

STATE OF HAWAII  
DEPARTMENT OF HEALTH  
HEALTH RESOURCES ADMINISTRATION  
FAMILY HEALTH SERVICES DIVISION

FUNCTIONAL STATEMENT

The Family Health Systems Division (FHSD) administers programs to plan, provide and promote health services to mothers, children and youth and family planning services. The primary mission of Division is to assure that systems are in place to address the full continuum of care throughout the life cycle from preconception to birth to adolescence to adulthood for the population of Hawaii. In addition, it must address the health and safety needs of vulnerable individuals, children and youth, especially those with special needs.

The Division serves as the Departmental lead for several federal initiatives: the Title V- Block Grant and Title X, HRSA; Part C – I.D.E.A. (Individuals with Disabilities Act), Office of Special Education, U.S. Department of Education; and the U.S. Department of Agriculture, Nutritional Services. Collaboration with these federal agencies and the Centers for Disease Control & Prevention (CDC) is essential to assure that the State is in compliance with all federal mandates. Intra and interagency coordination within the Department and other state agencies are essential to assure that state priorities and mandates are also met.

The Division is responsible for the promotion, coordination and tracking of legislative initiatives that relate to the health and safety of individuals, children, youth and families, especially those with special needs. It further provides direction to the division programs regarding all their public and professional education efforts.

FHSD is responsible for providing overall planning, management and coordination for all assigned programs, and medical and administrative direction to its three branches. The Division provides the leadership and vision required to ensure that the division programs have the capacity to carry out the core public functions of assessment, policy development and assurance relative to Hawaii's women, children, adolescents and families. The three branches are Children with Special Health Needs Branch, Maternal and Child Health Branch, and WIC Services Branch. The Division Chief fosters collaboration among division programs to establish criteria and procedures for setting division wide priorities including priorities for resource allocation.

SECRETARIAL SERVICES

- Provides the secretarial and office support services to the Chief, the Medical Director.
- Provides technical consultation to the Branch Secretaries and program clerical staff at the Division level.

MEDICAL DIRECTOR

- Provides consultation to the Division Chief and other staff on medical practice issues related to the health of women, infants, children, adolescents and special needs populations.
- Provides training, as appropriate, to division staff on current public health issues based on review of scientific literature and best practices.
- Develops standard of practice and guidelines for the delivery of primary care, family planning, perinatal and child health services, contracted with private health and community agencies and provides medical practice review of contracted services and programs for quality assurance.

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- Serves as an essential link for public health information and priorities to be effectively communicated and disseminated to the medical community.
- Provides medical leadership for the Statewide Multi-disciplinary Child Death Review Teams and Statewide Child Death Review Council.
- Analyzes existing State data sets for trends and indicators in maternal and child health essential for community planning and development of program priorities.
- Represents the division at various advisory committees such as the Department of Human Services' Early Periodic Screening, Diagnosis and Treatment (EPSDT) Advisory Committee, Healthy Mothers/Healthy Babies, Perinatal Consortium, Baby SAFE Council, Suicide Prevention Task Force, Keiki Injury Prevention Coalition (KIPC), Adolescent Health Council, State Council on the Health Status of Women, Sex Assault Coalition, Patient's Rights Committee and others as assigned.

**PRIMARY CARE AND RURAL HEALTH PROGRAM**

The **Primary Care and Rural Health Program** coordinates federal, state, and local efforts aimed at improving the health of Hawaii's rural, medically underserved, and multicultural residents. The Office provides planning, technical assistance and resources to improve access to health services throughout Hawaii. The office has three programs:  
1) Primary Care Office (PCO), 2) Rural Communities Healthcare Infrastructure Transformation (RCHIT), and 3) the Office for the Rural Advancement of Technology and Hospital Improvement (ORATHI).

**Primary Care Office**

- Develops and publishes the Primary Care Needs Assessment Databook on alternate years to identify geographic areas of highest risk and to assist stakeholders and policymakers in developing strategies to improve access to primary care for underserved populations.
- Conducts statewide surveys of primary care physicians, dentists and mental health professionals to accomplish the following:
  - 1) assess the need for health professionals statewide and by geographic areas; and
  - 2) provide data for required annual federal reporting.
- Conducts recruitment and retention activities, including federal National Health Service Corps activities to assure coordination and appropriate placement of health personnel in underserved areas of the state.
- Assures the formal federal designations of Medically Underserved Areas/Populations and Health Professional Shortage Areas in the state by developing and submitting appropriate applications to the federal Division of Shortage Designation.
- Conducts community development activities and provides technical assistance to communities to improve access to primary care. Technical assistance is provided on the establishment of community health centers in underserved areas.

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- Collaborates with health professions training programs (e.g. Area Health Education Centers, Native Hawaiian Health Professions Scholarships Program) to provide opportunities for student training and subsequent placement of health professionals in underserved areas.
- Develops and submits annual Primary Care Office grant to the federal Bureau of Health Professions.

Rural Communities Healthcare Infrastructure Transformation (RCHIT)

- Develops, submits, and administers the State Offices of Rural Health grant which has five focused areas of responsibility:
- Collects and disseminates rural health information.
- Coordinates rural health resources and activities statewide in coordination with other public and private organizations.
- Provides technical assistance to meet rural community health needs.
- Conducts activities to encourage recruitment and retention of health professionals in rural areas.
- Works to strengthen state, local, and federal partnerships.
- Plans, organizes, coordinates, implements, and evaluates rural health projects, particularly those that build capacity in rural communities.
- Participates with and provides oversight and guidance to sub-grant recipients and project partners to ensure deliverables are timely and adequate.
- Develops, coordinates, and provides technical assistance on grant proposals and other funding mechanisms to enhance community rural health capabilities.
- Reviews and develops county, state, and federal rural policy initiatives to support rural health goals. Provides technical support such as testimony, bill amendments, talking points, briefing papers, etc.

Office for the Rural Advancement of Technology and Hospital Improvement (ORATHI)

- Develops, submits, and administers the Medicare State Rural Hospital Flexibility Program grant, the purpose of which is to assist small rural hospitals and improve access to health services in rural communities. Responsibilities include:
- Addressing quality of care issues
- Developing and implementing rural health networks

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- Improving and integrating Emergency Medical Services
- Creating and maintaining a state rural health plan
- Supporting facilities seeking Critical Access Hospital designation
- Develops, submits, and administers the Small Rural Hospital Improvement Grant Program which provides funds to help hospitals meet the requirements of the Affordable Care Act—particularly around Value-based Purchasing, bundled payments, and/or Accountable Care Organizations—and in implementing Medicare's Prospective Payment System
- Educates and provides technical assistance to rural facilities on the implementation of electronic health records, health information exchange, and other health information technology
- Educates and provides technical assistance to rural facilities on the implementation and use of telehealth technologies and methods
- Works with rural hospitals, particularly Critical Access Hospitals, to improve financial, operational, and clinical performance
- Reviews and develops county, state, and federal policy initiatives to support rural health goals. Provides technical support such as testimony, bill amendments, talking points, briefing papers, etc.

ADMINISTRATIVE SERVICES

This office coordinates the overall administrative activities for the Family Health Services Division. Oversight is provided through technical assistance and consultation provided in the areas of personnel, budget, fiscal and accounting, procurement and contracting, and facilities management. Develops and maintains coordinating mechanisms within the division for programs to appropriately collaborate and maximize resources.

- Provides management analysis assistance, including reorganization planning, to the Division Chief and program managers.
- Provides assistance to all organizational segments of the Division in the areas of budget, fiscal, procurement, contracting, personnel and logistic services.
- Initiates, formulates, interprets and implements administrative policies, practices and procedures necessary to achieve the objectives of all programs assigned to the Division.
- Coordinates and develops third-party reimbursement mechanisms, including grant applications.
- Initiates and negotiates interagency and contractual agreements with public and voluntary agencies, and supervises the enforcement of such agreements.

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- Develops, monitors, and controls the policies and procedures on fiscal operations in accordance with departmental, state and federal requirements.
- Provides personnel support, information and assistance to all Division staff and programs in accordance with departmental, state and federal requirements. This includes support in the area of recruitment, position classification, staff training, labor relations and employee benefits.
- Maintains and updates an employee safety manual.
- Reviews reports of industrial accidents.
- Reviews and coordinates all fiscal and personnel actions to assure conformance with the Division's authorized expenditure plan.
- Processes contracts and assists program managers in developing and maintaining a system to monitor all contracts within their respective programs; develops guidelines and modifies them in accordance with changes from the State Procurement Office.
- Supervises preparation of the Division's operating budget in conformance with the instructions from the Departmental budget office and the state's central budget office.
- Reviews the operating budgets of all Division programs to ensure that all program needs are considered in resource allocation.
- Monitors the processing of requisitions, and assists line and staff personnel with purchase orders, invoices and payments as needed.
- Provides direction and expertise to the program staff in the development and execution of cost analysis relative to the establishment of reimbursement rates.

SURVEILLANCE, EVALUATION & EPIDEMIOLOGY STAFF

This division staff office facilitates the integration of public health core functions of assessment, policy development and assurance into all programs in the division. This includes assessing the current status of division programs related to core functions, providing and/or arranging for appropriate training and technical assistance, and evaluating progress. It is responsible for the assurance of quality data collection, analysis and dissemination throughout the entire division. It applies the principles of epidemiology, program evaluation; public health needs assessment, and system development to its various planning efforts.

- Provides leadership by defining skills and competencies required for implementing public health core functions in the division. Collaborates with branches to reach consensus regarding required skills and competencies.
- Conducts and coordinates epidemiological analysis and provides interpretation of population based and program specific interventions to assess health status, and the health determinants of the family health population.
- Supports division programs in developing and maintaining measurable outcomes and objectives and in program evaluation methodologies.

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- Conducts and collaborates with branch staff to design and implement program evaluation.
- Assures quality of data collection, surveys, evaluation, analysis and dissemination throughout all the branches.
- Provides advice regarding epidemiological and biostatistical research methods, formulation of analysis, plans and format for dissemination of findings.
- Prepares program reports and publications regarding the results of epidemiological analysis and program evaluation for community dissemination.
- Based on analysis and interpretation of data, determines and recommends effective interventions and policy changes.
- Provides advice regarding epidemiological and biostatistical research methods, formulation of analysis, plans and format for dissemination of findings. Advises and directs the formation of study abstracts and publication.
- Provides training on research methods, epidemiology principles and biostatistical methods.
- Collaborates on data activities with other DOH programs outside of FHSD on issues related to family health including Injury Prevention and Control, Disease Outbreak and Control, STD/AIDS, Chronic Disease Programs, and the Science and Research Group.

