



Honolulu Community Action Program, Inc.



OCTOBER 1, 2019-SEPTEMBER 30, 2020

ANNUAL REPORT

Providing Opportunities and Inspiration Since 1965



Honolulu Community Action Program, Inc. (HCAP) is a 501(c)(3) nonprofit organization delivering needs-based services on the island of O'ahu since 1965.

As a Community Action Agency, HCAP's mission is rooted in responsiveness to the community and its needs.

HCAP serves over 20,000 people annually.

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EXECUTIVE MANAGEMENT TEAM



Robin Fakaosi

Interim Director of
Community Services



Michael Hane

Director of Planning,
Program Development,
and Communications



Grant Kogami

Director of
Head Start



Jocelyn Banks

Director of
Human Resources



Spencer Lau

Director of
Finance

EXECUTIVE DIRECTOR

ALOHA MAI KĀKOU,

I am pleased to present our Annual Report for the 2019-2020 Program Year. This report provides an overview of the agency and a summary of our services and outcomes throughout the year.

2020 was a year unlike any other, with the COVID-19 pandemic impacting the community in unprecedented ways. As was the case with most organizations, the year was largely defined by managing through the pandemic to ensure that HCAP could continue providing high-quality services to address the needs of the community.

We made every effort to keep abreast of all public health guidelines and best practices, and to stay ahead of the curve in terms of staff and client health and safety policies and protocols. The urgency to adapt and strategies quickly put into action allowed HCAP to continue serving the public throughout the pandemic. Critical core services such as Head Start, Employment Core Services, Kumuhonua Transitional Living Center, and Low-Income Home Energy Assistance Program, among others, were able to continue operations, providing critical support for thousands of residents in need of assistance.

During this time, HCAP also developed plans to utilize CARES Act funding to start up new programs, services, and partnerships to help those affected by COVID-19 and to begin preparing for the social and economic after-effects of the pandemic.

As we move forward, I believe these challenges will make HCAP a stronger agency and enhance our partnerships and service delivery. We cannot predict the future, but we can be certain of the dedication, resilience, and resourcefulness of our staff and 'ohana to ensure that HCAP continues to be there for the people we serve when they need us most.



A handwritten signature in dark ink, reading "Robert N.E. Piper". The signature is fluid and cursive, with the last name "Piper" being more prominent.

Robert N.E. Piper, Esq.
Executive Director

BOARD OF DIRECTORS

OFFICERS

Edward Mersereau	Chair
Terrence H. Aratani, Esq.	Vice Chair
William Shiroma	Secretary/Treasurer

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Edward Mersereau	Central District Advisory Council
Jessica Lee	Central District Advisory Council
Glenn J. Silva	Kalihi-Palama District Advisory Council
Anne Chipchase	Leahi District Advisory Council
Jodi Johnson	Leeward District Advisory Council
Mary Colburn	Windward District Advisory Council



PUBLIC SECTOR

Frank J. Lopez	Office of the Governor
Colleen E. Minami	Office of the Mayor
Terrence H. Aratani, Esq.	Office of Senator Brian T. Taniguchi
Garrick L.H. Goo, Esq.	Office of Senator Clarence K. Nishihara
Blake K. Oshiro, Esq.	Office of Representative Calvin K.Y. Say
Rep. Linda Ichiyama, Esq.	Office of Representative Linda Ichiyama
Rep. Mark J. Hashem	Office of Representative Mark J. Hashem

PRIVATE SECTOR

Roxanne U. Bolden	Aloha Independent Living Hawai'i
William Shiroma	Bank of Hawai'i
Manu Anana	Hawai'i Department of Education
Joanna Markle	Hawaiian Electric Company
Samuel Moku	Hawai'i Pacific University
Donald Aweau	Kilina'i Consulting
Elmer K. Kaai	Native Hawaiian Chamber of Commerce



DISTRICT ADVISORY COUNCILS

CENTRAL

Julianna Moefu-Kaleopa	Chairperson
Cheryl Johnson	Vice Chair
Marlene Hoohuli	Secretary/Treasurer
Edward Mersereau	Board Representative
Jessica Lee	Board Representative
Elizabeth Kekua	Council Member
Liliuokalani Coyle	Council Member

