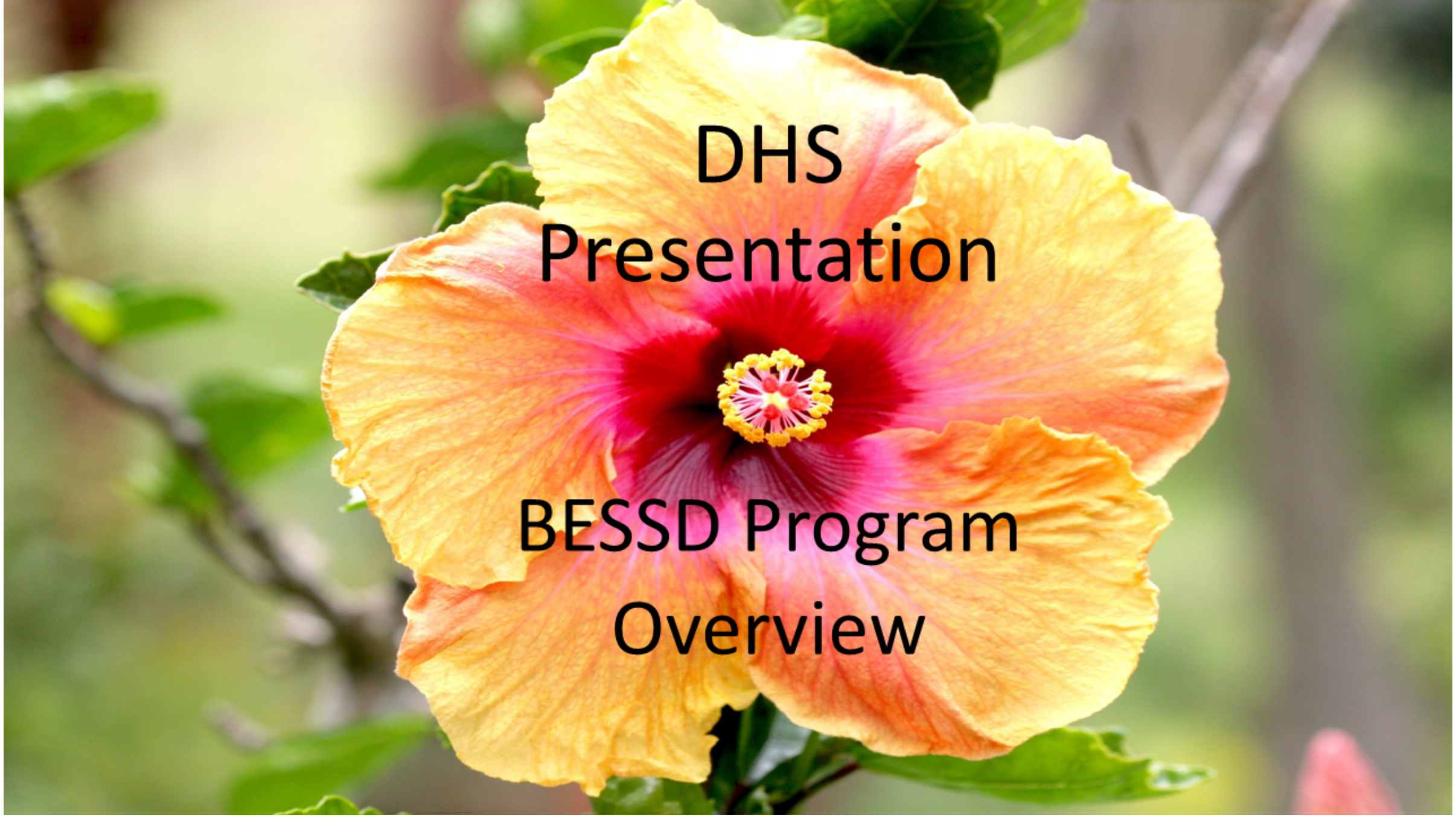
- **Christine Wong, Assistant State Branch Administrator**
  Benefits, Employment & Support Services, Department of Human Services

- **Deja Ostrowski, J.D.**
  Medical-Legal Partnership Hawai‘i

- **Monique Ibarra, Executive Director**
  Ka Hale A Ke Ola

Christine Wong

Assistant State Branch Administrator
Benefits, Employment & Support Services Department,
Department of Human Services