DATA EVALUATION

- Collects and analyzes comprehensive population based data at the national, state and local levels related to the population served by the division.
- Evaluates quality of all data, which are collected and analyzed to be in compliance with grant requirements.
- Provides leadership by facilitating standard setting for data collection and analysis in the division.
- Develops and maintains an inventory of all data collected and utilized by the division.
- Prepares data reports and tracks the Title V outcome and performance measures for the division and its branches.
- Provides demographic and health status data required in federal grant applications.
- Provides technical assistance to staff on data collection and analysis and to public and private agencies, organizations, and individuals regarding maternal and child health issues.

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- Serves as a high level technical consultant on statistical research and evaluation to Division/Branch staff.
- Promotes, coordinates, and provides direction to all the branches, sections, and programs in the division in terms of data collection activities, statistical studies, database management, and statistical reports.
- Fosters coordination and collaboration among the division's statistical and program management staff to facilitate and accelerate the development of consensus across the Division around key health data and health data analysis issues
- Staffs the Division's Research Advisory Committee (RAC).

PREGNANCY RISK ASSESSMENT MONITORING SYSTEMS (PRAMS) SECTION

- Administers PRAMS, the ongoing population-based surveillance system designed to identify and monitor selected maternal risk behaviors that occur before, during and after pregnancy during a child's early infancy.
- Analyzes data for use in program planning, evaluation and policy development with the goals of service system improvement enhancement.
- Assists in the preparation of the federal grant application and annual report, providing the data requested,

PLANNING SECTION

- Coordinates and completes Annual Title V Maternal and Child Health Block Grant Report and Plan in collaboration with division programs.
- Develops and publishes a comprehensive needs assessment for the family health population at least every five years in collaboration with the branches to determine division-wide priorities, and to carry out related program planning and policy development. During the interim years, conducts ongoing needs assessment, which is used to re-evaluate priorities, programs and policies.
- Tracks the state's progress in meeting the Title V Maternal and Child Health Block Grant performance and outcome measures and Healthy People 2020 objectives for the family health population and coordinates the evaluation of division programs in identifying effective activities to accomplish objectives.
- Facilitates the development of self-evaluation mechanisms for division programs. Oversees the implementation and reviews the results of self-evaluation.
- Assesses the relevance and effectiveness of division programs in meeting division priorities and objectives.

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- Identifies division wide training needs related to division wide programmatic priorities and objectives. Arranges for and coordinates the provision of such training.
- Keeps abreast of national issues and trends including legislation related to division programs and disseminates this information. Facilitates discussions regarding need for shifting and modifying division programs and services in order to accommodate new trends.

STATE SYSTEMS DEVELOPMENT INITIATIVE (SSDI) UNIT

- Facilitates activities, including arranging for technical assistance and training, to define, develop and document systems of care at the state and local levels for the family health population. Identifies measurements for assessing and evaluating systems of care.
- Facilitates data linkages of birth certificate data with Medicaid, hospital discharge, WIC and other relevant data sets by reducing barriers to linkage. Provides or arranges for analysis of linked data sets to determine interventions which can improve the health status of the population.
- Provides or arranges for analysis of key maternal child health data sets to determine interventions which can improve the health status of the population.
- Develops and submits the annual State Systems Development Initiative grant application.

FETAL ALCOHOL SPECTRUM DISORDER (FASD) UNIT

- Develops and coordinates systems of care for those individuals who have been diagnosed with an FASD and their families.
- Develop a strategic plan for the prevention, identification and diagnosis, intervention and treatment services for those already diagnosed and their families.
- Provides information and referral services to assist families affected by FASD.
- Advocates for and coordinates state and community resources to assist individuals and families affected by FASD.
- Provides public awareness and professional educational materials about FASD.

EARLY CHILDHOOD COMPREHENSIVE SYSTEM (ECCS) UNIT

- Assures the development and implementation of a comprehensive and integrated system of care for children zero to eight.
- Facilitates interagency collaboration to promote the medical home, social and emotional health for children, early childhood school readiness, parenting and family support.

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- Develops and track early childhood indicators.
- Develops statewide priorities to assure that all children under the age of eight are safe, healthy and ready to succeed.

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The Children with Special Health Needs Branch has two major goals: (a) all children and youth with special health care needs (CYSHCN), including young children with developmental delays, will receive appropriate services to optimize health, growth and development; and (b) access to quality health care shall be assured through the development of a comprehensive, coordinated community-based, patient/family-centered, culturally competent system of care. CYSHCN are children who have or are at increased risk for chronic physical, developmental, behavioral, or emotional conditions and who require health and related services of a type or amount beyond that required by children generally and their families.

- Assess and monitor the status of CYSHCN to identify and address the strengths and problems of the system of services.
- Link CYSHCN to health and other community and family services, and assure access to comprehensive, quality systems of care.
- Assure access to services as mandated, needed, or a safety net for CYSHCN.
- Inform and educate the public and families about issues related to CYSHCN.
- Mobilize community partnerships among policymakers, health care providers, families, general public, and others to address health problems related to CYSHCN.
- Facilitate community engagement with providers, families, public and private entities to plan, develop, evaluate and improve services for CYSHCN.
- Provide leadership for priority-setting, planning, and policy development to support efforts to assure the health of CYSHCN and their families.
- Monitor and evaluate the effectiveness, accessibility, and quality of personal health and population-based services for CYSHCN.
- Coordinate and conduct research and demonstrations to improve services for CYSHCN.

SECRETARIAL SERVICES STAFF

- Provide the secretarial and office support services to the Branch.

ADMINISTRATIVE SUPPORT STAFF

- Develop and oversee the Branch budget with the Branch Chief and monitor and evaluate expenditure plans for compliance to Operational Expenditure Plans.
- Develop the Early Intervention Section budget with the Section administrator and provide quarterly updates on expenditures and budget projections.
- Develop, prepare, and submit Biennium and Supplemental Budget Requests as

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- necessary.
- Provide contract management and administrative support activities including reviewing proposals and negotiating contracts.
  - Responsible for fiscal management of contracts and provide support for programmatic monitoring of contracts.
  - Develop and implement a plan for contract fiscal monitoring and evaluation and compliance corrections as necessary.
  - Provide fiscal and accounting services including the processing and payments of authorized expenses and procurements.
  - Provide grants management support activities including responsibility for fiscal applications and expenditure reports, as required, for present, on-going, and new grants.
  - Develop and implement a plan for facilities management and inventory controls.
  - Oversee and implement Branch and Sections personnel activities.
  - Provide appropriate consultation, technical assistance and training to Branch Sections for administrative, fiscal, personnel, and procurement activities.
  - Analyze budgetary data to assure quality and cost-effectiveness of programs.
  - Assure compliance with Division and Departmental policies and procedures.

DATA SUPPORT STAFF

- Administer the data research and analysis activities required for needs assessment, planning, development of needed programs, and monitoring and evaluation for quality improvement and effective services.
- Measure and monitor data collection and analyses related to CYSHCN statewide.
- Provide technical and consultative services to Sections and programs.
- Develop and prepare reports and plans to comply with federal and state requirements.
- Work with other Departmental data sources and programs to achieve Branch data goals and objectives.

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CHILDREN AND YOUTH WITH SPECIAL HEALTH NEEDS SECTION (CYSHNS)

This section focuses on CYSHCN residing in communities of the state, until they reach age 21 years. It is responsible for development, demonstration, and promotion of quality family-centered, community-involved, comprehensive services for their optimal health and development. The long-term aims are to prevent and reduce complications of illness and dysfunction with chronic conditions and expand their participation in community life. It promotes and facilitates activities toward attaining state and national goals for CYSHCN, including national performance measures established by the Title V Maternal and Child Health Block Grant Program.

- Address the multiple determinants of health that interact across childhood and family members to produce health outcomes.
- Bring together and integrate services from models of child development, chronic illness, maternal and child health life course, and social determinants of health.
- Conduct assessments to focus on the source of population needs.
- Assure needed collaboration is developed and maintained among programs.
- Partner with all sectors at local and regional community, state, and national levels to assure services are available and organized so families can use them easily.
- Involve key community persons in leadership for new initiatives and facilitating change for improvement of services.
- Collect/measure and utilize data for policy decisions and program planning.
- Provide knowledge base with information and supply reports conceptualizing and identifying problems or needs within a target community, effective/efficient and socially acceptable solutions, and recommendations for facilitation and activities toward enactments of solutions into policy.
- Provide community information and referral information for members of the public and service providers.
- Facilitate the development of programs and services to address priority unmet needs when community resources are insufficient or not available.
- Monitor and evaluate accessibility and effectiveness of services and service system utilization for improvement of quality and results for long-term outcomes.
- Assess state and community needs and trends regarding health status, services, and resources for CYSHCN. Review data from various national, state, and community sources. Identify areas and develop recommendation to improve access to needed services.