KALIHI-PALAMA

Libert Weatherholtz	Chairperson
Aldora Kahele	Vice Chair
Sandra Mensza	Secretary/Treasurer
Glenn Silva	Board Representative

LEAHI

Pauline Hirohata	Chairperson
Merle O'Neill	Vice Chair
Jacquelyn Manaole	Secretary/Treasurer
Anne Chipchase	Board Representative
Nathan Toyama	Council Member

LEEWARD

Jodi Johnson	Chairperson
Naomi Digitaki	Vice Chair
Barbi-lei Burgess	Secretary/Treasurer
Jodi Johnson	Board Representative
Naomi Digitaki	Council Member

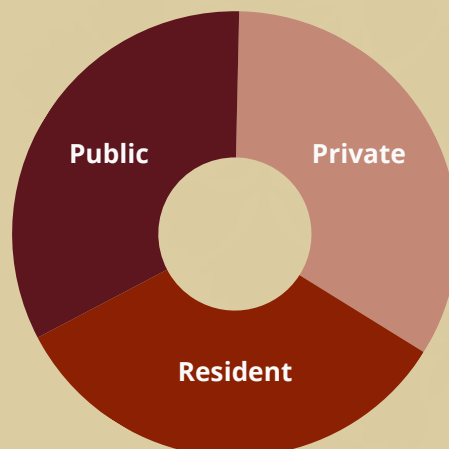
WINDWARD

Virgil Amoroso	Chairperson
Kalae Kukahiko	Vice Chair
Sara Alimoot	Secretary/Treasurer
Mary Colburn	Board Representative

HEAD START POLICY COUNCIL

Ardis Ane	Chairperson
Kahlene King	Vice Chair
Christina Vier	Secretary
Angela Maiwela	Treasurer
Ardis Ane	Board Representative

As HCAP's governing body, the Board of Directors is responsible for oversight of all agency affairs. The Board's structure is tripartite, with one third of the members representing the public sector, one third representing the private sector, and one third representing the resident sector. This structure allows voices in every level of the community to be heard.





HCAP'S MISSION

POI: Providing Opportunities and Inspiration to enable low-income individuals or families to achieve self-reliance

PROGRAMS & SERVICES



District Service Centers

HCAP's five District Service Centers on O'ahu provide resources and services to low-income residents in their home communities. The Centers offer a variety of programs and support services, including employment training and placement, housing referrals, tax preparation, utilities assistance, and emergency food assistance.



HCAP Head Start & Early Head Start

HCAP Head Start is a federally-funded program that provides quality services to qualifying children and their families. It is comprised of the Head Start preschool program for children 3 to 5 years old and the Early Head Start program for infants, toddlers, and pregnant women.



Hā Initiative: Creative STEM After-School Program

The Hā Initiative is a fun, creative place for kids in grades 2 through 8 to learn and grow by exploring the worlds of Science, Technology, Engineering, and Math (STEM). The program provides participants with after-school snack, tutoring, and opportunities to meet other kids while enjoying exciting, hands-on science projects and computer activities.



Income Tax Services

HCAP's Income Tax Services/Earned Income Tax Credit (EITC) program helps working individuals and families with tax preparation to ensure they receive all earned credits. Filers who qualify for this free service have a simple return and an Adjusted Gross Income (AGI) of about \$55,000 or less.

PROGRAMS & SERVICES



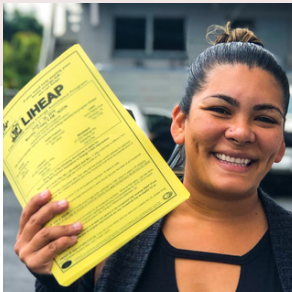
Kumuhonua Transitional Living Center

Kumuhonua is a transitional living center located in the Kalaeloa-Barbers Point area of O'ahu. Kumuhonua serves single adults and couples 18 years and older who are either homeless or at-risk for homelessness. Kumuhonua provides housing, case management services and ongoing workshops and classes to residents.