DHS Presentation

BESSD Program Overview

Department of Human Services

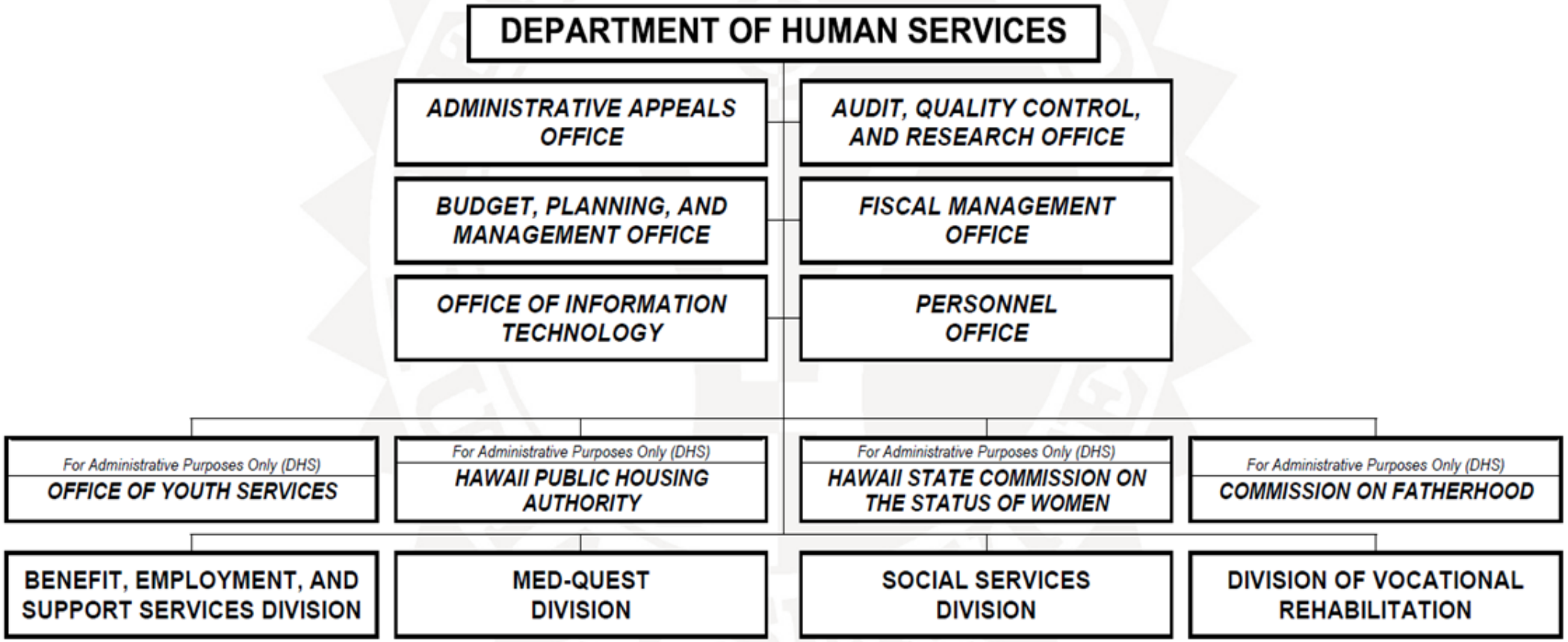
Our Vision –

The people of Hawai'i are thriving.

Our Mission –

To encourage self-sufficiency and support the well being of individuals, families, and communities in Hawai'i.

DHS
Organization Chart



The Goal of ‘Ohana Nui

To place the whole family on a path of self-sufficiency, creating the best chance for their active participation in an inter-generational cycle of opportunity.

Move From our Current State

To our Desired State

5 pillars:

housing, food/nutrition, health/wellness, education & economic stability, and social capital

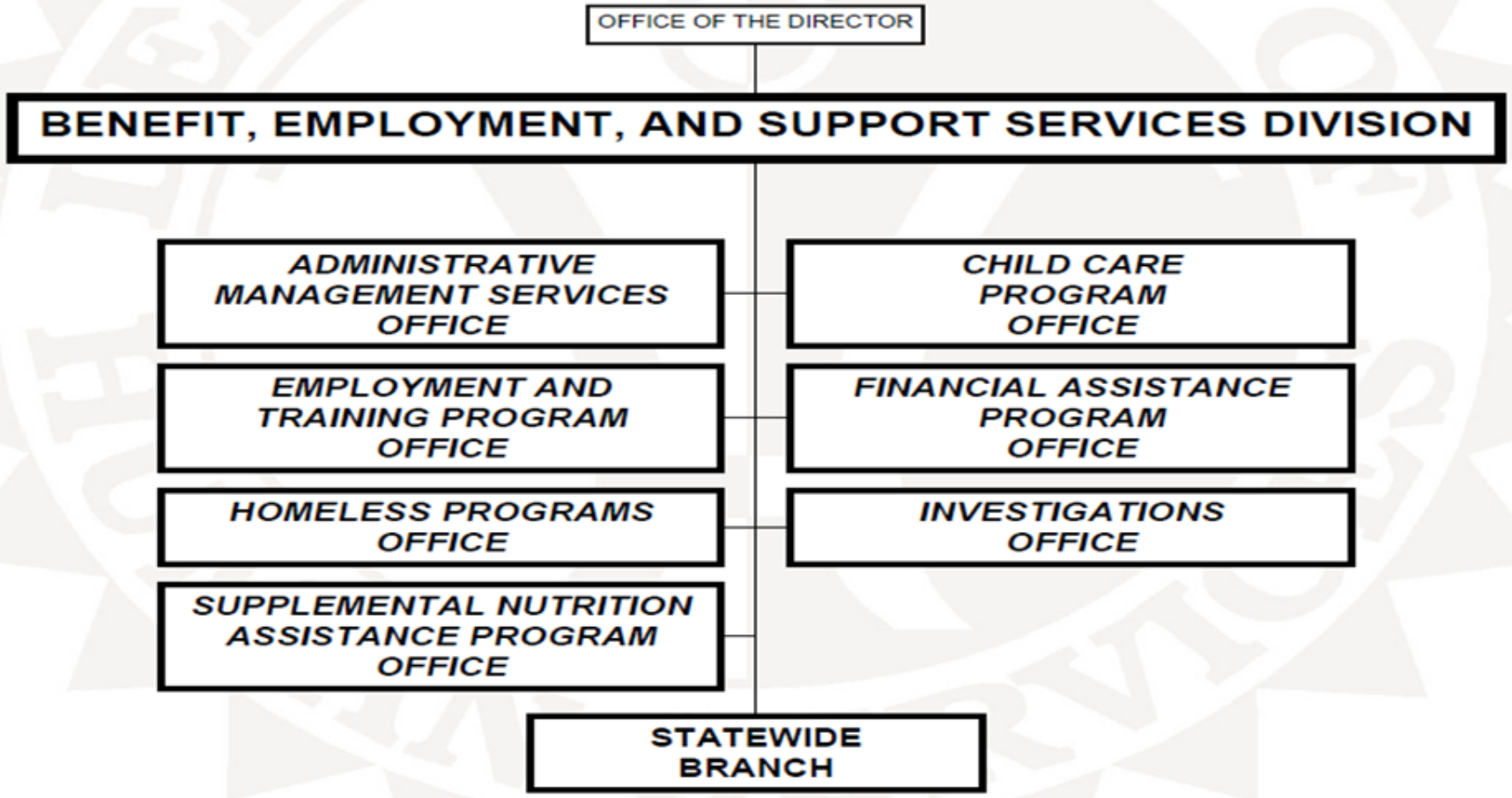
BESSD Mission Statement

To provide timely, efficient, and effective programs, services and benefits to empower those who are the most vulnerable in our state to expand their capacity for self-sufficiency, self-determination, independence, healthy choices, quality of life, and personal dignity.

