

SOCIAL SERVICES PROGRAM

LEVEL I PROGRAM

06

PROGRAM TITLE: SOCIAL SERVICES

OBJECTIVE: TO ENABLE INDIVIDUALS AND FAMILIES IN NEED TO ATTAIN A MINIMALLY ADEQUATE STANDARD OF LIVING AND TO ACHIEVE THE SOCIAL AND PSYCHOLOGICAL ADJUSTMENTS NECESSARY TO SUCCESSFUL LIVING IN MODERN SOCIETY.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF ELIGIBLE YOUTH WHO COMPLETE HIGH SCHOOL OR GED TRACKS WHILE AT THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF).
2. PERCENT OF ELIGIBLE VULNERABLE, DISABLED ADULTS WHO REMAIN SAFELY IN THEIR OWN HOMES.
3. PERCENT OF WORK PROGRAM PARTICIPANTS WHO HAVE EXITED DUE TO EMPLOYMENT.
4. NUMBER OF LOTS DEVELOPED AS A PERCENT OF LOTS PLANNED.
5. PERCENTAGE OF TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)/TEMPORARY ASSISTANCE TO OTHER NEEDY FAMILIES (TAONF) RECIPIENT FAMILIES PARTICIPATING IN A WORK PROGRAM WHO MEET THE FEDERAL WORK PARTICIPATION STANDARD.

LEVEL II PROGRAM

06 01

PROGRAM TITLE: SERVICES TO INDIVIDUALS, FAMILIES AND VETERANS

OBJECTIVE: TO ENABLE INDIVIDUALS AND FAMILIES IN NEED, AND VETERANS TO ACHIEVE AND MAINTAIN THE SOCIAL AND PSYCHOLOGICAL ADJUSTMENTS NECESSARY TO SUCCESSFUL LIVING IN MODERN SOCIETY.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF CHILDREN IN OUT-OF-HOME (OOH) CARE WHO ARE RETURNED TO FAMILY WITHIN 12 MONTHS OF OUT-OF-HOME CARE PLACEMENT.
2. PERCENT OF ELIGIBLE YOUTH WHO COMPLETE HIGH SCHOOL OR GED TRACKS WHILE AT THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF).
3. PERCENT OF VETERANS' SERVICES PLAN ACHIEVED.
4. PERCENT OF ELIGIBLE VULNERABLE, DISABLED ADULTS WHO REMAIN SAFELY IN THEIR OWN HOMES.

LEVEL III PROGRAM

06 01 01

HMS 301

PROGRAM TITLE: CHILD PROTECTIVE SERVICES

OBJECTIVE: TO ENABLE CHILDREN AT RISK OF ABUSE/NEGLECT TO LIVE IN A SAFE AND SECURE ENVIRONMENT BY PROVIDING IN-HOME AND OUT-OF-HOME SOCIAL SERVICES THAT BENEFIT THE CHILDREN AND THEIR FAMILIES.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF CHILDREN EXITING OUT-OF-HOME (OOH) CARE TO SAFE REUNIFICATION WITH BIRTH PARENTS.
2. PERCENTAGE OF CHILDREN SEEN WITHIN THE SPECIFIED TIME FRAME BASED ON SAFETY FACTORS AND LEVEL OF RISK.
3. PERCENTAGE OF CHILDREN EXITING OOH CARE TO PERMANENT ADOPTIVE OR GUARDIANSHIP HOMES.
4. PERCENTAGE OF CHILDREN WITH NO CONFIRMED CHILD ABUSE OR NEGLECT (CAN) REPORTS WITHIN SIX MONTHS OF PREVIOUS CAN.
5. PERCENTAGE OF CHILD ABUSE OR NEGLECT (CAN) REPORTS ASSIGNED FOR INVESTIGATION ENTERED INTO THE CHILD PROTECTIVE SERVICES SYSTEM (CPSS) WITHIN FOUR HOURS OF DISPOSITION.

TARGET GROUPS:

1. NUMBER OF CHILDREN IN OUT-OF-HOME (OOH) CARE RECEIVING SERVICES FOR THE PURPOSE OF REUNIFICATION WITH BIRTH PARENTS OR LEGAL CARE GIVERS.
2. NUMBER OF CHILDREN, AGES 0 TO UNDER 18 YEARS, IN NEW REPORTS OF CHILD ABUSE, NEGLECT AND THREATENED HARM.
3. NUMBER OF CHILDREN IN OUT-OF-HOME (OOH) CARE RECEIVING SERVICES FOR THE PURPOSES OF ADOPTION AND LEGAL GUARDIANSHIP.
4. NUMBER OF CHILDREN RECEIVING CHILD WELFARE SERVICES (CWS) SERVICES.
5. NUMBER OF CHILDREN IN CHILD ABUSE OR NEGLECT (CAN) REPORTS ASSIGNED FOR INVESTIGATION OR ASSESSMENT BY THE CHILD WELFARE INTAKE (CWI) UNIT.