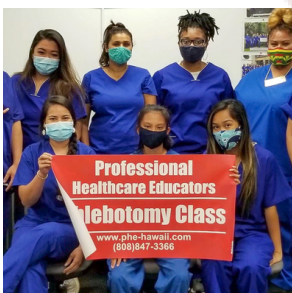
Kūpuna Independent Life Series

The Kūpuna Independent Life Series is a multi-generational effort to help seniors 55 and older “age in place” through health and wellness education, support groups, free nutritious meals, and more. The program aims to provide kūpuna (elders) with support to continue productive independent lives and proactive civic engagement.



Low-Income Home Energy Assistance Program

The Low-Income Home Energy Assistance Program (LIHEAP) helps struggling households keep gas and electric services turned on, especially those that are most vulnerable, such as the elderly, the disabled, and families with young children. LIHEAP provides energy assistance grants to utility providers on behalf of the household.



Nā Lima Hana Employment Core Services

Nā Lima Hana “for the working hand” Employment Core Services provides employment training, job placement, and personalized case management services to unemployed and underemployed individuals. Participants may attend workshops to develop career goals, build their resumes, participate in mock interviews, and more.

PROGRAMS & SERVICES



Rapid Re-Housing Program

The Rapid Re-housing Program (RRH) provides individuals and families who are homeless or at-risk of homelessness with the case management and support services to needed obtain permanent housing. Participants may receive emergency food and clothing, program referrals, and rental subsidies once housing is secured.



Senior Community Service Employment Program

The Senior Community Service Employment Program (SCSEP) is a federally-funded program under Title V of the Older Americans Act. The primary function of SCSEP is to provide meaningful, part-time, subsidized, "hands-on" training to low-income seniors aged 55 and older, and to assist participants with finding jobs in the community.



Weatherization Assistance Program

The Weatherization Assistance Program (WAP) offers home energy education along with a selection of cost-effective, energy-efficient measures to help qualifying households reduce their energy burden free of charge. Measures include high-efficiency faucet aerators and shower heads, energy-efficient water heaters, LED lights, and more.

\$1,012,576

*in tax refunds were brought back
into the community during the
2019-2020 Program Year*

IN THE FIELD

2019-2020



PROVIDING STABILITY

Mae was living in her parents' home when her siblings decided to sell the property. With nowhere else to go, she ended up in an Institute for Human Services (IHS) emergency shelter for seven months before moving into an apartment with roommates. Her roommates then broke the lease agreement early, leaving Mae unable to pay the full cost of rent and bills herself. Mae returned to IHS, where she was eventually referred to the Kumuhonua Transitional Living Center. At Kumuhonua, Mae was able to work with her case manager to obtain Social Security and start saving money. She also began searching for permanent housing.

Though Mae's record of debt and eviction complicated the search, she persevered. With assistance from HCAP's Rapid Re-Housing Program, Mae obtained permanent subsidized housing in March 2020.



"When you are homeless and on the streets, it is extremely difficult to manage your mental health. I was referred to Kumuhonua on March 5, 2020, and I am grateful for the opportunities Kumuhonua offered me to follow up with my Section 8 application and stay up-to-date with all of my medical and mental health providers. With the stability I received here at Kumuhonua and my case manager, Kahea, I was able to receive my Section 8 housing voucher to move into permanent housing in June."

— Norma, Former Kumuhonua Resident

SUPPORTING OUR KŪPUNA



Sarah initially sought food assistance services from HCAP, and later found out she was also eligible for the Weatherization Assistance Program (WAP). After her in-home energy audit was completed, Sarah received low-flow shower heads, a faucet aerator, LED light bulbs, smoke alarms, and a new, ENERGY STAR certified refrigerator to help lower her home energy expenses.

During a WAP follow-up phone call, Sarah mentioned she was not able to leave home to seek services due to the COVID-19 pandemic, and was again in need of food resources. Through HCAP's partnership with the Hawai'i Foodbank, Sarah was provided with a box of food and other necessities, including fresh produce and toilet paper.

Helping vulnerable community members like Sarah is an integral part of HCAP's services.

The Kūpuna Independent Life Series continued throughout the pandemic through drive-by classrooms at Leeward District Service Center. Every Friday, kūpuna were able to pick up educational health handouts, crafts made by the students, and a bento for lunch, all while remaining socially-distanced in their vehicles.

This service was made possible through our partnership with Hawai'i Pacific University's College of Nursing.