Different BESSD Programs

- Supplemental Nutrition Assistance Program (SNAP)
- General Assistance Program (GA)
- Assistance for the Aged, Blind and Disabled (AABD)
- Temporary Assistance to Needy Families (TANF)
- First To Work Programs (FTW)
- SNAP Employment and Training (SNAP E&T)
- Low Income Home Energy Assistance Program (LIHEAP)
- Child Care Subsidies (CCS)
- Child Care Licensing (CCL)
- Homeless Program (HP)

BESSD Organization Chart



Different Statewide Branch Offices

Processing Centers:

- 20 offices statewide.

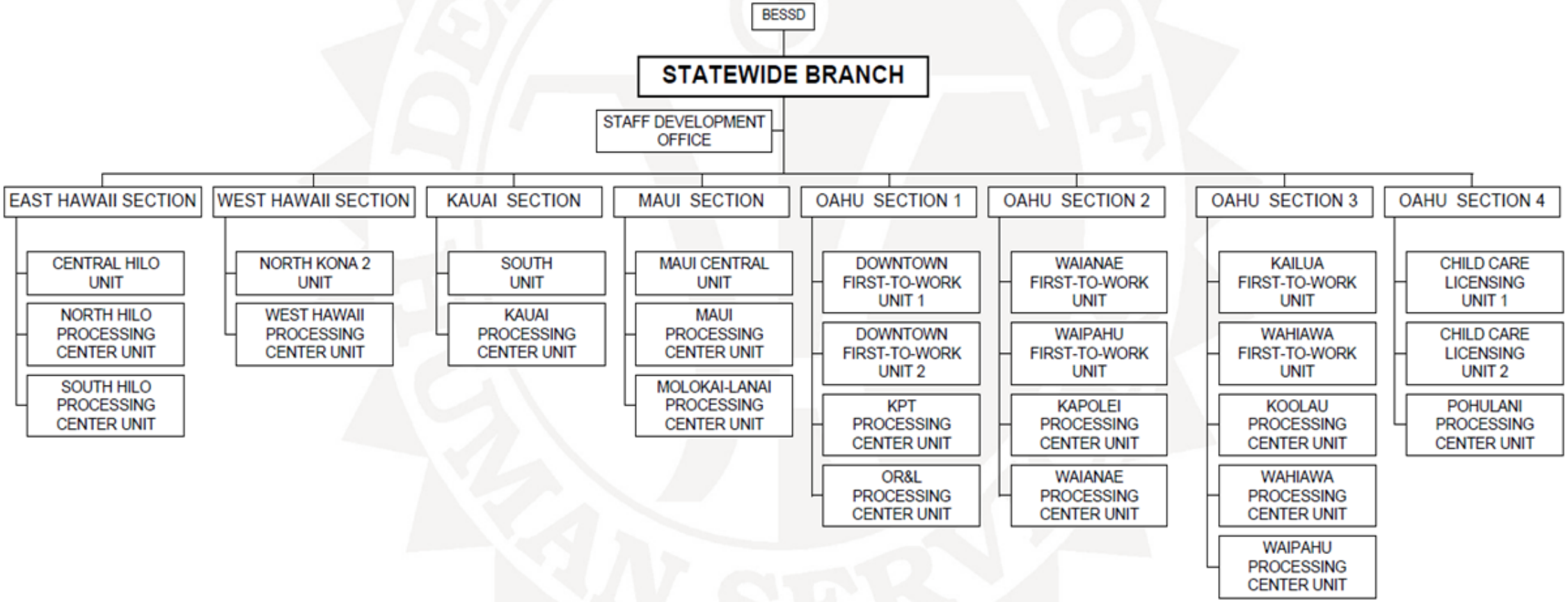
First-to-Work Units:

- 22 offices statewide.

Child Care Licensing Units:

- 6 offices statewide.

Statewide Branch Organization Chart



Who can apply?

- Anyone!
- An application can be completed online,
- Picked up at any of BESSD's offices, statewide, or
- Mailed to an applicant, per their request.

What is our application process?

- Complete an application for assistance, DHS 1240.
- Submit the DHS 1240 and any applicable paperwork.
- An interview will be completed by a worker.
- We will try to determine the applicant household's eligibility at that time.
- A notice is mailed to explain our determination.
- An EBT card is issued to the primary individual of a household.

What is SNAP?

- The SNAP program provides crucial food and nutritional support to qualifying households.
- In FY 2014, SNAP helped put food on the table for an estimated 193,565 Hawaii residents (98,440 families).
- Promote health and nutrition through education.
- It is issued via EBT card.

What can be purchased with SNAP?

- Staple foods
  - Meat, Poultry, Fish
  - Bread, Cereals
  - Vegetables, fruits
  - Dairy products
  - Coffee, tea, cocoa, juice, soda,
  - candy, condiments, spices
  - Seeds and plants

Excludes…

- Alcoholic beverages
- Hot food products
- Tobacco
- Vitamins and minerals
  - Exception: liquid nutritional drinks
- Non-food items
- Household supplies

What is General Assistance (GA)?

- Program Goal: A state-funded program that provides financial assistance to those that meet temporary disability criteria.
- The GA program provides cash benefits for food, clothing, shelter, and other essentials,
- The current monthly benefit is $ 388.00/ month

How is GA funded?

- The GA program is a state funded block-grant.
- Adjustments to the monthly benefit amount may be made throughout the year based on the number of individuals who are participating in the program.

‘Disabled’

HAR §17-659-2

- Unable to engage in substantial gainful activity of at least 30 hours a week for a period of more than sixty days from the onset of the disability due to an impairment:
  - Mental
  - Physical
  - Both – combination of mental or physical
- Conditions are considered temporary

What is AABD?

- Program Goal: To provide safety net assistance to individuals who meet aged, blind or disability criteria, and do not qualify for federal benefits, or qualify for very little.
- Interim assistance also is provided to those waiting for a SSA determination of eligibility for SSI or SSDI.
- Provides cash benefits for food, clothing, shelter, and other essentials to a gap group of Hawaii residents.

What is TANF?

Goal: Families will achieve financial self-sufficiency.

- TANF and TAONF are time-limited reform programs for adults with children.
- Requires those that can to work, and promotes self-reliance.
- A non-exempt adult may receive a maximum of five years (or 60 months) of TANF or TAONF benefits in their lifetime.