PROGRAM ACTIVITIES:

1. NUMBER OF CHILDREN RECEIVING SERVICES THAT STRENGTHEN THEIR FAMILIES FOR THE PURPOSE OF SAFELY RETURNING THE CHILDREN TO THEIR FAMILY HOME.
2. NUMBER OF CHILDREN RECEIVING TIMELY FACE-TO-FACE CONTACT BY A CHILD WELFARE SERVICES (CWS) WORKER.
3. NUMBER OF CHILDREN FOR WHOM ADOPTION OR LEGAL GUARDIANSHIP HAS BEEN COMPLETED.
4. NUMBER OF CHILDREN RECEIVING CHILD WELFARE SERVICES (CWS) SERVICES WHO SUBSEQUENTLY RECEIVE CONFIRMED REPORTS OF HARM WITHIN SIX MONTHS.
5. NUMBER OF INTAKE REPORTS ASSIGNED ON A TIMELY BASIS TO A UNIT FOR INVESTIGATION.

LEVEL III PROGRAM

06 01 02

HMS 302

PROGRAM TITLE: GENERAL SUPPORT FOR CHILD CARE

OBJECTIVE: TO PROMOTE SELF-SUFFICIENCY OF LOW INCOME FAMILIES WHO ARE EMPLOYED, IN TRAINING OR IN EDUCATION BY PROVIDING ACCESS TO COMPREHENSIVE CHILD CARE RESOURCES AND SERVICES WHICH ASSURE THE BASIC HEALTH AND SAFETY OF CHILDREN.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF REGULATED CHILD CARE FACILITIES THAT HAVE NO CONFIRMED REPORTS OF INJURY, ABUSE, OR NEGLECT TO THE CHILD BY THE CHILDCARE PROVIDER.

TARGET GROUPS:

1. NUMBER OF DEPARTMENT OF HUMAN SERVICES (DHS) LICENSED CHILD CARE PROVIDERS.

PROGRAM ACTIVITIES:

1. NUMBER OF LICENSED PROVIDERS WHO ARE INVESTIGATED FOR HEALTH AND SAFETY VIOLATIONS.
2. NUMBER OF LICENSED PROVIDERS.
3. NUMBER OF CHILD CARE SLOTS AVAILABLE DUE TO LICENSING.

LEVEL III PROGRAM

06 01 03

HMS 303

PROGRAM TITLE: CHILD PROTECTIVE SERVICES PAYMENTS

OBJECTIVE: TO ASSURE AN ADEQUATE STANDARD OF LIVING FOR CHILDREN WHO ARE UNABLE TO BE MAINTAINED IN THEIR FAMILY HOME BECAUSE OF ABUSE, NEGLECT OR INABILITY OF THE FAMILY TO PROVIDE THEM ADEQUATE CARE AND SUPERVISION BY PROVIDING PAYMENT FOR ROOM AND BOARD, AND COSTS RELATED TO CARE OR ASSISTANCE IN FAMILY PRESERVATION/REUNIFICATION OR ADOPTION.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF CHILDREN IN OUT-OF-HOME (OOH) CARE WHO ARE RETURNED TO FAMILY WITHIN 12 MONTHS OF OUT-OF-HOME CARE PLACEMENT.
2. PERCENTAGE OF CHILDREN WHO ARE RETURNED TO FAMILIES WHO DO NOT NEED OUT-OF-HOME (OOH) CARE WITHIN 12 MONTHS.
3. PERCENTAGE OF CHILDREN IN OUT-OF-HOME (OOH) CARE WHO ARE PLACED IN FOSTER FAMILY HOMES.
4. PERCENTAGE OF ELIGIBLE CHILDREN IN OUT OF HOME (OOH) CARE REQUIRING OR RECEIVING FOSTER BOARD PAYMENTS.