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- Develop evidence-based or evidence-informed strategy measures and implement activities to achieve these strategy measures, as related to Title V Maternal and Child Health Block Grant national and state performance measures.
- Provide consultation, education, training, and technical assistance for health professionals, state and community programs/agencies, and other organizations in areas related to CYSHCN, including family-professional partnerships, medical home, adequate health insurance, screening and follow-up, system of services, and transition to adult health care. Additional areas include early childhood development, social-emotional development, periodic preventive health services, craniofacial conditions and treatment, hearing loss and aids, nutrition, and health and community services and resources.
- Facilitate the development of a statewide system that promotes early childhood health, wellness, and development, including social-emotional development, including for children with special health care needs. Promote developmental screening and appropriate follow-up with monitoring and/or referrals. Work in collaboration with state and community partners. Improve the percentage of children age 0-5 years who are screened early and continuously for developmental delay, through developing infrastructure for on-going training, technical assistance, and support for practitioners conducting developmental screening activities; developing protocols, guidelines and standardized referral processes and communication system on developmental screening; developing data system to track and monitor screening, referral, utilization system; developing collateral material needed to support understanding and importance of developmental screening; and developing a website to house materials, information, and resources on developmental screening.
- Facilitate the development of a statewide system of hearing and vision screening and follow-up to assure that all preschool and school-age children have screening for hearing and vision; children who fail screening have needed follow-up and tracking to ensure that children receive evaluation, diagnosis, and medical intervention/treatment; screeners are trained; hearing screeners are supervised by an audiologist or nurse; standard protocols and methods are used; and statewide data are collected and analyzed. Work in collaboration with state and community partners.
- Work in coordination with public, private, and community providers and families to assure that CYSHCN with craniofacial conditions, such as cleft lip and palate, receive the comprehensive multidisciplinary services that are necessary throughout stages of growth and development for optimal correction and functioning; have services that are appropriately covered by health insurance; and have services that are provided by a cleft and craniofacial team that meets the standards of the American Cleft Palate-Craniofacial Association and Cleft Palate Foundation.
- Develop and implement a Hi'iilei Hawaii Developmental Follow Along Program for Young Children, as a "safety net" to provide developmental follow-up for young children at high risk for developmental delays, who are not eligible for early

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intervention services (under Part C of the Individuals with Disabilities Education Act for children age 0-3 years with developmental delays or at biological risk of developmental delays). Age-appropriate Ages and Stages Questionnaire (ASQ) screening forms are provided to interested families on a periodic basis. Based on scores for communication, gross motor, fine motor, problem solving, and personal-social, the program provides follow-up that may include: continue periodic screens, provide information on ways to promote child's development, information about community programs and activities, or referrals for further evaluation or coordination with the medical home or other services.

- Develop and implement a Supplemental Security Income (SSI) Outreach program. A purpose of Title V of the Social Security Act (for which the Family Health Services Division/CSHNB receives funding) is to provide rehabilitation services for blind and disabled individuals under the age of 16 years receiving benefits under Title XVI, to the extent medical assistance for such services is not provided under Medicaid. This has been interpreted by CSHNB for Hawaii to mean the provision of outreach services to medically eligible SSI applicants referred by Disability Determination Services Branch in the Department of Human Services. CYSHNS outreach to medically eligible SSI applicants includes contacting all referred families; assessment to identify child/family medical, social, educational, and transitional needs; providing information regarding housing, insurance, support groups for various health issues, and other resources; linking to appropriate agencies; helping parents with special education issues; referring to appropriate resources and programs; referral to CSHNP; teaching system navigation and advocacy; and other assistance.
- Promote the transition of youth to adult life, including adult health care, work, and independence, through collaboration and education with state and community partners. Collaboration includes convening agency, community stakeholders, and youth to develop strategies to improve services for adolescents and their families necessary to make transition to adult health care; collaborating with stakeholders to increase awareness of the importance of health care in transition planning; collaborating in working with health care providers; collaborating in efforts to increase the percent of adolescents age 12-17 years with a preventive medical visit in the past year, and include the transition to adult health care message; and developing and implementing a plan to address key factors (e.g., medical home, health insurance, preventive medical visit, etc.) that support the transition to adult health care. Education includes developing educational materials on manageable steps for transition for younger ages; providing transition materials to other agencies to incorporate into their programs; and providing education/training on transition to adult health care.
- Provide direct services (called "Children with Special Health Needs Program") that include information/referral, outreach, service coordination, social work, and nutrition services for CYSHCN age 0 to 21 years statewide; pediatric cardiology, neurology, and nutrition clinics on Neighbor Islands where services are not available; and financial assistance for pediatric specialty services as a safety net for eligible children who have no other resources.

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- Provide statewide services to assure that CYSHCN age 0 to 21 years, especially those with limited resources, receive optimal health care and reach their growth and development potential.
- Assess all requests or applications for services. This includes confirmation of medical and/or financial eligibility, information and referral, and initial recommendations for the family.
- Provide individual child/youth and family assessments, initial recommendations for service planning for newly admitted children, and services to continuing children. Provide nursing and health care consultation services and facilitate tracking and monitoring of program service results and outcomes.
- Provide service coordination to families receiving CYSHNS services throughout the state. This includes: assessment of needs, development of service plan, linkage to appropriate care, evaluation of child's health care and progress, liaison between private and community health and social service agencies, monitor child's progress, and assisting with transition to adult health care services and independence.
- Facilitate access to pediatric specialty services, including diagnostic and treatment services through sub-specialty clinics, medical specialists, and other medical services. Coordinate specialty services with primary care providers.
- Provide neighbor island pediatric specialty clinics, where feasible and other services are not available, to assist families with access to community-based specialty services.
- Assist with limited financial access to services through program or other funds, as a "safety net" for families in order to provide access to specialty services for eligible CYSHCN/families with no other resources.
- Provide input and consultation in individual education planning and other service planning meetings on specific needs and strategies for the child/youth.
- For CYSHCN with craniofacial conditions, such as cleft lip and palate, assist with obtaining multiple services that are timely during stages coincident to growth. Assist families in managing the array of services required. Provide counseling, education, and consultation with families, educators, primary care providers, and other social services, health care, and care coordination providers. Collaborate with Kapiolani Medical Center for Women and Children in their Kapiolani Cleft and Craniofacial Center. Participate as a community resource member of the team of medical, dental, surgical, and other specialists and therapists. Participate in development of multidisciplinary team recommendations that include proper sequencing of evaluations and treatments.
- Provide pediatric nutrition services. Provide consultative staff services to other discipline providers and programs as part of a comprehensive approach to

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nutrition or dietary issues. Participate as a multidisciplinary member in Metabolic Clinics in Hawai'i Community Genetics.

- Provide social work services to increase child/youth and family coping skills and address health plan benefits and coverage, family income and cost of specialized care, interpersonal relationships and disability, social adjustment and functional limitation, housing and home environment, transportation and geographical proximity to services, second language and cultural values, communication and self-advocacy, psychosocial adjustment and long-term chronic conditions, and other areas.
- Assess family functioning and its positive and/or negative influence on the child's service plan. Identify family strengths, risk factors, and stressors. Develop interventions to enhance family strengths or reduce risk.
- Enlist and coordinate participating providers, volunteer providers, and fee-for-services contractors of medical specialty and related treatment services. Provide information and guidelines on use of these services to families, providers, and agencies.
- Provide informational materials and resource descriptions for families and providers. Topics may include medical services, social services, early intervention programs, and other resources for CYSHCN.

**EARLY INTERVENTION SECTION (EIS)**

This Section, as Lead Agency for Part C, is responsible for the statewide implementation of Part C of the Individuals with Disabilities Education Act (IDEA), Public Law (P.L.) 108-446, and H.R.S. 321.351-357 for all Part C eligible children (i.e., children under age 3 who meet the State's eligibility criteria) and assures that a system is in place to meet all federal and state requirements. The system must have policies and procedures in place to assure that the following required components are met: a rigorous definition of "developmental delay" in order to appropriately identify eligible children; a state policy to provide early intervention services based on scientifically-based research; timely, comprehensive multidisciplinary evaluations of the functioning of each child and a family-directed identification of the needs of each family; an individualized family support plan for each eligible child and family; a comprehensive child find system; a public awareness program that provides information to primary referral sources; a central directory that includes information on early intervention services and resources and experts available in the state; a comprehensive system of personnel development which includes the establishment of qualifications based on state-approved requirements; a system to ensure mandated services are available; the provision of procedural safeguards; a policy related to the provision of services in natural environments to the extent possible; a State interagency coordinating council; a system to compile required data; policies and procedures related to the identification and coordination of all available resources, including the development of interagency agreements; and a system to resolve disputes with both families and/or other agencies.

To meet the above requirements, this Section is responsible for the development of a

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family-centered, community-based, comprehensive, interagency and coordinated system of early intervention services for Part C children and their families. To ensure that such a system is in place, this Section regularly monitors all early intervention programs that provide care coordination and services to Part C eligible children to assure their compliance with Part C requirements, and that if deficiencies are identified, they are corrected. This Section collaborates with public and private partners statewide and develops Memoranda of Understanding with other Departments to support IDEA Part C requirements. Section responsibilities also include the staffing to support the Hawai'i Early Intervention Coordinating Council and development of a public awareness campaign, using various outreach activities, strategies and media sources to identify potentially eligible children from birth to age three, especially those who are homeless, underrepresented, low-income, inner-city and rural.

SECRETARIAL SERVICES

- Provide the secretarial and office support services to the Section staff.

HAWAI'I EARLY INTERVENTION COORDINATING COUNCIL STAFF

The Hawai'i Early Intervention Coordinating Council (HEICC) is mandated by Part C, §641 and H.R.S. 321.353. It has the following functions:

- Advise and assist the Department in the development and implementation of the policies that constitute the statewide system of early intervention services.
- Assist the Department in achieving the full participation, coordination and cooperation of all appropriate public agencies in the State.
- Assist the Department in the effective implementation of the statewide system by establishing a process that includes: seeking information from service providers, care coordinators, parents and others about any Federal, State or local policies that impede timely service delivery; and taking steps to ensure that any policy problems identified are resolved.
- Advise and assist the Departments of Health and Education regarding the transition of toddlers with disabilities to preschool and other appropriate services.
- Assist the Department in the resolution of disputes.
- Advise and assist the Departments of Health and Education regarding the provision of appropriate services for young children from birth through age 5.
- Provide advice and consultation to EIS in planning, implementing, monitoring and evaluating the system of early childhood services.
- Advise and assist the Department in the preparation of applications under Part C and amendments to those applications.

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- Review and certify the required annual report on the status of statewide early intervention programs for Part C eligible children and their families for the Governor and the U.S. Secretary of Education.