TANF Eligibility

Criteria:

1) Families must include a dependent child
   - Under 18 years old
   - 18 years old if enrolled in secondary school or vocational/tech training program
2) Specified Relative – blood, legal, marriage, hanai
3) Meets citizenship requirements – U.S. or documented immigrant
4) Income threshold
5) Complete orientation/intake and work program participation
6) Assets are *disregarded*

What is the FIRST-TO-WORK Program?

Goal: To assist work eligible members of TANF families to obtain employment and progress towards economic independence, and to assist other work eligible individuals to overcome barriers so they may engage in work activities and obtain employment.

- FIRST-TO-WORK (FTW) is:
- A mandatory work program administered by the DHS through BESSD.
- For parents or other adults with dependent children that receive cash benefits through the TANF Program.

FTW Program provided services

- To assist participants while they work towards meeting their employment goals, the FTW Program provides supportive services such as:
- Child Care subsidies
- Transportation Reimbursement-mileage, parking and bus pass.
- Tuition and books for education, and
- Work-related Expenses

What is Child Care Licensing?

Goal: To ensure the health, safety, and well-being of children enrolled in registered, licensed and licensed exempt child care, by developing and enforcing minimum standards for these types of child care.

- DHS Child Care Licensing Units:
  - Monitors and enforces compliance with the child care law and the administrative rules,
  - Provides consultation and technical assistance to licensed and registered child care providers.
  - Investigates complaints of child care providers and caregivers, based upon the child care laws.

What Are My Child Care Options?

- Child Care Center:
  - To provide child care in a group setting,
  - Is a licensed provider, and
  - More than one adult to care for children.
- Family Child Care Home:
  - A licensed, private care provider who operates a child care business out of his/her home,
  - Can offer opportunities for interaction with children of mixed ages, and
  - May have a more flexible child care schedule.
- Family, Friend, or Neighbor Care:
  - A relative or friend who is willing to care for your child in his/her home or yours.
  - License exempt, and may be someone that your child is already comfortable with,
  - May be flexible about schedules or caring for children who are ill.

Exemptions from Child Care Regulation:

- The Hawaii Revised Statutes §346-152 lists those situations when a child care provider can be exempt from registration or licensing requirements. Some of the types of child care that can be exempt are:
- Care that is provided in the child's home,
- Care that is provided by relatives,
- Care that is provided for up to two children that is unrelated to the provider,
- School-aged programs that are operated by community associations or multi-service organizations,
- School-aged programs that operate for no more than two consecutive calendar weeks in a three-month period,
- Programs that are operating less than six hours per week, and
- Programs that provide specialized training or skill development.

Child Care Subsidies (CCS)

- What are Child Care Subsidies?

  Subsidy program helps families to sustain their employment, educational efforts and job training by paying a subsidy for children in DHS-approved child care providers.

- What are the benefits for Child Care Subsidies participants?

  Allows access to licensed and registered child care settings that meet minimum health and safety requirements and allows parent to work or/and attend school in order to empower their lives and improve their self-sufficiency.

CCS ELIGIBILITY CRITERIA

- Needs of the child(ren)
- Zero months up to 12 years old
- 13 – 17 years old if child is disabled & unable to self-care
- Caretaker's activities—employment, to attend school/vocational training, conduct job search (limited to 30 days)
- Family meets eligibility criteria (i.e. income and assets)

or

- Participating with the First-To-Work (FTW) Program

Or

- Child in protective custody.

PRESCHOOL OPEN DOORS (POD)

- State-Funded Program
- School Readiness - experience a year of preschool prior to entering Kindergarten
- Emphasis on the child's needs
- Open Enrollment (usually around March – April)

  Multiple enrollment periods depending on participation and available funds

What is LIHEAP?

LIHEAP provides heating and/or cooling assistance to needy Hawai‘i households by assisting with payments towards their utility bill (electric or gas) in two ways:

- Energy Crisis Intervention (ECI) program assists with up to $350 to restore or prevent termination of power to the residence of a household whose electricity or gas has been shut off within 60 days or is about to be terminated within 7 days. This is a one-time only payment which will be deposited directly into their utility account.
- The Energy Credit (EC) program provides non- crises households with a one-time reimbursement which will be deposited directly into their utility account. This program is available annually.

Eligibility process for LIHEAP

- An application must be submitted with all individuals (related or unrelated) living at the residence.
- Verification of Social Security numbers for all household members, identification for all adults,
- Must be a U.S. citizen or meet permanent residency requirements,
- income, and utility bills must be submitted when determining eligibility for the program.
- Applications for this program are taken annually, currently in June.

Homeless Program Office

Mission –

To provide quality, efficient and effective services designed to help homeless individuals and families access permanent housing.

Services Provided (but not limited to) -

- Outreach (including legal services),
- Homeless shelters,
- Housing Placement Program,
- State Homeless Emergency Grant,
- Rapid Re-housing, and
- Housing First Program.

HPO Changes

In 2016, HPO initiated a major shift in homeless service delivery:

- Refocus away from historical practices,
- Provide services consistent with Housing First (HF) model:
  - Access permanent housing a quickly as possible by removing barriers to program entry
  - Quickly locate and access housing options,
  - Provide case management services,
    - Supporting post housing,
    - Promote stability,
  - Prevent evictions and returns to homelessness.

What is EBT?

- The Hawaii Electronic Benefit Transfer (HI/EBT) system processes financial assistance benefits provided by BESSD.
- Payments distributed through this system:
  - Temporary Assistance for Needy Families (TANF),
  - General Assistance (GA),
  - Aid to the Aged, Blind or Disabled (AABD),
  - Repatriates,
  - Childcare,
  - Employment and Training (E & T),
  - First-To-Work (FTW), and
  - SNAP program.