TARGET GROUPS:

1. NUMBER OF CHILDREN IN OUT-OF-HOME (OOH) CARE DETERMINED ELIGIBLE FOR BOARD AND BOARD RELATED PAYMENTS.

PROGRAM ACTIVITIES:

1. NUMBER OF CHILDREN PROVIDED PAYMENTS FOR RELATIVE AND NON-RELATIVE FOSTER CARE.
2. NUMBER OF CHILDREN PROVIDED PAYMENTS FOR EMERGENCY SHELTER CARE.
3. NUMBER OF CHILDREN PROVIDED PAYMENTS FOR HIGHER EDUCATION.
4. NUMBER OF CHILDREN PROVIDED PAYMENTS FOR PERMANENCY ASSISTANCE.
5. NUMBER OF CHILDREN PROVIDED PAYMENTS FOR ADOPTION ASSISTANCE.
6. NUMBER OF CHILDREN PROVIDED PAYMENTS FOR BOARD RELATED SERVICES.

LEVEL III PROGRAM

06 01 04

HMS 305

PROGRAM TITLE: CASH SUPPORT FOR CHILD CARE

OBJECTIVE: TO PROVIDE CHILD CARE SUBSIDIES WHICH PROMOTE THE SELF-SUFFICIENCY OF LOW-INCOME FAMILIES WHO ARE EMPLOYED, OR IN APPROVED TRAINING OR EDUCATION, AND THE HEALTH AND SAFETY OF CHILDREN.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF FIRST-TO-WORK (FTW) PARTICIPANTS RECEIVING CHILD CARE SUBSIDIES WHO MET WORK PARTICIPATION REQUIREMENTS.
2. PERCENTAGE OF APPLICANTS THAT RECEIVED CHILD CARE SUBSIDIES TO MAINTAIN EMPLOYMENT.

TARGET GROUPS:

1. NUMBER OF DEPARTMENT OF HUMAN SERVICES (DHS) FIRST-TO-WORK (FTW) PARTICIPANTS.
2. NUMBER OF APPLICANTS, NOT INCLUDING FTW, WHO APPLIED FOR CHILD CARE SUBSIDIES.

PROGRAM ACTIVITIES:

1. NUMBER OF FIRST-TO-WORK (FTW) PARTICIPANTS RECEIVING DEPARTMENT OF HUMAN SERVICES (DHS) CHILD CARE SUBSIDIES.
2. NUMBER OF APPLICANTS DETERMINED ELIGIBLE FOR CHILD CARE SUBSIDIES.

LEVEL III PROGRAM

06 01 05

PROGRAM TITLE: AT-RISK YOUTH SERVICES

OBJECTIVE: TO COORDINATE A STATEWIDE CONTINUUM OF CARE FOR AT-RISK YOUTH THAT PREVENTS THEM FROM ENTERING THE CRIMINAL JUSTICE SYSTEM, PROVIDES INCREASED ALTERNATIVES TO INCARCERATION, AND SUPPORTS THE REHABILITATION OF YOUTH IN SECURE CUSTODY TO ACHIEVE SUCCESSFUL REINTEGRATION TO THEIR COMMUNITIES WITHOUT RE-OFFENDING.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE DECREASE IN ADMISSIONS TO HAWAII YOUTH CORRECTIONAL FACILITY (HYCF).
2. PERCENT INCREASE IN MENTORING/FAMILY STRENGTHENING SERVICES PROVIDED.
3. PERCENT OF ELIGIBLE YOUTH WHO COMPLETE HIGH SCHOOL OR GED TRACKS WHILE AT THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF).
4. PERCENT OF YOUTH WHO SUCCESSFULLY COMPLETE TREATMENT IN SUBSTANCE ABUSE AND/OR ANGER MANAGEMENT.

LEVEL IV PROGRAM

06 01 05 01

HMS 501

PROGRAM TITLE: IN-COMMUNITY YOUTH PROGRAMS

OBJECTIVE: TO COORDINATE A CONTINUUM OF PROGRAMS AND SERVICES IN COMMUNITIES FOR AT-RISK YOUTH TO PREVENT DELINQUENCY, AND CRIMINAL BEHAVIOR IN ADULTHOOD; AND TO SUPPORT THE REHABILITATION OF YOUTH IN COMMUNITY-BASED AND RESIDENTIAL CUSTODY PROGRAMS.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF REGIONAL DIRECTORS/ADVISORY BOARDS ESTABLISHED.
2. PERCENTAGE DECREASE IN ADMISSIONS TO THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF).
3. PERCENTAGE OF DISPROPORTIONATE MINORITY CONTACT (DMC).
4. PERCENTAGE INCREASE IN MENTORING/FAMILY STRENGTHENING SERVICES PROVIDED.