AT A DISTANCE

When classrooms closed in early 2020 amidst the COVID-19 pandemic, the Hā Initiative: Creative STEM After-School Program went virtual. To ensure that active, hands-on participation could continue for every student, the Hā Initiative staff delivered STEM kits to students twice each month.

Each kit included new and different activities ranging from books to science experiment materials, and even ingredients for cooking activities. Teaching staff also included a variety of worksheets to accompany the virtual lessons.

The STEM kits allowed students to stay engaged and learning, all from the safety and comfort of their homes.



*During the 2019-2020
Program Year,*

4,862

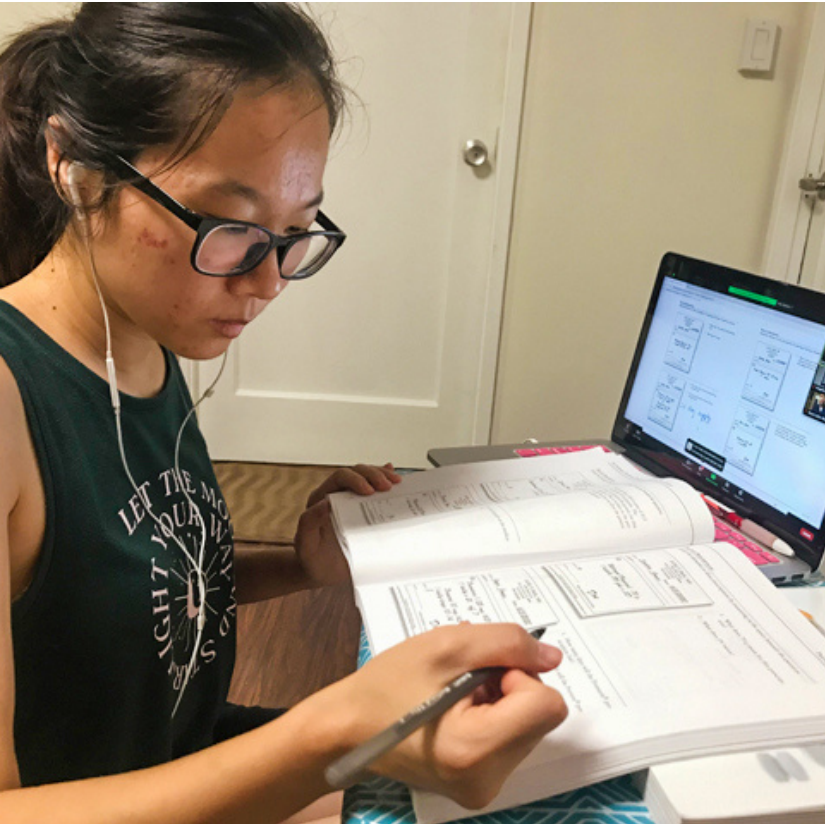
*Households received
assistance with utility
payments*

1,497

*Individuals were provided
with food assistance*



CAREER EDUCATION



The Nā Lima Hana Employment Core Services Program provides participants with various employment resources, including tuition assistance for a range of vocational courses. Courses range from automotive technology, commercial driver licensing to carpentry and healthcare certifications such as phlebotomy and nurse aide training.

*During the 2019-2020
Program Year,*

110

*Unemployed clients obtained
gainful employment*



Before the COVID-19 pandemic hit, Ruby was working a steady housekeeping job at the Aqua-Aston Hotel. By April 2020, the single mother was placed on furlough and joined the growing number of Hawai'i residents struggling to make ends meet.

Though Ruby was receiving unemployment benefits, she wanted to find a way to improve her career opportunities and achieve long-term financial stability. Ruby was referred to HCAP through Professional Healthcare Educators, an agency partner, as a candidate for their Nurse Aide Training Program. She was accepted into the program and requested tuition assistance from the Nā Lima Hana Employment Core Services Program for the Caregiver Training School. Ruby successfully completed the course and obtained her Certificate of Completion in August 2020.