DHS Forms
1465 & 1470

STATE OF HAWAII
Department of Human Services

Benefit, Employment and Support Services Division

CONSENT TO RELEASE INFORMATION

I Doe, John , hereby give my
(1) (Circle One: Applicant / Recipient / Legal Guardian)

permission to the Department of Human Services, Benefit, Employment and Support Services Division (BESSD) to release information from their records pertaining to me or my family to: Organization

i.e. Catholic Charities, Waikiki Health, etc.
(2) (Name of Person / Organization)

(3) The information to be reviewed / released is limited to the following:
DHS benefit information
ID

(4) This information is to be used for: Housing purposes
(State Purpose)

(5) This consent is good until June (month) 1 (day) 2021 (year) (not to exceed one year from date signed unless I cancel it in writing to DHS-BESSD)

I understand why the information is being requested, how it will be used, and that this consent is time limited for my protection.

John Doe / 6/1/2020
(6) (Signature of Applicant /Recipient / Legal Guardian) (7) (Date)

Mailing address for client / XXX-XX-XXXX
(8) (Address of Applicant / Recipient) (9) (Social Security No.or Birthdate of Applicant/Recipient)

I hereby agree that the information released will be used only for the purposes stated above and will not be released to any other individual, agency, or organization (HRS 346-10).

Housing Navigator / 6/1/2020
(10) (Signature of person receiving / reviewing information) (Date)

Return Completed Form To:

DHS USE ONLY

(12) Worker's Name Telephone No.

(11) (Stamp Unit name and address)

Complete two (2) copies.

DHS 1465 (Rev. 10/05)

DHS 1465

Consent to Release Information

This form must be received before any case information can be released to you from DHS. This includes information by telephone, fax, mail or email.

STATE OF HAWAII
Department of Human Services

Benefit, Employment and Support Services Division

CHANGE REPORT FORM

To: Pohulani Processing Center (Name of Unit)

677 Queen St 400B (Address)

Honolulu HI 96813

Doe, John (Client Name) 0000000 (Case Number)

(Worker)

(808) 587-5283 (Telephone)

THE FOLLOWING CHANGES MUST BE REPORTED WITHIN 10 DAYS OF THE DATE THE CHANGE OCCURS. IF THE CHANGE INVOLVES INCOME, THE CHANGE MUST BE REPORTED WITHIN 10 DAYS OF THE DATE THE HOUSEHOLD RECEIVES THE FIRST PAYMENT. SUBMIT VERIFICATION OF ALL REPORTED CHANGES WITH THIS FORM.

- Change of residence. Report your new home and mailing address. If you receive SNAP, you must also report your rent, utilities and other shelter costs.
- Changes in household composition. Report if someone moves in or out of your home.
- Changes in your household's total resources. Report when cash, savings, etc. exceed the household's resource limit.
- Changes in the source of unearned income. Report when you start or stop receiving income such as: unemployment benefits, social security, SSI, veteran's benefits, pensions, disability benefits, etc.
- Changes in unearned income. Report if your household's unearned income goes up or down by more than $50. You do not have to report changes in your financial assistance payment.
- Changes in earned income. Report if you start or stop employment, or changes in employment.
- Changes in legal obligation to pay child support (this only applies if you receive SNAP benefits).

If a change is not reported and you get more financial assistance or SNAP benefits than you should have received, you must repay the Department. You may also be disqualified from the Financial and SNAP Programs for 12 months for the first violation, 24 months for the second violation and permanently for the third or subsequent violation. For the Financial Assistance and SNAP Programs, intentional violation may result in fines, imprisonment or both.

1. CHANGE OF RESIDENCE?

709 Kelikoi St | Honolulu | HI | 96813

New Residence Address (enter on line above) | City | State | Zip Code

1822 Keeaumoku St | Honolulu | HI | 96822

New Mailing Address (if different from residence address) | City | State | Zip Code

Date Moved 6/1/2020 Telephone (808) 555-1212

Are you sharing shelter costs? Yes [ ] No [ ] Total Shelter Cost: $ Your Share: $

Name of others living in the house: Jane Doe & Zooey Doe

Relationship of others to you: Wife & daughter

Are you cooking and eating your own meals? Yes [ ] No [ ]

Rent or Mortgage $110.00 /month
Taxes
Electricity
Gas
Water
Telephone $55.00/month
Trash/Sewer
Other

DHS 1470 (10/14) 1

DHS 1470

Change Report Form

This form is used to report household changes to DHS.

Most importantly, current residence and mailing addresses.

BESSD Online Application

We at DHS look forward to working with you!

Any Questions???

Mahalo!

Deja Ostrowski, J.D.

Medical-Legal Partnership Hawai‘i

Medical–Legal Partnership Hawai‘i

UNIVERSITY of HAWAI'I at MĀNOA
WILLIAM S. RICHARDSON
SCHOOL OF LAW

Core Components of MLP

What we do:

- Legal Advocacy Clinics (on-site @ CHC).
- Transforming Legal and Health Institutions and Practice via Professional Education.
- Systemic Advocacy via Health Policy and Community Engagement.

- Preventive medicine ➞ "Preventive lawyering"
- Spotting legal issues behind health issues.
- Lawyer as "specialist."
- Nationwide support with a local focus.

What we do: Direct Legal Services

What we do: Trainings/Outreach

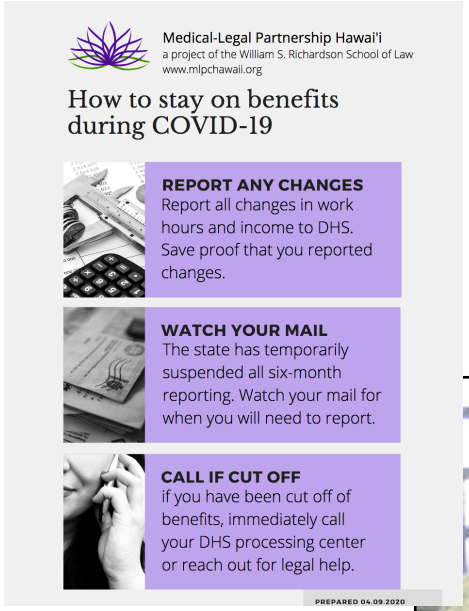
What we do: “Know Your Rights” & “Self-Advocacy Academy”