TARGET GROUPS:

1. NUMBER OF YOUTH AGES 10 TO 19.
2. NUMBER OF OFFICE OF YOUTH SERVICES (OYS) AGENCY CONTRACTS.

PROGRAM ACTIVITIES:

1. NUMBER OF COLLABORATIONS INITIATED BY THE OFFICE OF YOUTH SERVICES (OYS).
2. NUMBER OF SERVICE PROVIDER MEETINGS CONVENED.
3. NUMBER OF SERVICE PROVIDER TRAININGS AND TECHNICAL ASSISTANCE EVENTS PROVIDED.

LEVEL IV PROGRAM

06 01 05 03

HMS 503

PROGRAM TITLE: HAWAII YOUTH CORRECTIONAL FACILITY (HYCF)

OBJECTIVE: TO PROVIDE SECURE CUSTODY AND QUALITY CARE FOR YOUTH WHO HAVE BEEN SENT TO THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF), AND WHO WILL RECEIVE REHABILITATION PROGRAMS, SPECIALIZED SERVICES, AND CUSTODIAL CARE, TO INCREASE THEIR ABILITY TO SUCCESSFULLY FUNCTION WITHIN THE COMMUNITY UPON THEIR RELEASE WITHOUT RE-OFFENDING.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF YOUTH WHO ARE PAROLED OR DISCHARGED PRIOR TO COURT- ORDERED DISCHARGE DATE.
2. PERCENT OF YOUTH WHO ARE RECOMMITTED TO THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF) WITHIN A YEAR OF THEIR RELEASE AND RECOMMITTED FOR THE COMMISSION OF A FELONY.
3. PERCENT OF YOUTH WHO DO NOT ENGAGE IN A VIOLENT ACT AGAINST ANOTHER YOUTH OR STAFF.
4. PERCENT OF ELIGIBLE YOUTH WHO COMPLETE HIGH SCHOOL OR GED TRACKS WHILE AT THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF).
5. PERCENT OF YOUTH WHO SUCCESSFULLY COMPLETE TREATMENT IN SUBSTANCE ABUSE AND/OR ANGER MANAGEMENT.

TARGET GROUPS:

1. NUMBER OF YOUTHS AGES 13 TO 18.

PROGRAM ACTIVITIES:

1. NUMBER OF YOUTH PAROLED OR DISCHARGED PRIOR TO COURT-ORDERED DISCHARGE DATE.
2. NUMBER OF YOUTH RECOMMITTED FOR A FELONY OFFENSE WITHIN ONE YEAR OF RELEASE.
3. NUMBER OF YOUTH WHO DO NOT ENGAGE IN A VIOLENT ACT AGAINST ANOTHER YOUTH OR STAFF.
4. NUMBER OF YOUTH WHO COMPLETED HIGH SCHOOL OR GED TRACKS AT THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF).
5. NUMBER OF YOUTH WHO COMPLETED TREATMENT IN SUBSTANCE ABUSE OR ANGER MANAGEMENT AT THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF).

LEVEL III PROGRAM

06 01 06

DEF 112

PROGRAM TITLE: SERVICES TO VETERANS

OBJECTIVE: TO ENABLE VETERANS TO ACHIEVE AND MAINTAIN THE SOCIAL AND PSYCHOLOGICAL ADJUSTMENTS NECESSARY FOR SUCCESS IN CIVILIAN LIFE, AND TO ASSURE THEIR BURIAL REQUIREMENTS.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF VETERANS' SERVICES PLAN ACHIEVED.
2. PERCENT OF STATE VETERANS CEMETERY DEVELOPMENT (DEV) PLANS ACHIEVED.
3. PERCENT OF ADVISORY BOARD PROJECTS COMPLETED.
4. PERCENT OF VETERANS (VETS) WHO RECEIVE ASSISTANCE TO APPLY OR REAPPLY FOR SERVICES (SVCS) OR BENEFITS.
5. PERCENT OF VETERANS' ORGANIZATIONS ASSISTED.

TARGET GROUPS:

1. POTENTIAL NUMBER OF VETERANS NEEDING INFORMATION AND GENERAL SUPPORT SERVICES.
2. NO. OF VETERANS' ORGANIZATIONS NEEDING ASSISTANCE OR SUPPORT.