**HAWAII KEIKI INFORMATION SERVICE SYSTEM (H-KISS) STAFF**

H-KISS administers the centralized statewide computerized information and referral service, under Part C of IDEA, and performs the following functions:

- Provide information on state and national services and resources to families with young children who have special health needs (and Title V toll-free information line to age 21).
- Receive referrals from parents, pediatricians, and the community for early intervention services for children birth to age 3, who may be eligible for services.
- Utilize a triaging mechanism to ensure appropriate and timely referrals to early intervention programs for children birth to age 3 who may be eligible for services.
- Compile statistical information for purposes of identifying service needs and for state and federal required data reports.
- Generate reports in response to data requests from public and private providers in the community.
- Provide information and technical assistance to ensure pediatricians, child health and developmental specialists, preschool teachers, and other community providers are knowledgeable about how to refer possible Part C eligible children for early intervention services.
- Maintain a database of referrals, which includes updates on referral information. Implement changes and enhancements in H-KISS database software as needed.

**PERSONNEL DEVELOPMENT STAFF**

This program is responsible for implementing strategies and activities to provide and support statewide training and personnel development for the Early Intervention Section and all other Part C providers, including:

- Develops a statewide system of personnel development to assure that a family-centered, community-based, culturally competent, collaborative approach is the basis for all training and professional development activities.
- Responsible for ensuring that all personnel who serve Part C eligible children, statewide, are knowledgeable of IDEA, Part C requirements through direct training and training other trainers.
- Develops and implements training modules, statewide, on IDEA, Part C

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- requirements.
- Reviews and approves all training materials related to IDEA, Part C.
  - Ensures that other trainers appropriately and adequately provide required IDEA Part C training using the Part C training modules.
  - Ensures that a yearly personnel survey is disseminated to all Part C early intervention providers, including professionals, paraprofessionals and administrators to identify training needs.
  - Develops new statewide training modules to support the additional training needs as identified on the personnel survey.
  - Plans, conducts and/or coordinates training for early intervention parents and personnel to assure appropriate, quality early intervention services to infants and young children with special needs and their families as outlined in Part C of P.L. 108-446.
  - Provides consultation to related programs and sections in the Branch, Department of Health and community on early childhood training issues and the comprehensive system of personnel development.
  - Provides awareness training and consultation to child health and developmental specialists, preschool teachers and other interested community providers on IDEA Part C, to assure that they are knowledgeable of how to refer possible Part C eligible children for early intervention services.
  - Collaborates with other community programs to ensure that a variety of personnel development activities are available throughout the year to meet the needs as identified by early intervention program staff.
  - Collaborates with public and private universities, community colleges, departments and agencies that currently provide training for professional development.
  - Develops and disseminates a monthly training calendar to all providers of early intervention services and families of children receiving early intervention services.
  - Responsible for developing and maintaining database for training and personnel development.
  - Responsible for the development of federal, state, and programmatic reports.
  - Responsible for the implementation of grants related to training, including the development and monitoring of budgets.
  - Acts as the co-facilitator of the HEICC's Personnel Development Committee.

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- Supports the development of statewide Part C implementation policies and procedures for dissemination to all Part C providers statewide.
- Participates in Part C Quality Assurance monitoring of all statewide Part C Agencies and Programs.

**LEAD AGENCY SUPPORT STAFF**

This program is responsible for assuring the IDEA Part C and other applicable federal and state laws are being followed by all Part C Agencies and Programs. This program develops and implements strategies and activities to support statewide quality assurance including:

- Responsible for developing and implementing a monitoring system to ensure that all Agencies and Programs that serve IDEA Part C eligible infants and toddlers and their families meet IDEA Part C requirements.
- Collaborates with all providers of IDEA Part C services to ensure they are knowledgeable of Part C requirements and qualified to provide early intervention services.
- Works closely with the EIS Section Supervisor, the Public Health Nursing Branch Chief, and the Healthy Start Supervisor in monitoring their programs and sections that serve IDEA Part C.
- Reviews, approves, and assures that all Agency action plans developed as a result of program monitoring are met within timelines.
- Responsible for developing Part C monitoring and reporting templates for use by all Part C Agencies.
- Responsible for developing, implementing, training for, and evaluating Part C's participation in all aspects of the interval review system, including identifying children to be reviewed, reviewing internal review reports, as necessary, ensuring that reviewers attend review meetings, and providing follow-up to program managers and section supervisors regarding the results of the internal reviews, writing the required Internal Review statewide summary reports, analyzing Part C internal review data, mentoring new internal reviewers, and attending statewide quality assurance meetings with the Department of Education and DOH, Child and Adolescent Mental Health Division.
- Responsible for working with the Personnel Development program in developing and presenting training modules for both internal review mentors and internal reviewers.
- Responsible for the development and implementation of the statewide Part C child and family outcome system, in response to new OSEP requirements, including providing training and support to all Part C Agencies and Programs, analyzing

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statewide Part C data, ensuring annual family surveys are disseminated and analyzed, writing reports to support the submission of annual State Performance Plans and other required reports.

- Supports and participates in training activities related to IDEA Part C requirements.
- Collaborates with the Department of Education (DOE) to support the development and implementation of DOE Quality Assurance Complex Plans.

QUALITY ASSURANCE STAFF

This program is responsible for assuring that EIS state and private purchase-of-service (POS) early intervention programs (EIS Part C programs) that serve infants and toddlers with developmental delays and their families follow required IDEA Part C and other applicable federal and state laws. This program develops and implements strategies and activities to support statewide quality assurance for EIS Part C programs, including:

- Works with and supports all EIS Part C programs to ensure they are knowledgeable of Part C requirements and qualified to provide early intervention services.
- Responsible for monitoring all EIS Part C programs for compliance with IDEA Part C requirements, H.R.S. 321.351-353, with the Hawaii Early Intervention State Plan, and contractual requirements (as appropriate) and assuring that corrections are implemented to meet any identified areas of non-compliance.
- Analyzes data from EIS Part C programs to determine areas improved and areas in need of improvement.
- Ensures that any EIS Part C program action plan developed as a result of program monitoring is implemented within timelines.
- Develops and submits required reports to EIS as Part C Lead Agency related to identification and correction of any areas of Part C non-compliance.
- Responsible for developing quarterly, annual, and other report templates for EIS Part C programs as required by the Early Intervention Section.
- Supports the internal program improvement efforts of EIS Part C programs through participating as both a reviewer and mentor to new reviewers.
- Supports the Branch's Administrative Services in the fiscal auditing of fee-for-service contracts.
- Supports training activities related to IDEA Part C requirements.
- Collaborates with the Department of Education (DOE) to support the development and implementation of DOE Quality Assurance Complex Plans.

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- Collaborates with the Branch's Administrative Services in all aspects related to expansion of EIS Part C programs, including developing new Requests for Proposals for POS programs and other needed early intervention services.
- Collaborates with the Branch's Administrative Services in reviewing and approving invoices from POS and fee-for-service providers for early intervention services.
- Monitors fee-for-service providers to assure appropriate billing.

FINANCIAL RESOURCE STAFF

The FRS is responsible for the development and implementation of financial systems and processes to collect third party reimbursements and other types of payments for early intervention services. Under the Part C mandate of IDEA, EIS is to pursue "other public and private funding" to be used to support the cost of providing early intervention services. The mandate also designates EIS as "payer of last resort" for Medicaid medical assistance and Tricare military health care programs. Title XIX of the Social Security Act goes further adding that nothing can prohibit or restrict reimbursement of IDEA Part C services (42 CFR 1396(c)) if they meet the definition of Medicaid medical assistance.

- Collaborate with Department of Human Services (DHS), U.S. Armed Services Branches, or any other private or public organization in the development and implementation of payment processes for early intervention services.
- Ensure that payment processes comply with relevant State and Federal regulations such as the Health Insurance Portability and Accountability Act (HIPAA) for transactions and Family Educational Rights and Privacy Act (FERPA) for confidentiality.
- Act as a staff information and training resource for billing procedures.
- Work closely with government, public or private fiscal agent data personnel in the development and application of data collection or billing systems for EIS.
- Ensure that statewide EIS personnel are trained and comply with all applicable requirements of State and Federal regulations, including HIPAA transactions, FERPA confidentiality regulations, False Claims Act requirements, etc.
- Collect, review and validate service data from statewide EIS programs and fee-for-service providers to generate invoices for reimbursement or other payments to DHS.
- Verify employment and professional credentials and track eligibility of early intervention providers for reimbursement or audit purposes.
- Maintain and update provider fee schedules, applicable diagnoses and procedure codes required for payment processes.

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- Verify eligibility of children enrolled in early intervention programs for reimbursement purposes.
- Deposit reimbursements and payments into appropriate accounts.
- Utilize detailed information of reimbursements/payments and special fund deposits for reporting purposes.

SOCIAL WORK SERVICES UNIT

This unit is responsible for providing family-centered culturally sensitive care coordination services and other family support services to families with Part C eligible children and their families.

- Gather information from parents regarding their strengths, concerns, and priorities for their children referred for early intervention services and themselves.
- Ensure that referred children receive timely evaluations to determine their Part C eligibility, timely Individualized Family Support Plans (IFSPs), and timely and appropriate early intervention services to meet the needs identified on their IFSPs.
- Support the implementation of the IFSP in all public and private early intervention programs statewide through training and technical support. Ensure that the IFSP document meets Part C regulations.
- Provide individual and family counseling to alleviate family crisis and/or dysfunction and co-facilitates support groups for family members.
- Facilitate arrangement of other needed services by referring to community agencies.
- Provide social work consultation, support, and training to social workers/care coordinators and other providers of early intervention services in the areas of IFSP development, family centered services, community-based services, cultural sensitivity, and other related areas.
- Support quality assurance activities related to the implementation of Part C regulations concerning culturally competent, family-centered care coordination, evaluations and IFSP processes.
- Assess family functioning; identify family strengths, concerns, needs, risk factors, and stressors; and develop strategies to enhance family strengths and/ or reduce risk.
- Advocate for and assist families in navigating the network of health and human services to maximize service provision to young children.
- Provide social work consultation to H-KISS staff and other social workers statewide.

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- Support the provision of training in family-centered care, care coordination and IFSP development for early intervention personnel statewide.
- Provide direct supervision and/or technical assistance for care coordinators who are placed in public and private agencies to implement care coordination services.
- Collaborate with multiple public and private departments and agencies to assure services are coordinated. Collaborate with the Department of Education and other providers of services to children over age 3 to ensure smooth and timely transitions, consistent with IDEA Part C.