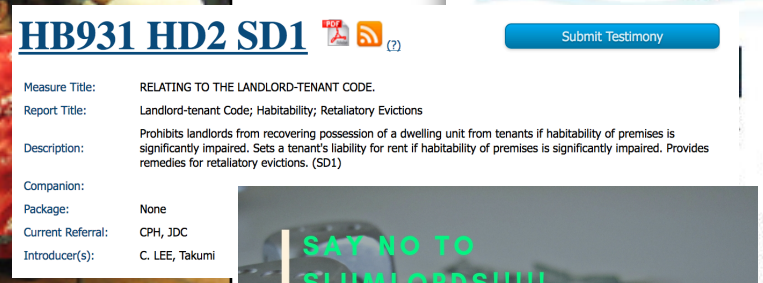
Partners:

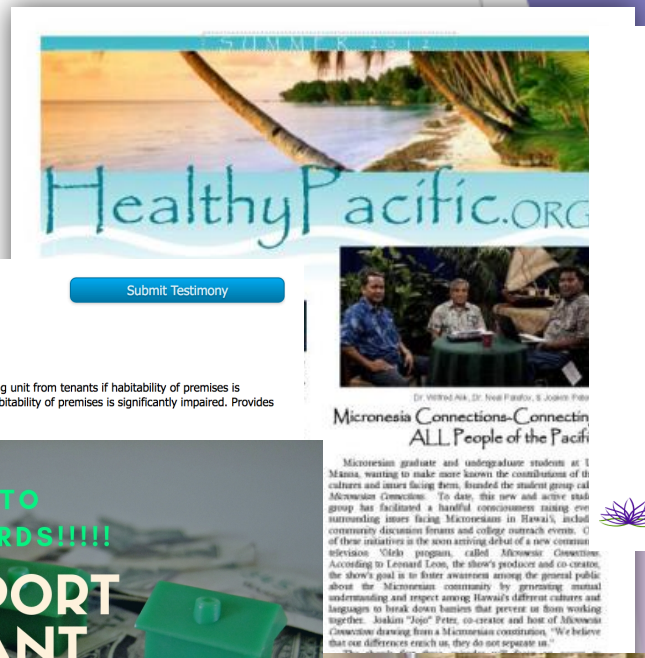
- Hawaii Civil Rights Comm.
- US HUD-Fair Housing
- US EEOC
- Legal Aid Fair Housing.

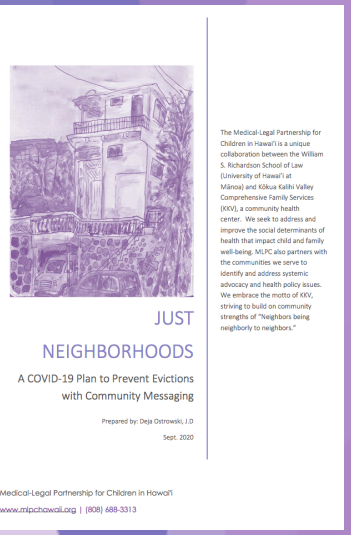
Self-Advocacy Academy w/KKV’s “Seams Wonderful” Sewing Program

What we do: Systemic Advocacy & Community Engagement









Behavioral Health and Homelessn URG)

COVID-19 UPDATE

Community Prevention

Changing social norms, community, and environment

Framing as systemic social and community issue

Changing basic conditions

Defining problem at policy level

Framing as individual and personal concern

Defining problem at individual level

Stories from the Field

Pediatrician Alicia Turlington from Kōkua Kalihi Valley health center in Hawaii shares the moment she realized lawyers were critical to providing quality care to her patients.

Read more about how medical-legal partnership at Kōkua Kalihi Valley health center is just part of "neighbors being neighborly to neighbors" in this July 2014 NPR story.

http://medical-legalpartnership.org/join-movement/health-centers/

"I can't imagine practicing medicine without a lawyer on my team. I think I'd be practicing substandard care. Not asking questions about housing, benefits, and food would feel wrong, but so would asking if I couldn't do anything about it. Our lawyers help me treat those things."

Challenges:
- Expensive acute rather than preventative care
- May not treat all social determinants of health
- Not a long-term solution
- Limited ability to deal with other life issues
- Lack of beds and physician shortages

HOSPITAL

Assess
Stabilize
Treat

return to community

SHELTER SYSTEM

Challenges:
- Temporary warehouses
- Charges monthly rent
- Rules and regulations(breathalyzer;drugs tests)
- Often full: sheltered population outnumbers beds
- Difficult to enter
- Critical lack of affordable housing stock for people to exit

may fall out and return to community

Challenges:
- Temporary warehouses
- Expensive
- Overcrowded
- Limited Rehabilitation
- Life/Family disruption
- Criminal record consequences

CRIMINAL JUSTICE SYSTEM

Confine
Assess
Control

return to community

Community Challenges

Individual blame and judgement for system issues
Limited Housing
Discrimination
10 yr public housing waitlist
Cognitive Impairment
Social/Family Community Isolation
Poverty
Chronic Disease
Immigration Issues
PTSD
No ID
Substance Use Disorders
Unable to find work w/ criminal record
Illiterate
Functioning with Mental Illness
Victimized
No Health Insurance
No savings/ welfare asset limit
Disabled and can't live on $788/mo or $388/mo max disability payment
Housing Insecure

Escaping the Revolving Doors

Access to Civil Legal Services
Public Support for Permanent Housing
Community Care and Compassion
Community Organizing

Govt. Programs Address Community Challenges

Systemic Changes: tenant rights; living wage; universal healthcare; affordable housing rules; criminal justice reform; repealing homeless criminalization; tax equity; paid family leave;

Challenges:
- Expensive acute care
- Limited space
- Limited sense of rehabilitation
- Must have permanent disability

may not return to community

MENTAL INSTITUTION

Assess
Confine

Strategy Mapping by
Deja Ostrowski, J.D.

Beha

Medical-Legal Partnership, Hawai'i
a project of the William S. Richardson School of Law

COVID-19 UPDATE

Spotlight Issues:

- Illegal Evictions and Eviction Prevention
  - CDC Eviction Moratorium until Dec. 31, 2020
    - Suggest Legal Assistance
  - State Eviction Moratorium until Sept. 30, 202 subject to expansion
    - Landlord Tenant Hotline
    - Violations of Emergency Order
    - Assistance Applications

JUST NEIGHBORHOODS

A COVID-19 Plan to Prevent Evictions with Community Messaging

Prepared by: Deja Ostrowski, J.D

Sept. 2020

The Medical-Legal Partnership for Children in Hawai'i is a unique collaboration between the William S. Richardson School of Law (University of Hawai'i at Mānoa) and Kōkua Kalihi Valley Comprehensive Family Services (KKV), a community health center. We seek to address and improve the social determinants of health that impact child and family well-being. MLPC also partners with the communities we serve to identify and address systemic advocacy and health policy issues. We embrace the motto of KKV, striving to build on community strengths of "Neighbors being neighborly to neighbors."