PROGRAM ACTIVITIES:

1. NUMBER OF ADVISORY BOARD PROJECTS COMPLETED.
2. NUMBER OF VETERANS PROVIDED WITH SERVICES.
3. NUMBER OF VETERANS' COMMUNITY AND GOVERNMENT ACTIVITIES SUPPORTED.
4. NUMBER OF INTERMENTS/INURNMENTS FOR DECEASE VETERANS AND/OR THEIR DEPENDENTS.
5. NUMBER OF HITS ON OFFICE OF VETERAN SERVICES (OVS) WEBSITE ANNUALLY.

LEVEL III PROGRAM

06 01 07

HMS 601

PROGRAM TITLE: ADULT PROTECTIVE AND COMMUNITY CARE SERVICES

OBJECTIVE: TO PREVENT INAPPROPRIATE INSTITUTIONALIZATION OF VULNERABLE, DISABLED ADULTS BY PROVIDING THEM WITH A RANGE OF IN-HOME AND COMMUNITY-BASED SOCIAL, HEALTH, AND OTHER SUPPORTIVE SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF ELIGIBLE VULNERABLE, DISABLED ADULTS WHO REMAIN SAFELY IN THEIR OWN HOMES.
2. PERCENTAGE OF ELIGIBLE VULNERABLE, DISABLED ADULTS WHO REMAIN SAFELY IN DOMICILIARY CARE.
3. PERCENTAGE OF VULNERABLE ADULTS WITH ADULT PROTECTIVE SERVICES (APS) WHO ARE NOT RE-ABUSED OR NEGLECTED.
4. PERCENTAGE OF PROGRAM RECIPIENTS SERVED BY FOSTER GRANDPARENTS/COMPANIONS OBTAINING SERVICE GOALS.

TARGET GROUPS:

1. NUMBER OF LOW-INCOME VULNERABLE, DISABLED ADULTS REQUIRING IN-HOME SUPPORT SERVICES.
2. NUMBER OF LOW-INCOME VULNERABLE, DISABLED ADULTS REQUIRING DOMICILIARY CARE SERVICES.
3. NUMBER OF VULNERABLE ADULTS REPORTED TO BE ABUSED OR NEGLECTED.
4. NUMBER OF ADULTS ELIGIBLE TO SERVE AS COMPANIONS/FOSTER GRANDPARENTS.

PROGRAM ACTIVITIES:

1. NUMBER OF ADULTS PROVIDED SENIOR COMPANIONS.
2. NUMBER OF ADULTS PROVIDED RESPITE COMPANIONS.
3. NUMBER OF CHILDREN PROVIDED FOSTER GRANDPARENTS.
4. NUMBER OF ADULTS PROVIDED CHORE SERVICES AND CASE MANAGEMENT.
5. NUMBER OF ADULTS PROVIDED ADULT PROTECTIVE SERVICES.
6. NUMBER OF ADULTS WHO ARE FOSTER GRANDPARENTS.
7. NUMBER OF ADULTS WHO ARE SENIOR COMPANIONS.
8. NUMBER OF ADULTS WHO ARE RESPITE COMPANIONS.

LEVEL II PROGRAM

06 02

PROGRAM TITLE: ASSURED STANDARD OF LIVING

OBJECTIVE: TO ASSURE THAT THOSE IN NEED ATTAIN AT LEAST A MINIMALLY ADEQUATE STANDARD OF LIVING BY PROVIDING SERVICES, DIRECT ASSISTANCE, AND PAYMENTS FOR THE NECESSITIES OF LIFE.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF AID TO AGED, BLIND AND DISABLED (AABD) INDIVIDUALS EXITING THE PROGRAM DUE TO SUPPLEMENTAL SECURITY INCOME (SSI) AND/OR SOCIAL SECURITY (SS) BENEFITS.
2. PERCENT OF GENERAL ASSISTANCE (GA) INDIVIDUALS EXITING THE PROGRAM DUE TO THE AMELIORATION OF TEMPORARY DISABILITY.
3. PUBLIC HOUSING - AVERAGE MONTHLY RENT PAYMENT (\$).
4. PERCENT LONG TERM CARE (LTC) CLIENTS RECEIVING CARE UNDER THE HOME (HME) AND COMMUNITY (COM) CARE PROGRAM.
5. PERCENT OF WORK PROGRAM PARTICIPANTS WHO HAVE EXITED DUE TO EMPLOYMENT.