**PROFESSIONAL SUPPORT UNIT**

This unit is responsible for ensuring that professional support services, consistent with IDEA Part C, are provided to all Early Intervention (EI) programs statewide that serve Part C eligible children and their families, as needed. This unit is also responsible for the administration of special projects that support EIS services.

- Ensure that nutritional evaluation, consultation, technical assistance, and training are provided statewide as needed to support the nutritional concerns of enrolled children, their families and EI program staff.
- Ensure that occupational therapy evaluation, consultation, technical assistance and training are provided statewide as needed to support the sensory processing/sensory regulation needs of enrolled children with autism and challenging behaviors, their families and EI program staff.
- Ensure that vision evaluation, consultation, technical assistance and training are provided statewide as needed to support the orientation, mobility and pre-braille skills of enrolled children who are blind or visually impaired, their families and EI program staff.
- Ensure that deaf education evaluation, consultation, technical assistance, training, and family support groups are provided statewide as needed to support the communication skills of enrolled children, their families and EI program staff. Support a deaf mentorship program and family networking and informational groups to enhance the ability of families to support the communication needs of their children. Assist Care Coordinators and families with the process of obtaining hearing aids to support the child's increased hearing capacity as needed.
- Ensure that psychological evaluation, consultation, technical assistance and training is provided statewide as needed to support the mental health needs of enrolled children, including those with Autism Spectrum Disorders, their families and EI program staff.
- Ensure that Part C eligible children identified with Autism Spectrum Disorders and other significantly challenging behaviors and their families receive intensive behavioral support services to meet their identified needs.

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- Increase the capacity of community preschools and home care providers to serve infants and children under three years of age with special needs within their settings through on-going training and support.

Assistive Technology Subunit

The Assistive Technology program provides assistance technology support to young children with special needs and their families. Staff (coordinator and parent mentors) provides support at the child's home and/or center-based early childhood program. They work closely with the family and providers to identify software or other types of technology to increase the child's responsiveness to the environment (e.g. increased vocalization, increased eye contact, further development of fine motor ability, etc.) around him/her through increase stimulation.

EARLY CHILDHOOD SERVICES UNIT

The unit level is responsible for the quality of services provided in the early childhood services programs and assures that services provided are appropriate and meet the levels as prescribed in the Individual Family Support Plans (IFSPs) for the enrolled children.

LANAKILA, LEEWARD, AND WINDWARD EARLY CHILDHOOD SERVICES PROGRAMS (ECSPs)

These programs determine Part C eligibility and provides early intervention services to all Part C eligible children and their families who are referred to the ECSPs.

- Administer and ensure that the ECSPs meet all required federal Part C and state regulations and requirements.
- Ensure that mandated services, including occupational therapy, physical therapy, speech therapy, special education, social work, and care coordination are culturally sensitive and family-centered and are provided to eligible children and their families to meet their identified needs. Ensure that families are linked with other mandated services that are not provided by the ECSPs.
- Ensure that children referred to ECSPs due to suspected developmental delays or at biological risk for developmental delays are evaluated within Part C timelines and that a copy of the evaluation report, verbal explanation of the results, and suggested developmental activities are provided to families.
- Ensure that a care coordinator is identified to support the development of a family-centered IFSP with outcomes, objectives, and services identified to meet the unique needs of the child and family.
- Incorporate professional "best practices" in service delivery and work closely with families of eligible Part C children to maximize their potential by imparting knowledge and skills to family members.

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- Maintain a safe, protective environment for children receiving services in their natural environments.
- Monitor accomplishment of child/family outcomes and objectives identified on the IFSP and modifies the IFSP as appropriate.
- Provide educational, developmental, cognitive, social and learning style assessments of Part C eligible children when appropriate.
- Assure a smooth transition from Part C to Department of Education or other community programs consistent with IDEA Part C requirements.
- Collaborate with all other units in EIS and CSHNB when technical assistance is needed to support the needs of children and their families enrolled in ECSPs as well as ECSP staff. Collaborate with the Quality Assurance and Training Unit to ensure that staff receives training and support in their discipline specific competencies, as well as in providing care coordination and developing IFSPs with families based on identified needs. Collaborate with private early intervention programs to ensure a consistent service delivery system for Part C-eligible children and their families.

GENOMICS SECTION

Genomics encompasses the effect of genes and their interaction with behavior, diet and the environment on the population's health. This section administers and coordinates a statewide system of services, education, activities, and funding sources to: assure appropriate screening and monitoring services to maintain or improve the health of the community; increase access to genetic services; provide education and information to the community about the impact of genomics on health; and develop genomics activities for the community based on identified needs and data.

This Section has programs that focus on the same population of newborns and infants. There is a genetic basis for many disorders – most birth defects have a genetic basis, at least 50% of congenital hearing loss is genetic, and all the disorders detected through newborn metabolic screening are genetic. This Section addresses the integration of program functions especially in the areas of education to birthing facilities and other sources of newborn/data ascertainment, strengthening community partnerships and outreach, and streamlining data systems.

- Assure, facilitate, or conduct needs assessment, data collection, program planning, evaluation, and policy development. Use results of needs assessment and interpretation of data, best practices and regional and federal guidelines for program planning, evaluation, and policy development.
- Assure that the screening and monitoring programs meet the identified needs of the community and comply with federal or state mandates.
- Assure the development of appropriate standards and policies to safeguard the

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health of the community.

- Assure that educational activities and materials are culturally competent and targeted at the appropriate reading levels for the communities served.
- Support the development of new grants and funding sources to increase the capacity and capabilities of the Section.

GENETICS PROJECT I AND GENETICS PROJECT II

Federally-funded projects to improve genetics activities and education statewide and assure access to quality genetic services and information especially for neighbor island families.

- Develop activities to promote the prevention, detection, treatment and management of genetic disorders.
- Develop and provide education for the professional and lay communities using collaborative public and private partnerships.
- Assure access to genetic services, education, and activities.
- Assess public and private needs and resources in regard to genetic services, education, and activities.
- Participate in quality assurance and research activities to monitor and improve genetic services and education.
- Participate in planning, development, implementation, and evaluation of genomics projects, including federally-funded grant projects

NEWBORN METABOLIC SCREENING PROGRAM

Administer a statewide program as required by H.R.S. §321.291 to assure that all infants born in the State are screened for phenylketonuria, congenital hypothyroidism and other specified disorders and that all infants who are identified with disorders receive appropriate follow-up, treatment and management.

- Assure that all newborns in birthing facilities are screened, through monitoring of protocols, monthly reports and newborn screening procedures at each birthing facility. Assure the availability of newborn screening services for out-of-hospital births.
- Track infants to assure satisfactory testing and to assure that infants with the specified diseases are detected and provided with appropriate and timely treatment. Assure referral to appropriate follow-up services.
- Collaborate with medical home providers to minimize the number of children who

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are lost to follow-up during the screening and follow-up process.

- Establish policies, standards/guidelines and procedures for screening, confirmatory and diagnostic testing, follow-up of newborns with positive screening tests, and tracking to assure that all newborns are screened.
- Collect, analyze and report data on newborn screening for systems monitoring and surveillance and to determine the effectiveness of screening and tracking. Maintains registries of cases with specified diseases.
- Collaborate with health care providers, birthing facilities, laboratories, health insurance providers, public and private agencies, and community groups in the maintenance, evaluation and improvement activities for a statewide newborn screening program. Convene statewide advisory meetings to obtain input on the development, implementation, and maintenance of program priorities, policies and protocols.
- Provide consultation, technical assistance, training, and continuing education on newborn screening to hospitals, laboratories, physicians, nurses, other health providers and community groups.
- Assess public and private needs and resources in regard to newborn metabolic screening.
- Participate in quality assurance and research activities to determine the appropriateness, accuracy and efficacy of newborn screening and follow-up activities.

**NEWBORN HEARING SCREENING PROGRAM**

Administer a statewide program as required by H.R.S. §321.361-363 to assure that all infants are screened for hearing loss and receive appropriate follow-up if hearing loss is suspected or diagnosed.

- Assure that all newborns in birthing facilities are screened, through monitoring of protocols, monthly reports, and newborn hearing screening procedures at each birthing facility. Assure the availability of newborn hearing screening services for out-of-hospital births.
- Establish policies, standards/guidelines, and procedures for screening, diagnostic evaluation, follow-up, and tracking.
- Collect surveillance information and maintain a comprehensive early hearing detection and intervention tracking system. Track infants to assure that infants are satisfactorily tested for hearing loss and that affected infants are provided with appropriate and timely treatment. Assure referral to appropriate follow-up services. Collaborate with medical home providers to minimize the number of children who are lost to follow-up during the screening, evaluation, and intervention process.

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- Provide information to assist families in obtaining hearing screening for newborns, audiological evaluations for children under age three years with suspected hearing loss, and early intervention services for children under age three years with permanent hearing loss.
- Collaborate with health care providers, birthing facilities, public and private agencies and community groups in the maintenance, evaluation and improvement activities for a statewide newborn hearing screening program. Convene statewide advisory meetings to obtain input on the development, implementation, and maintenance of program priorities, policies and protocols.
- Provide consultation, technical assistance, training and continuing education on newborn screening to health care providers, birthing facilities, public and private agencies and community groups.
- Participate in planning, development, implementation, and evaluation of early hearing detection and intervention activities, including federally-funded grant projects. Evaluate program outcomes to identify unmet needs and recommend changes to meet those needs.
- Participate in quality assurance, needs assessment and research activities to improve program outcomes and increase knowledge about infant hearing loss.

**BABY HEARS (HEARING EVALUATION AND ACCESS TO RESOURCES AND SERVICES)**

Support efforts to improve and ensure implementation of statewide newborn hearing screening and follow-up.

- Develop, implement and evaluate activities to increase the percentage of infants who are screened for hearing loss before one month of age.
- Develop, implement and evaluate activities to increase the percentage of infants not passing screening who are evaluated before three months of age.
- Develop, implement and evaluate activities to increase the percentage of infants with permanent hearing loss who begin early intervention services before six months of age.
- Develop, implement and evaluate activities to decrease the percentage of infants not passing screening who are lost to follow-up.
- Develop, implement and evaluate activities to decrease the percentage of infants not passing screening who are lost to state documentation.