AGENCY FINANCIALS

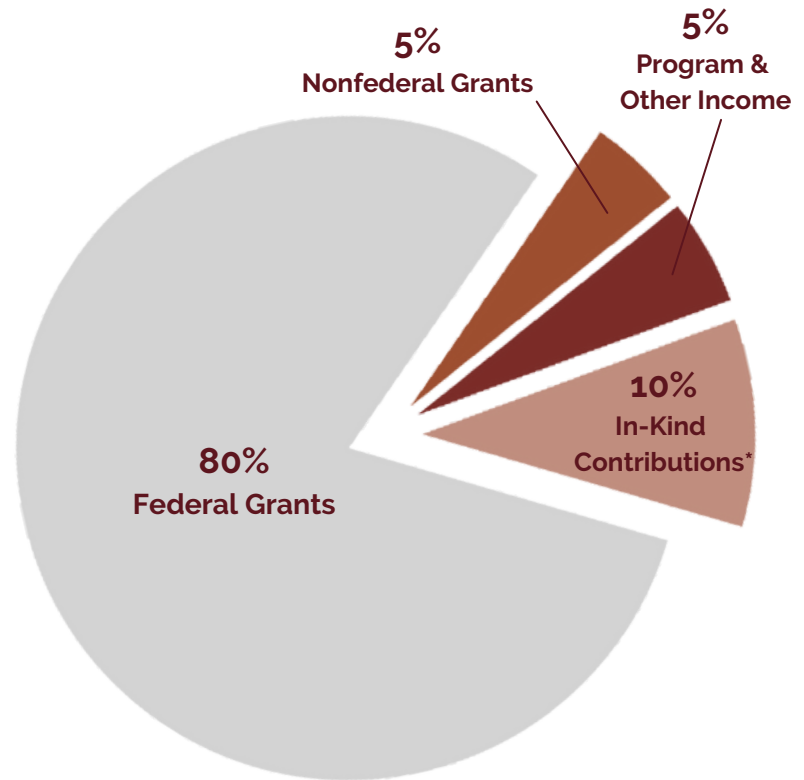
Fiscal Year April 1, 2019-March 31, 2020

Support & Revenue

Federal Grants	\$18,753,243
Nonfederal Grants	\$1,074,378
Program & Other Income	\$1,210,240
In-Kind Contributions*	\$2,362,558

Total **\$23,400,419**

*Generally accepted accounting principles do not allow the recognition of volunteer time or training. However, with those figures included, In-Kind Contributions would total \$4,581,369 and total Support & Revenue would total \$25,619,230.



Expenses

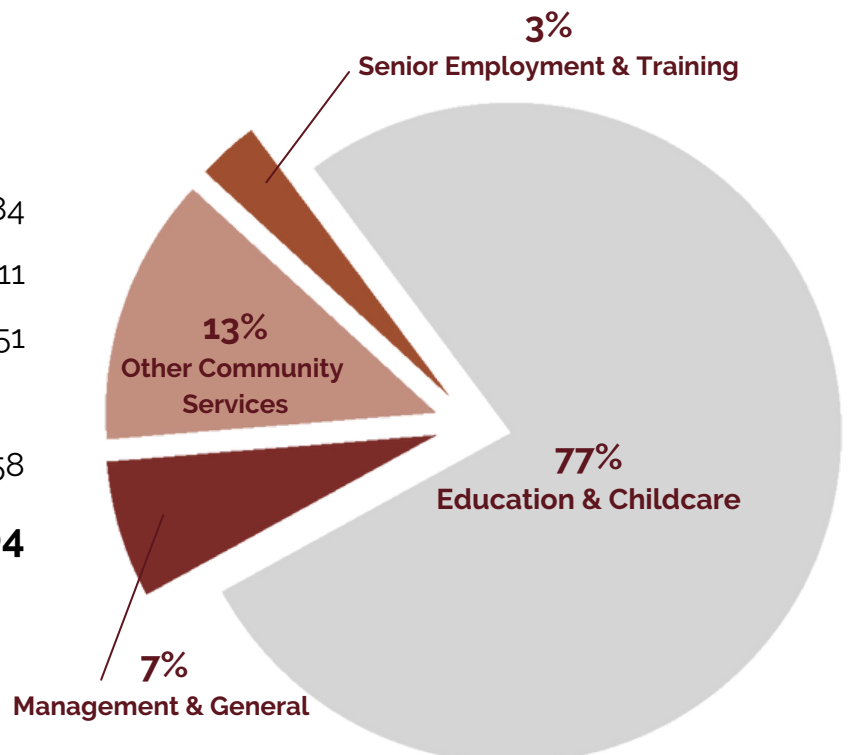
Program Services:

Education & Childcare	\$17,340,184
Senior Employment & Training	\$670,011
Other Community Services	\$2,942,951

Supporting Services:

Management & General	\$1,510,258
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Total **\$22,463,404**



A young child with dark hair and eyes, wearing a yellow t-shirt, is smiling at the camera. They are holding a brown cardboard box with both hands. Inside the box, there is a white egg carton with several compartments. Some compartments contain white, crumpled paper or foam. A purple object is visible in one of the compartments. The background is slightly out of focus, showing a grey wall and some outdoor elements.

HCAP HEAD START & EARLY HEAD START



MISSION

Families Thriving;
Making a Difference in Our Community
as Advocates and Leaders for Early
Childhood Education

VISION

Enriching the Lives of Children;
Engaging Families and
Strengthening Communities

HEAD START & EARLY HEAD START



Family Engagement

Family Engagement is a collaborative, strengths-based process through which HCAP Head Start and Early Head Start professionals, families, and children build positive and goal-oriented relationships. It is a shared commitment to creating and sustaining ongoing partnerships that support the parent-child relationships that are crucial to a child's healthy development, school readiness, and wellbeing.

Teachers and Family Advocates plan monthly family engagement activities that provide an opportunity for families to learn more about effectively supporting children's growth and development across Head Start and Early Head Start domains.

176 children with disabilities and 65 children facing homelessness were served by HCAP Head Start & Early Head Start in the 2019-2020 Program Year

School Readiness

The HCAP Head Start and Early Head Start program provides a comprehensive curriculum designed to prepare children for kindergarten. The curriculum aligns the Head Start Early Learning Framework, Hawai'i Early Learning Development Standards, and MyTeachingStrategies to provide developmentally-appropriate practices for kindergarten readiness.

HCAP Head Start and Early Head Start gather data from teacher observations, the Classroom Assessment Scoring System (CLASS), MyTeachingStrategies, and parent input to provide outcomes for school readiness goals. Using this data, teaching staff are able to tailor specific goals and objectives for each individual child enrolled in the program.



LEARNING TOGETHER AT HOME

A Virtual Head Start

When in-person learning was suspended in March 2020, HCAP Head Start took immediate action to assess family needs and the technological capacity required to meet them. Throughout the year, Head Start utilized Zoom web conferencing along with Google Slide to allow teachers to create and customize their own digital 'classrooms.'

Through Google Slide, teachers were able to create virtual avatars of themselves as well as interactive chalkboards, cubbyholes, alphabet charts, and bookshelves, all of which could be linked to other platforms such as YouTube and online learning games.



Supporting Our Keiki

In addition to digital tools, Head Start program staff recognized the importance of continued use of hands-on learning mediums for young students, and developed new ways to incorporate offline activities into distance learning.

To meet this critical developmental need, Family Engagement Activity Packets were mailed out to families each week with all of the necessary materials to participate in lessons.



1,660

Children enrolled and participated in the program

774

Children eligible to enter the next grade level at the end of HCAP's enrollment year