Medical-Legal Partnership for Children in Hawai'i

www.mlpchawaii.org | (808) 688-3313

Spotlight Issues: Waikīkī Health MLP

- Recently released from incarceration
  - Puuhonua Program
  - Identification
  - System Navigation
- Physical/Mental Disabilities
  - Trainings for Staff re: Disability Definitions
  - Paperwork: Drug Tests and Compliance for General Assistance while waiting for SSI
- Unsheltered
  - Vital Documents
  - System Navigation: What is CES? VISPDAT?
  - Criminalization: Access to Community Outreach Court; Community Service; Criminal Court Navigation

Case Practice Areas	
I - Income Supports:	**24**
Consumer Debt	3
General Assistance	14
Other Public Benefits	7
H - Housing:	**17**
Eviction Defense	3
Reasonable Accommodation	4
Homeless Shelter Connections	3
Landlord Tenant	4
Housing Discrimination	2
Public Housing Issues	1
E - Education & Employment:	**3**
Employment Discrimination	2
Employment	1
L - Legal Status:	**20**
Vital Documents	20
P - Personal & Family Stability:	**8**
Divorce/Custody/Ch. Support	5
TRO	3
*DV/Safety	3
*part of cases but not main issue	
Other matters:	**7**
Insurance	3
LGBT Issues	3
Trust and Estates	1
Total	**79**

Take home points for MLP

- Health is more than access to medical care. Think: *social determinants of health*.
- Ask, and families will share!
- Think: *preventive law*. Sometimes basic legal advocacy at an early stage reduces problems, alleviates stress, improves health.

Monique Ibarra

Executive Director
Ka Hale A Ke Ola

Ka Hale A Ke Ola Homeless Resource Centers, Inc.

MONIQUE R. IBARRA, EXECUTIVE DIRECTOR

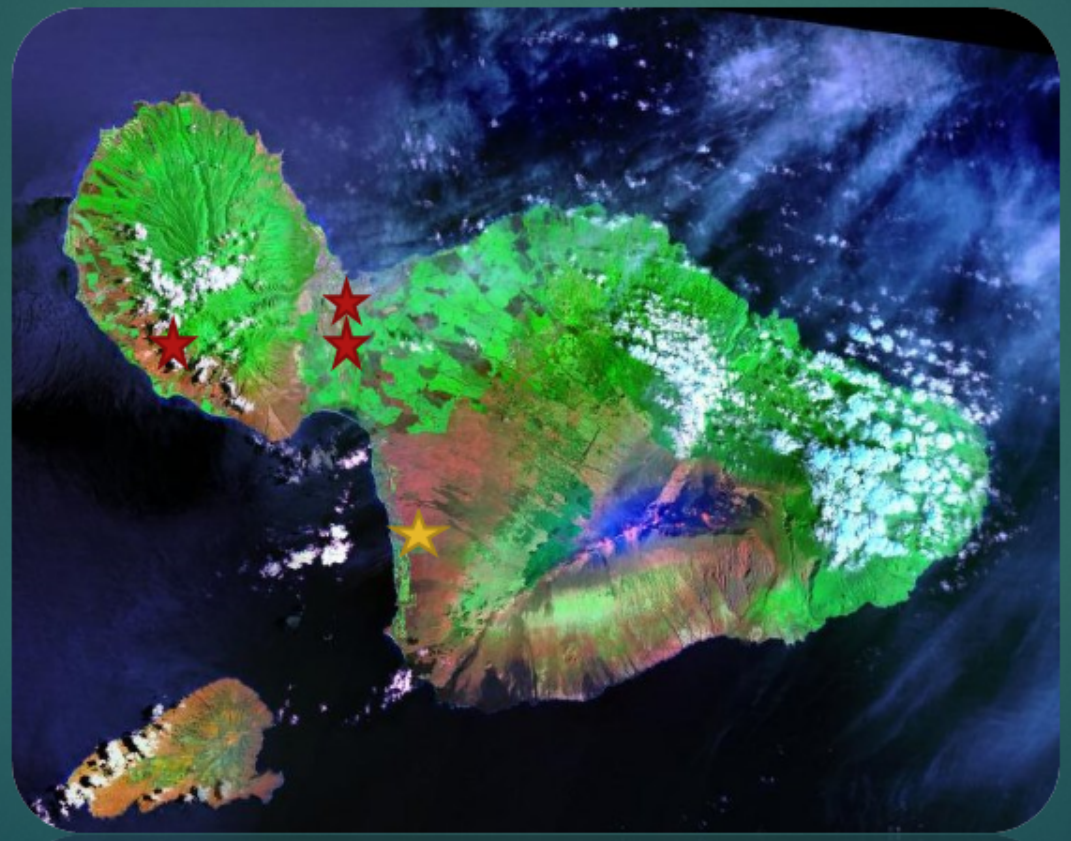
KHAKO is dedicated to serving the needs of the homeless and hungry on Maui by providing emergency food and housing, voicing their concerns, and empowering participants to take responsibility for their own lives, and to call on the community to assist in these actions.

….Break the cycle of homelessness on Maui.