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HAWAII' I BIRTH DEFECTS PROGRAM

Administer a statewide program as required by H.R.S. §321.421-426 and H.R.S. §324.41-44 to provide active surveillance for specific birth defects in infants up to one year of age.

- Collect surveillance information on birth defects and other adverse reproductive outcomes.
- Report the incidence, trends, and causes of birth defects and other adverse reproductive outcomes.
- Report information for the development of prevention strategies to reduce the incidence of birth defects and other adverse reproductive outcomes.
- Develop strategies to improve the access of children with birth defects to health and early intervention services.
- Collaborate with health care providers, public and private agencies and community members in the maintenance, evaluation, and improvement activities for a statewide birth defects program.
- Participate in quality assurance and research activities to improve program activities and increase knowledge about birth defects.

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MCHB provides a broad range of programs and services to pregnant women, mothers, infants, children and their families. The maternal and child health branch programs promulgates policy, develops standards and guidance to ensure availability, adequacy, and quality of services. These responsibilities include; reducing health disparities, promoting health equity, improving access to health care, and improving the quality of health care.

The Branch supports an integrated approach to maternal and child health across the lifespan. Such an approach takes into account the physical, emotional, socio-economic, cultural, educational and spiritual aspects of the lives of those in the communities we serve.

Advocate for the elimination of disparities that impact on health equity and social justice.

Assure access to quality care, especially for those with low incomes or limited availability and access to care.

Reduce infant mortality.

Provide and ensure access to comprehensive prenatal and post natal care to women (especially low income and at risk pregnant women).

Provide and assure access to preventive services.

Assure and promote family-centered, community-based, systems of coordinated care for women, children and families.

Support strategies that address system wide prevention of child maltreatment and advocate for the system wide promotion of family strengthening initiatives.

Plan, promote, coordinate, monitor, and evaluate maternal and child health services.

Provide education and advocate for the prevention of bullying behavior and promote policies that protect and support children and youth from such behavior.

Develop and provide technical and analytical resources for monitoring Branch activities.

Promote the prevention of violence against women and the exposure to violence by children and youth

Recommend and advocate for public policies and programs that ensure the overall well-being and healthy growth and development of children within the context of healthy families.

Develop an administrative system for the purchase of services (POS) contracts and other strategies to meet community needs.

Evaluate performance of Branch activities designed to meet identified needs.

Coordinate, facilitate, and conduct studies and research as appropriate on the impact of maternal and child health services on the target population and others.

Inform program administrators, community advisory boards, state agencies and other stakeholders, including the general public of maternal and child health issues.

Provide mentorship experiences for scholars and interns and encourage staff development opportunities

Support educational and information dissemination efforts on topics related to maternal and child health and violence prevention issues

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SECRETARIAL SERVICES STAFF

- Secretarial services are provided within the Branch.

PLANNING PREVENTION AND INTEGRATION STAFF

- Administer and oversee the data collection, statistical analysis, and dissemination of statistical information required for Branch programs to monitor, assess, and evaluate the efficacy of services.
- Assess maternal and child health services to ensure the development and provision of needed services through review of literature, surveillance and data review and collection, keeping abreast of best practice and evidence based practices and other relevant research in the area of maternal to include perinatal health and child health, family strengthening, and violence prevention.
- Integrate family violence prevention initiatives into other MCHB and FHSD programs to develop a comprehensive approach and formulate effective networking and coordination of resources for communities.
- Provide leadership for the violence collaborative initiative within branch to assure that across sections and programs efforts related to violence prevention are coordinated and integrated.
- Oversee the data capacity building efforts for violence related data
- Work with the branch chief to assure that programs coordinate and integrated program activities and goals where appropriate.
- Conduct branch wide meetings to prepare integrated data strategies or shared strategies based on data
- Provide support to programs within the branch to coordinate grant writing, planning, data collection and other aspects that warrant a more collaborative approach to assure quality and integrated services with shared outcomes.
- Plan, design, develop, and implement data collection systems; manage the operation of these systems to ensure data is available for program monitoring, evaluation, and analysis.
- Provide health statistics, health status data, and other statistical information to support planning and policy activities.
- Provide surveillance of the state's health care delivery system to determine at-risk Maternal and Child Health populations by identifying occurrences of health problems related to socio-economic and environmental factors.
- Develop and prepares reports and plans to comply with federal and state requirements and as directed.
- Work with other Departmental data sources and programs to achieve state's public health goals and objectives.

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ADMINISTRATIVE SUPPORT STAFF

- Assure and oversee administrative support activities for the Branch, including Program, Planning and Budget System (PPBS) and personnel services.
- Develop the Branch budget with the Branch Chief and monitors and evaluates expenditure plans for compliance to operational expenditure plans.
- Provide contract management and administrative support including the development, preparation and processing of Request for Proposals (RFPs), reviewing proposals, scheduling contractor meetings, negotiating contracts, monitoring of services, and responding to contractor calls for information.
- Assure compliance with laws and rules related to state procurement and federal procurement and grants management
- Provide grants management activities and support to program staff including responsibility for fiscal applications for present, on-going, and new grants.
- Develop and implement a plan for fiscal monitoring and evaluation of contracts and initiated any compliance corrections as necessary.
- Develop and implement a facilities management plan and inventory controls.
- Oversee, support and implement Branch personnel activities.
- Provide appropriate consultation, technical assistance and training to Branch Sections for administrative, procurement and personnel activities.

ACCOUNTING SECTION

- Provide accounting services including fiscal processing of purchase orders.

WOMEN'S AND REPRODUCTIVE HEALTH SECTION

This section administers a statewide system of women's health services to address the needs of high-risk populations including women in their reproductive years and surrounding pregnancy. The section also promotes strategic planning methods that engage community services and stakeholders and addresses health disparities impacting access to quality care across the lifespan.

- Coordinate women's health related activities and initiatives across the Branch. This across program approach strengthens the branch programmatic focus to reduce sex and gender-based disparities and ensures that all women receive comprehensive, culturally competent and quality health care.
- Coordinate with branch-programs addressing women's health and sex/gender specific issues and policies to formulate strategies and priorities for all programs within the branch.

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- Coordinate and support sex/gender specific disease prevention and health promotion activities and initiatives
- Serve as the branch liaison with other departmental and non departmental individuals and organizations working on women's health and coordinate with other branch programs to assure that information is shared and maximize resource allocation.
- Support educational and information dissemination efforts on topics related to sex/gender specific health issues
- Facilitate or conduct needs assessments, data collection, program planning, evaluation, and policy development. Utilize results of needs assessment and interpretation of data, best practices standards of care and federal guidelines for program planning, evaluation, and policy development.
- Work in coordination with Federal initiatives and keeps abreast of cutting edge and emerging practice and issues. Access information on best practice, emerging and changing nationally recognized standards of care and evidence based practices to assure availability and access to quality care for Hawaii's residents.

SECRETARIAL SERVICES STAFF

- Secretarial and clerical services are provided within the Section.

REPRODUCTIVE HEALTH SERVICES UNIT

This program is intended to assist individuals in determining the number and spacing of their children and promotes positive birth outcomes and healthy families. The education, counseling and medical services available thru federal and state funded clinical programs assist with achievement of this goal. Other functions of this program include:

- Ensure community-based, culturally appropriate, low-to no-cost, family planning medical services and contraceptive methods to uninsured women and men through POS contracts statewide.
- Maintain a system of data collection to document program effectiveness and track disparities and social determinants to monitor health equity and social justice issues and utilize data for program improvement and assuring reduction of disparities.
- Administer the federally funded Title X Family Planning Program to ensure that uninsured and low income individuals have access to medical services, community education and outreach services.
- Administer the statewide reproductive health and family planning community health education, outreach, and prevention program through POS contracts to ensure health and outreach services for hard-to-reach populations including uninsured individuals, adolescents, individuals with functional needs, those with substance abuse issues, males, individuals with housing insecurity issues and others at risk for unintended

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- pregnancy.
- Partner, coordinate and integrate services with other branch programs and providers serving at risk populations.
  - Facilitate and incorporate practices to support the integration of family planning and reproductive health into the continuum of women's health services through interconception and preconception care working closely with the Perinatal Health Program, Adolescent Health Program, and others in this process.
  - Plans, designs, and implements on-going public information activities addressing women's and men's health, sexuality, and family planning health issues that facilitate access and community acceptance of family planning services.
  - Assure that nationally recognized standards of care are agreed upon and met and monitor clinical services and community health education services provided through POS contracts.
  - Provide leadership and support other reproductive health and family planning healthcare providers to build community program capacity to deliver quality family planning services.
  - Work collaboratively with the Adolescent Health Coordinator to ensure providers incorporate standardized health education criteria for related school and community-based programs to address the needs of youth.
  - Work collaboratively with the STD/HIV Prevention Program to ensure appropriate STD screening and STD/HIV prevention education for family planning clients.
  - Monitor the fiscal aspects of all POS agreements to assure compliance with federal and state requirements.

WOMEN'S HEALTH CLINICAL AND QUALITY ASSURANCE

This program strives to reduce factors that contribute to infant mortality and provides an array of services to address risk factors that lead to poor birth outcomes. This program services at risk communities based on review of data related to agreed upon risk factors. Functions include:

- The program administers the Perinatal Health Consultation/Quality Assurance efforts of the branch and is responsible for a standardized statewide system of perinatal health care aimed at the prevention of poor birth outcomes and appropriate treatment of vulnerable high-risk women and infants.
- Monitor POS providers of perinatal clinical and support services to ensure compliance with the defined scope of services and quality service provision.
- Facilitate and incorporate practices to support the integration of perinatal health into the

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continuum of women's health including interconception and preconception care working closely with the Family Planning Program in this process.