1,619

Families engaged in learning experiences and leadership opportunities

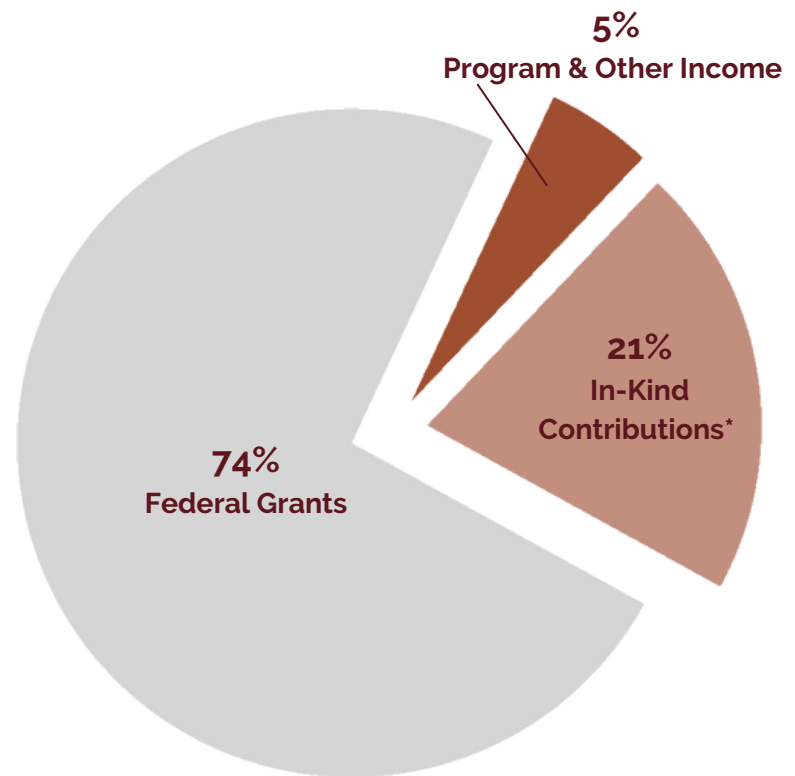
HEAD START FINANCIALS

Fiscal Year April 1, 2019-March 31, 2020

Support & Revenue

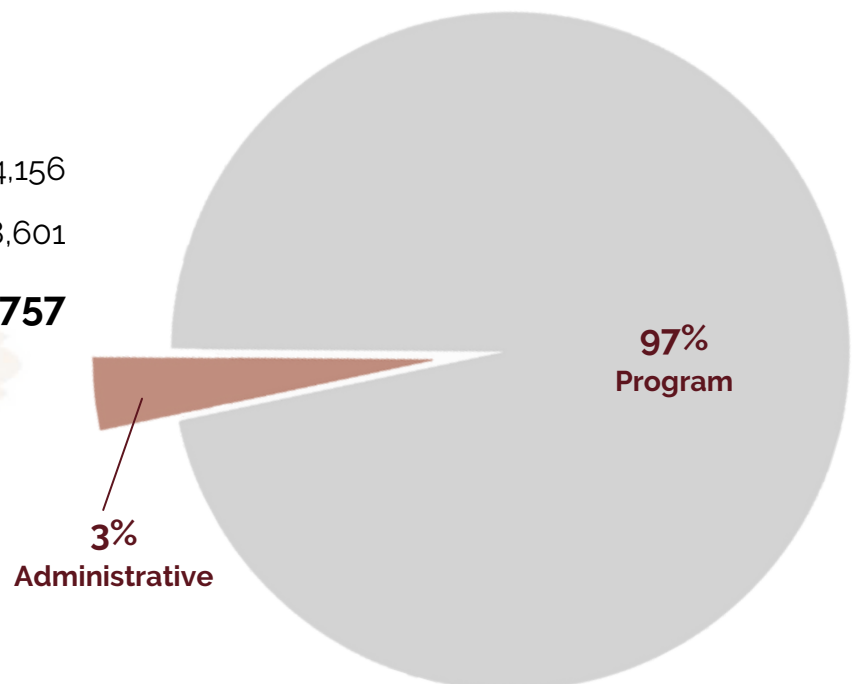
Federal Grants	\$14,620,570
Program & Other Income	\$1,016,393
In-Kind Contributions*	\$4,130,072
Total	\$19,767,035

*Includes in-kind volunteer, not included in audited financial statements.



Expenses

Program Costs	\$15,034,156
Administrative Costs	\$538,601
Total	\$15,572,757



SUPPORT HCAP



**Become a volunteer, make a tax-deductible
donation, and join our mailing list at
www.hcapweb.org**



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1555 Haka Dr., #2408 Honolulu, HI 96817

LEAHI DISTRICT SERVICE CENTER

(808) 732-7755
1915 Palolo Ave., Honolulu, HI 96816

LEEWARD DISTRICT SERVICE CENTER

(808) 696-4261
85-555 Farrington Hwy., Waianae, HI 96792

WINDWARD DISTRICT SERVICE CENTER

(808) 239-5754
47-232 Waihee Rd., Kaneohe, HI 96744

KUMUHONUA TRANSITIONAL LIVING CENTER

(808) 682-5494
91-1096 Yorktown St., Kapolei, HI 96707

HCAP HEAD START

(808) 847-2400
94-810 Moloalo St., Waipahu, HI 96797

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