THE MISSION OF KA HALE A KE OLA HOMELESS RESOURCE CENTERS

"The House that Brings Life"

Established in 1986
Located on the island of Maui…



3 Facilities…

Wailuku
Shelter Facility

Lahaina Shelter
and Westside
Affordable
Rental Units

Hale Makana
O Waiale
(Wailuku)

Housing Maui's people…

Emergency Shelters

- Central Shelter (Wailuku)
- Westside Shelter (Lahaina)

Affordable Rental Units

- Hale Makana O Waiale
- Westside Affordable Rental Units

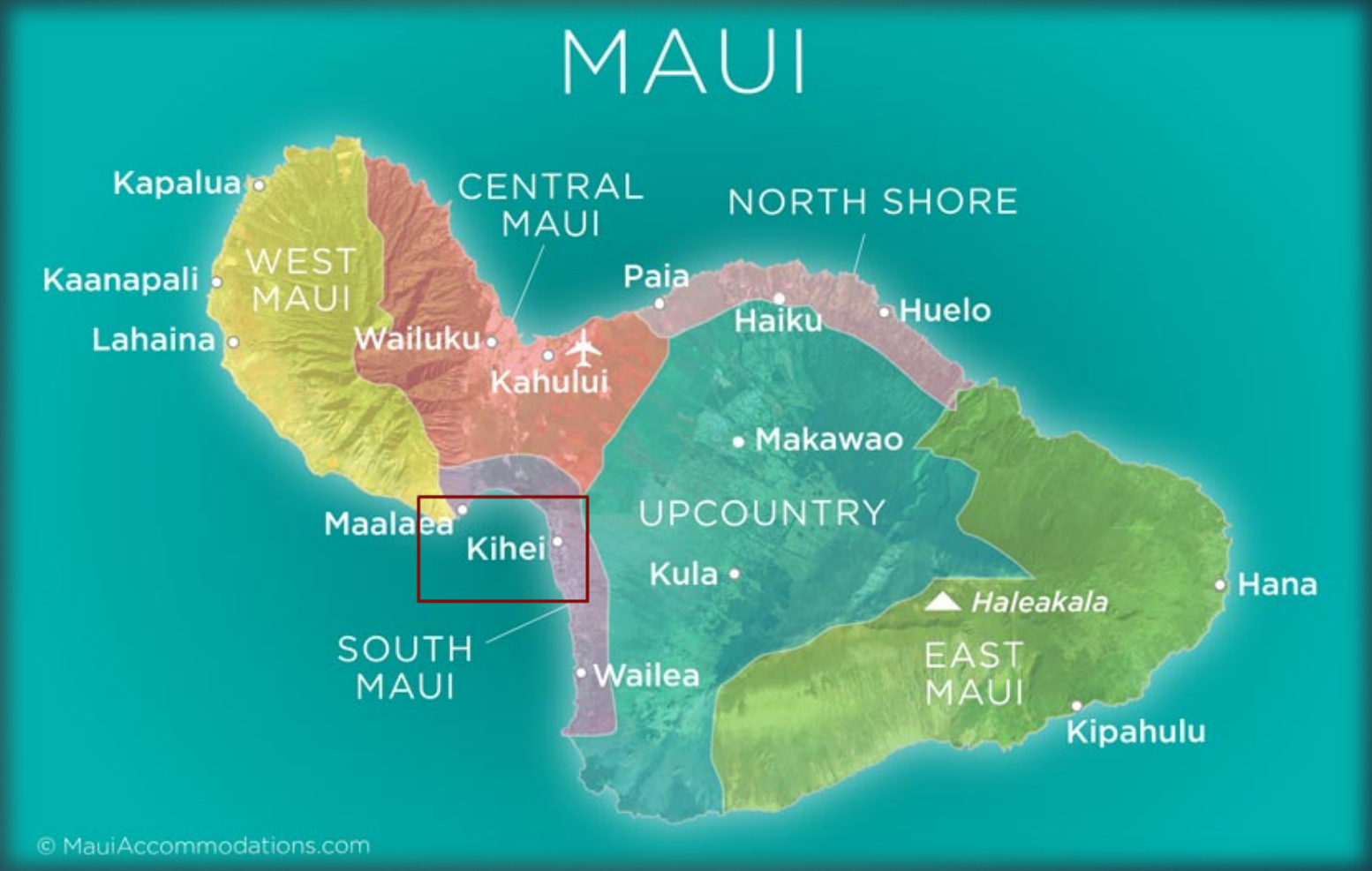
	Units/Beds	Capacity
Central Shelter	40 Studios 32 2-Bedrooms 32 Beds Male Dorm 10 Beds Female Dorm	354
HMOW	200 units	750
WS Shelter	40 Studios 32 2-Bedrooms 32 Beds Male Dorm 10 Beds Female Dorm	258
WS ARU	30 2 bedroom Units	100
	Total Approximate Population Housed	>1,400

Services Offered:

- Emergency Shelter
- Permanent Housing
- Food Services
- Rental Assistance Programs
- Housing for Judiciary programs
- Mobile Hygiene Unit

Ka La Hiki Ola…

The dawning of a new day


MAUI
Kapalua
CENTRAL MAUI
NORTH SHORE
Kaanapali
WEST MAUI
Paia
Haiku
Huelo
Lahaina
Wailuku
Kahului
Makawao
UPCOUNTRY
Maalaea
Kihei
Kula
Haleakala
Hana
SOUTH MAUI
Wailea
EAST MAUI
Kipahulu
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Why a Mobile Hygiene Unit?

Lack of Services on the South Side

- Kihei community reached out to homeless service providers to seek solutions to the growing homeless population in Kihei.
- Kihei does not have a dedicated homeless service provider.
- Outreach is accomplished for the unsheltered but there is no place in Kihei for unsheltered to go for support services.

Solution's ? ....

- The agency had plans and funding to purchase a building for a Drop-in Center.
- Much searching and work was done to identify a facility.
- Community meetings took place for disclosure and feedback and the end result was nimbyism…

Answer:

Mobile Hygiene Unit

National model of support services for the unsheltered to bring

Inspirations:

- Oahu Hygiene Units
- ***Project Vision Hawaii***
- ***– Hie Hie***
- ***Revive and Refresh (Craig and Danica Shoji)***

Goals:

- Offer basic human need for cleanliness, restore dignity, reduce infections and disease.
- Build relationships
- Complementary Outreach to South Side of Island
- Access Point for unsheltered - CES
- Housing focused case management
- Reduce homelessness on the island.

Thank you!

MONIQUE R. IBARRA, EXECUTIVE DIRECTOR

KHAKO.ORG

Questions?

Mahalo

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HAWAII STATE
DEPARTMENT OF HEALTH

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HUMAN SERVICES

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