- Develop and implement nationally recognized standards of care and guidelines for perinatal health care including professional health education.
- Assess perinatal health care needs using: Perinatal Health Program and Family Planning Program provider reports, PRAMS, Title V needs assessments, Behavioral Health Risk Factor System BRFFS, Office of Health Status Monitoring Vital Statistics, and other related data sources.
- Maintain a system of data collection to document program effectiveness and track disparities and social determinants to monitor health equity and social justice issues and utilize data for program improvement and assuring reduction of disparities.
- Develop and maintain data collection from POS contractors, as well as modifies system, as necessary to ensure program effectiveness and to guide program planning and implementation.
- Provide technical and consultation services to ensure the provision of quality nursing and health services to all section POS providers as well as branch staff as appropriate.
- Provide expertise, including oral and written reports on perinatal health and interconception care related to all POS perinatal contracts and the Big Island Perinatal Disparities Grant.
- Develop, revise, and promote the implementation of Perinatal Health Provider guidelines and standards not limited to screening and referral for depression, domestic violence/intimate partner abuse, sexual assault/coercion, human trafficking, substance use (alcohol, tobacco and other drugs), oral health, nutrition, and lack of medical insurance. As applicable, utilizes guidelines from the American Academy of Pediatrics, American College of Obstetricians and Gynecologists, and other related accredited organizations.
- Develop and administer a multi-layered, comprehensive approach to the problem of perinatal addiction (maternal substance use/abuse) through public/private partnership to develop programs encompassing both prevention and intervention strategies.
- Implement, monitor and evaluate contract agreements with private agencies for the provision of pre-treatment services to substance using/abusing pregnant women. Pre-treatment services may include screening, early detection, outreach services, and case management.
- Develop/facilitate training sessions and technical assistance for health care professionals regarding the dynamics of substance use, the early identification of pregnant and postpartum women who use substances, legal implications and the benefits of early prenatal, and supportive treatment programs.

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- Identify and recognize standards of care for substance using/abusing pregnant women and perinatal addiction and incorporate use of best practices with perinatal health care providers.

MALAMA PROGRAM

- Monitor statewide POS contracts for the Big Island Perinatal Disparities Grant, data collection procedures and forms to measure scope of work and performance measure outcomes. Oversee the completion of all federal reports including grant applications, progress reports, fiscal reports and data reports required for the Health Resources and Services Administration Hawai'i County Big Island Perinatal Disparities Grant.
- Provide technical assistance to POS providers and others related to the Malama Big Island Health Disparities project.
- Prepare reports as required to include legislative and county related reports
- Collaborate with other programs within the branch to assure coordination of programmatic efforts
- Provide technical assistance to the Hawai'i Perinatal Consortium, a statewide leaders forum and advocacy group organized to promote and support strategies for improving perinatal health in Hawai'i.
- Provide expertise, including oral and written reports on perinatal health and interconception care related to all POS perinatal contracts and the Big Island Perinatal Disparities Grant.

ADOLESCENT HEALTH UNIT

This program will address adolescent related issues to include bullying, teen pregnancy prevention, teen suicide or other issues. The primary focus is ages 12-23.

- Plan, develop, and administer model adolescent programs in collaboration with the community and schools to reduce morbidity and mortality due to high-risk behaviors.
- Promote concepts that focus on healthy outcomes for adolescents including healthy youth development, protective factors and resiliency approaches.
- Represent Hawai'i as the State Adolescent Health Coordinator and function as a clearinghouse for national adolescent data and resources.
- Provide leadership for teen pregnancy prevention efforts and coordinate among programs internal to branch and external to assure optimal use of resources to address teen goal attainment and reduce teen pregnancy rates in the state especially among disparate populations
- Participate in any bullying related initiatives and provide branch leadership for this issue. Coordinate with other departmental and non departmental programs working on bullying prevention efforts.

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- Participates in the Hawai'i School Survey Committee to administer the CDC's Youth Risk Behavior Survey and reporting requirements.
- Maintain a system of data collection to document program effectiveness and track disparities and social determinants to monitor health equity and social justice issues and utilize data for program improvement and assuring reduction of disparities.

FAMILY SUPPORT AND VIOLENCE PREVENTION SECTION

The Family Support Section administers an integrated and coordinated system of services for children and their families to optimize health, growth and development for the 0-21 years of age population. Functions include:

- Work to ensure a safe and nurturing environment, free of violence to promote optimum health through supporting programs initiated at the community and school level, based on locally identified needs and current data.
- Administer services relative to the support of family functioning, enhanced child development and the prevention of child abuse and neglect, family related violence and sexual assault in communities. The primary focus is on health promotion education and preventive efforts with technical assistance and consultation services.
- Ensure the development of appropriate standards and policies to safeguard the health of our children.
- Facilitate or conduct needs assessments, data collection, program planning, evaluation, and policy development. Utilize results of needs assessments and interpretation of data, best practices and federal guidelines for program planning, evaluation, and policy development.
- Administer services to strengthen families and communities through contracted providers.

CHILD DEATH REVIEW STAFF

- Administer the Child Death Review (CDR) process which is a systematic multidisciplinary, multiagency review process to prevent future child deaths through community education, public policy development, and legislative changes.
- Work closely with the Nation Child Death Review and Prevention Center to assure alignment with National Child Death Review Strategies.
- Prepare Death and Fatality Review reports and assure that information is utilized to address prevention initiatives as appropriate.
- Maintain a surveillance and reporting system based on standardized data collection and analysis to identify issues, trends and patterns in child deaths.

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- Assure adherence to relevant state laws related to child abuse prevention, sexual violence and domestic or family related violence and coordinate services as appropriate based on statutes.

SECRETARIAL SERVICES STAFF

- Provides secretarial support services for the entire Section.

FAMILY STRENGTHENING AND VIOLENCE PREVENTION UNIT

- Ensure a framework for a unified system of family violence prevention through partnerships with public-private agencies.
- Conduct needs assessment and disseminates related data and information to facilitate collaboration and community networking to foster domestic violence prevention efforts.
- Administer the Domestic Violence and Sexual Assault Special Funds to ensure community-based violence prevention and intervention services, including intimate partner violence and sexual assault, by contracting with private providers. Monitors and evaluates contractual agreements.
- Plan, develops, and administers the statewide domestic violence prevention initiatives in collaboration with other public-private agencies and organizations to reduce injury morbidity and mortality caused by domestic violence.
- Coordinate and participate in domestic violence prevention activities to enhance community and provider awareness and promulgates development of domestic violence related policies, prevention, and intervention initiatives
- Administer the Domestic Violence Fatality Review (DVFR) program to assure a systematic multidisciplinary, multiagency review process to prevent future child deaths through community education, public policy development, and legislative changes.
- Maintain a surveillance and reporting system based on standardized data collection and analysis to identify issues, trends and patterns in domestic violence fatalities.
- Assure quality data for domestic violence death/fatality review and work collaboratively to build data capacity to report findings so they can be translated into prevention strategies
- Provide technical assistance, consultation, and training related to the DVFR programs.
- Maintain a system of data collection to document program effectiveness and track disparities and social determinants to monitor health equity and social justice issues and utilize data for program improvement and assuring reduction of disparities.

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- Work collaboratively with partners within and external to the department to formulate violence prevention strategies and update plans
- Collaborate with community organizations and agencies in facilitating the development of comprehensive and integrated programs to support optimal health of children 0-21 by ensuring access to primary prevention services to decrease morbidity and mortality due to injury and illness.
- Serve as a resource to community agencies, parents, and health providers, providing technical assistance and consultation to improve health outcomes for children and youth.
- Collaborate and coordinate with local and national groups to ensure appropriate response to child and adolescent health issues in the state.
- Develop requests for proposals, negotiates contracts, and monitors purchase of service providers to ensure compliance with the defined scope of services and deliverables.
- Collaborate and coordinate with the Injury Prevention and Control Program and Keiki Injury Prevention Coalition (KIPC) to ensure comprehensive injury prevention strategies for children and youth in the state.
- Administer a statewide system of community and family support services for the development of social-emotional health for those 0-21 years of age including the prevention of child abuse and the promotion of positive parenting and appropriate child development expectations.
- Plan, develop, and support strategies and initiatives to prevent child maltreatment
- Monitor purchase of service agreements with providers of early intervention/identification programs to ensure compliance with the defined scope of services.
- Utilize data to document program effectiveness, including operational performance indicators, treatment outcomes, consumer satisfaction and quality improvement.
- Provide expertise and technical assistance, support, consultation, and professional training to enhance community knowledge and understanding of psychosocial problems of those 0-21 years of age and how to provide supports to families and communities.
- Advocate for the development and implementation of innovative statewide service programs for those 0-21 years of age and their families to increase accessibility of family strengthening programs.
- Administer services relative to the support of family functioning, enhanced child development, and family strengthening through POS contracts to prevent child maltreatment.

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- Monitor and evaluate the contractual agreements with private agencies for the provision of effective family strengthening and support services.
- Administer the Hawaii Children's Trust Fund (HCTF), a public and private partnership with the Hawaii Community Foundation for statewide grant making activities to ensure a statewide network of primary prevention services and grant making activities to support and strengthen families and to prevent child abuse and neglect.
- Provide staff support to the HCTF advisory committee and organizes and facilitates training and technical assistance opportunities.
- Advocate for public policies to ensure the health and well-being of young children and families and promotion of positive growth and development services.
- Administer the Community Based Child Abuse Prevention (CBCAP) federal grant which is aimed at developing, operating, expanding, and enhancing community-based, prevention focused programs and activities to strengthen and support families to prevent child abuse and neglect, including the financing of public information activities that focus on the healthy and positive development of parents and children, and promotion of child abuse and neglect activities.
- Work collaboratively with Department of Human Services, Child Welfare Services to assure prevention strategies for child maltreatment.
- Develop, maintain and update prevention plan and strategies for the prevention of child maltreatment utilizing community based participatory approaches.
- Develop community partnerships and collaborate with federal, state, local, and community agencies to promote safe and healthy environments for children and families to feel supported in an effort to prevent child abuse and neglect.
- Work collaboratively with the HCTF, ECCS, HV, DV, violence prevention programs and coalitions, Strengthening Families National Network, Center for the Social Emotional Foundations of Early Learning, and Zero To Three, and other organizations in developing and implementing public awareness activities and training to strengthening families and prevent child abuse and neglect.

SEXUAL ASSAULT PREVENTION SUBUNIT

- Administer and implement sexual violence prevention grant to develop strategies for prevention and education.
- Conduct needs assessment and disseminates related data and information to facilitate collaboration and community networking to foster sexual assault prevention efforts.

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- Plan, develops, and administers the statewide sexual assault prevention initiatives in collaboration with other public-private agencies and organizations to reduce injury morbidity and mortality caused by sexual assault.
- Coordinate and participate in sexual assault prevention activities to enhance community and provider awareness and promulgates development of sexual assault-related policies, prevention, and intervention initiatives
- Maintain a system of data collection to document program effectiveness and track disparities and social determinants to monitor health equity and social justice issues and utilize data for program improvement and assuring reduction of disparities
- Work collaboratively with partners within and external to the department to formulate violence prevention strategies and update plans
- Work collaboratively with partners within and external to the department to formulate violence prevention strategies and update plans

HOME VISITING SERVICES UNIT

- Administer the Evidence Based Home Visiting (EBHV) and the Affordability Care Act (ACA) as well as other funding sources to expand and enhance the state's home visitation program and support collaborative planning to leverage other federal, state, and local investments of existing funding streams into evidence based home visitation programs and practices.
- Maintain a system of data collection to document program effectiveness and track disparities and social determinants to monitor health equity and social justice issues and utilize data for program improvement and assuring reduction of disparities.
- Work collaboratively with partners within and external to the department to formulate violence prevention strategies and update plans
- Work collaboratively with Department of Human Services, Child Welfare Services to assure prevention strategies for child maltreatment.
- Develop, maintain and update prevention plan and strategies for the prevention of child maltreatment utilizing community based participatory approaches.
- Develop community partnerships and collaborate with federal, state, local, and community agencies to promote safe and healthy environments for children and families to feel supported in an effort to prevent child abuse and neglect.
- Work collaboratively with the HCTF, ECCS, EBHV, violence prevention programs and coalitions, Strengthening Families National Network, Center for the Social Emotional Foundations of Early Learning and Zero to Three and other organizations in developing and implementing public awareness activities and training to strengthen families and prevent child abuse and neglect.

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- Maintain a system of data collection to document program effectiveness and track disparities and social determinants to monitor health equity and social justice issues and utilize data for program improvement and assuring reduction of disparities.

EVIDENCE BASED HOME VISITATION SUBUNIT

This program administers the Hawaii Home Visiting Network, a system of early identification and home visiting programs which refer and serve at-risk families to appropriate home visiting programs. Promotes quality home visiting services through evidence based home visiting models and supports these home visiting programs' infrastructure through technical assistance and training which address continuous quality improvement and fidelity to the home visiting model.

- Plans, designs, develops and implements the Hawaii Home Visiting Network (HHVN) through public/private partnerships to ensure quality and sustainability of home visiting programs.
- Administers the federally funded Maternal Infant Early Childhood Home Visiting grants which expand and enhance evidence-based home visiting programs to improve outcomes for children and families who reside in high risk communities.
- Develops, implements, and is responsible for a statewide early identification program which identifies and refers at-risk families for home visiting services.
- Monitors POS providers of home visiting programs to ensure compliance with the defined scope of services and quality services provision.
- Develops and prepares reports and plans to comply with federal and state requirements and as directed.
- Facilitates and incorporates best practices according to individual models to support home visiting programs.
- Provides hospital surveillance for the identification of at-risk families who would benefit from home visiting services.
- Provides data and statistical information to support planning and policy activities for home visiting.

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Implements provisions of PL 95-627 enacted by Congress in 1978 by providing nutrition education and high risk counseling, breastfeeding promotion and education, health and social services referrals including alcohol and drug abuse cessation, and supplemental foods to income eligible women in their childbearing years and infants and children up to age five, who are found to be at nutritional risk, with funds granted through the U.S. Department of Agriculture (USDA), Food and Nutrition Service through the WIC Program.

Interprets the WIC program rules and regulations for the public state agencies, and others as required.

Serves as a resource and provides consultation to staff of the Department of Health (DOH) and other private and public agencies on the operations of the WIC Program.

Contracts with national and statewide organizations to provide services to WIC Program participants and their families and in assuring that WIC Program regulations are implemented.

Conducts clinics throughout the state providing direct service to WIC Program participants and their families and assuring that WIC Program regulations are implemented.

Monitors authorized WIC Program vendors to insure an adequate supply of WIC approved foods and determines compliance with WIC Program regulations in the delivery of WIC foods.

Collects and evaluates data to implement and evaluate the WIC Program and develop a statewide WIC Program Plan.

Develops and maintains the program's management information automated system.

Coordinates and consults with staffs of the Department of Health clinics and other local agencies in the operations of this program.

I. Administrative Support Section:

The WIC Administrative Support Section oversees the contracts, personnel, vendor management and budget/fiscal/accounting activities for the WIC Services Branch.

A. Personnel Unit:

Develops and oversees the implementation of personnel and related DOH management policies, guidelines and procedures which include such functions as staff recruitment and placement, personnel transactions and records, position

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classification and pay as well as employer/employee relations for the branch.

Processes requests for internal posting and/or open competitive announcements in filling position vacancies.

Assists in the formulation and implementation of recruitment methods for difficult-to-fill classes of work.

Initiates action to create, reallocate and redescribe positions.

Generates monthly vacancy reports and maintains current employee/position listing.

Responds to requests for pertinent personnel information.

Processes Job Performance Reports for review by departmental officers.

Processes employee transactions, including appointments, movements and separations.

Processes paperwork for worker's compensation claims and follow-up on leave status of employees.

Performs clerical work for the unit.

B. Vendor Management Unit:

Interprets and carries out the WIC United States Department of Agriculture (USDA) program rules and regulations relating to vendor food instrument issuance.

Develops, implements and monitors all phases of the WIC Program vendor management services, including vendor contract issuance, monitoring, coordination and education.

Monitors costs of WIC approved food to be purchased with food instruments and proper procedures for reimbursement by vendors.

Oversees criteria for establishing new food vendors for the WIC Program and makes recommendations regarding new vendors as needed.

Assists Clinic Operations program with support as needed in training and educating the WIC clinic staff on proper procedures for WIC food instrument issuance.

Performs clerical work for the unit.

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C. Accounting Unit:

Plans and directs the day-to-day fiscal and accounting operations policies, procedures and work methods.

Prepares the WIC Services Branch budget request in accordance with the USDA and the DOH guidelines and in conformance with requirements of the State Department of Budget & Finance.

Develops and monitors the WIC Program's fiscal and accounting operation to ensure compliance with state and federal (USDA) guidelines.

Reviews, processes and approves expenditures to ensure that they are kept within fiscal ceilings.

Processes all purchase orders for encumbrance. Prepares budget reports.

Prepares fiscal and accounting reports and cost analyses and other reports as required.

Establishes fiscal policies and procedures in compliance with state and federal (USDA) directives.

Handles the WIC Program infant formula and other rebate issuance.

Reviews and monitors contract budgets and expenditure reports to ensure compliance with state and federal guidelines.

Performs clerical work for the unit.

D. Contracts Unit:

Develops, issues and maintains contracts for provision of statewide WIC services, banking services and other required purchase of services including lease agreements and other special grant agreements.

Reviews caseload and recommends contract modifications to reflect appropriate reimbursement rates and response to changes in the community.

Monitors Agencies to assure compliance with the terms and conditions of contracts; coordinating monitoring activities conducted by the Accounting Unit and Program Support Section.

Participates in program design and if implementation involves contracting, coordinates preparation of timetable, work assignments, and draft of service scope.

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Establishes relations with contract agencies and serves as a point of contact for the agencies with the Branch.

Performs other related duties and clerical work for the unit.

II. Program Support Section:

The Program Support Section oversees the planning, nutrition education, quality assurance, outreach and coordination activities for the WIC Services Branch.

Prepares regular statistical reports regarding WIC units and clinics caseloads, caseload and eligibility, food instrument issuance, services rendered, health status indicators, socio-demographic variable of clients served and other identified variables.

Prepares numerical data in various forms for processing, planning, programming, statistical analysis and reports preparation to support the WIC Program management information and evaluation activities.

Identifies staff educational needs with regard to data collection and provides training support as needed to train and familiarize staff with the WIC program automation system, with proper data collection and functional data interpretation and utilization.

Assists the Branch management in identifying mechanisms for use of data in Branch planning and decision making activities.

Provides secretarial and clerical support to the section.

Develops the annual state plan with input from specific functional area units and the community as required for submission to USDA.

Analyzes statewide data collected on the automated information system and prepares statistical reports for USDA Participant and Program characteristics (PC), and Branch/Division/Department.

Develops and implements research and special grants projects.

A. Nutrition Services & Support Unit:

Plans and develops curriculum for nutrition education and breastfeeding promotion for the WIC participants.

Coordinates the development of the Local Agency Nutrition Services Plan for implementation and includes the monitoring of the plan at the local agency level.

Consults with USDA on WIC standards and criteria

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to assure participant service delivery is met.

Develops and implements breastfeeding promotion activities including the breast pump loan program.

Develops and implements new food packages by reviewing the nutritional appropriateness of new foods for inclusion, while assessing cost, availability, and input from the participant and the WIC vendors.

Develops appropriate and culturally sensitive nutrition education materials and videos for use in the Local Agencies and community at large.

Provides technical consultation and maintains library resources.

Networks with other agencies for outreach and community coordination to provide information and to increase caseload as necessary.

B. Quality Assurance & Training Unit

Plans, develops and implements quality assurance functions for the Branch relating to assessment of participant service delivery and in relation to expected outcomes.

Develops and implements competency based training plan for all employees including individual skill assessments and training needs.

Performs audit reviews for compliance to established Federal and State standards.

Develops and implements a comprehensive system for detecting and follow-up of participant, clinic and employee fraud and abuse.

III. Clinic Operations Section:

The Clinic Operations Section oversees a total of eight (8) clinical WIC services units; four on Oahu (Pearl City, Windward, Leeward, and Wahiawa) and four on the neighbor islands (Hawaii (Hilo, Kona), Maui and Kauai):

Provides high quality WIC nutrition and health related services to each client from admission to discharge in accordance with the USDA guidelines, standards and requirements and with state nutrition guidelines and requirements.

Assesses each WIC client for nutritional status indicators and criteria for WIC services and correctly records all pertinent client information.

Ensures that clients have a knowledge of the WIC Program services, provides

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clients with opportunities to ask questions, and offers referral to other public health services as needed.

Prepares and disseminates appropriate food instruments in accordance with the USDA standards and requirements.

Maintain records and reports relating to client services provided and client status.

Performs clerical work for the section.

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