LEVEL III PROGRAM

06 02 01

PROGRAM TITLE: MONETARY ASSISTANCE FOR GENERAL NEEDS

OBJECTIVE: TO ENSURE THAT INDIVIDUALS AND FAMILIES ARE PROVIDED WITH SUFFICIENT FINANCIAL RESOURCES TO OBTAIN FOOD, CLOTHING, SHELTER AND OTHER ESSENTIALS.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF AID TO AGED, BLIND AND DISABLED (AABD) INDIVIDUALS EXITING THE PROGRAM DUE TO SUPPLEMENTAL SECURITY INCOME (SSI) AND/OR SOCIAL SECURITY (SS) BENEFITS.
2. PERCENTAGE OF GENERAL ASSISTANCE (GA) INDIVIDUALS EXITING THE PROGRAM DUE TO AMELIORATION OF TEMPORARY DISABILITY.
3. PERCENT OF AVERAGE INCOME AVAILABLE FOR NON-HOUSING RELATED COSTS (I.E., BASIC ESSENTIALS, CLOTHING, TRANSPORTATION, FOOD, ETC.).

PROGRAM TITLE: AGED, BLIND AND DISABLED PAYMENTS

OBJECTIVE: TO PROVIDE FINANCIAL SUPPORT, WITHIN STATE APPROPRIATIONS, THROUGH DIRECT MONETARY PAYMENTS FOR FOOD, CLOTHING, SHELTER AND OTHER ESSENTIALS, TO INDIVIDUALS WHO ARE AGED, BLIND OR PERMANENTLY DISABLED WHO DO NOT QUALIFY FOR SOCIAL SECURITY, OR WHO ARE WAITING FOR A DETERMINATION OF ELIGIBILITY FOR SUPPLEMENTAL SECURITY INCOME (SSI) OR SOCIAL SECURITY BENEFITS; AND TO MAXIMIZE FEDERAL INTERIM ASSISTANCE FROM SSI PAYMENTS.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF INDIVIDUALS EXITING THE PROGRAM DUE TO SUPPLEMENTAL SECURITY INCOME (SSI) AND/OR SOCIAL SECURITY (SS) BENEFITS.

TARGET GROUPS:

1. NUMBER OF INDIVIDUALS ELIGIBLE FOR BENEFITS.

PROGRAM ACTIVITIES:

1. AVERAGE MONTHLY PAYMENT PER HOUSEHOLD.
2. NUMBER OF APPLICATIONS APPROVED EACH MONTH FOR THE AID TO THE AGED, BLIND AND DISABLED (AABD).
3. NUMBER OF INDIVIDUALS EXITING THE AABD PROGRAM DUE TO THE RECEIPT OF SUPPLEMENTAL SECURITY INCOME (SSI) AND/OR SOCIAL SECURITY (SS) BENEFITS.

PROGRAM TITLE: GENERAL ASSISTANCE PAYMENTS

OBJECTIVE: TO PROVIDE FINANCIAL SUPPORT, WITHIN STATE APPROPRIATIONS, THROUGH DIRECT MONETARY PAYMENTS FOR FOOD, CLOTHING, SHELTER, AND OTHER ESSENTIALS, TO INDIVIDUALS WHO ARE TEMPORARILY DISABLED WHO DO NOT QUALIFY FOR SOCIAL SECURITY, OR WHO ARE WAITING FOR A DETERMINATION OF ELIGIBILITY FOR SUPPLEMENTAL SECURITY INCOME (SSI) OR SOCIAL SECURITY (SS) BENEFITS; AND TO MAXIMIZE FEDERAL INTERIM ASSISTANCE REIMBURSEMENTS FROM SSI PAYMENTS.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF INDIVIDUALS EXITING THE PROGRAM DUE TO THE AMELIORATION OF TEMPORARY DISABILITY.
2. PERCENT OF INDIVIDUALS EXITING THE PROGRAM DUE TO SUPPLEMENTAL SECURITY INCOME (SSI) AND/OR SOCIAL SECURITY (SS) BENEFITS.

TARGET GROUPS:

1. NUMBER OF INDIVIDUALS ELIGIBLE FOR GENERAL ASSISTANCE (GA) BENEFITS.

PROGRAM ACTIVITIES:

1. AVERAGE MONTHLY PAYMENT PER HOUSEHOLD.
2. NUMBER OF APPLICATIONS APPROVED FOR GENERAL ASSISTANCE (GA).
3. NUMBER OF CASES CLOSED DUE TO A NO LONGER DISABLED DETERMINATION.
4. NUMBER OF CASES CLOSED DUE TO THE RECEIPT OF SUPPLEMENTAL SECURITY INCOME (SSI) AND/OR SOCIAL SECURITY (SS) BENEFITS.

PROGRAM TITLE: FEDERAL ASSISTANCE PAYMENTS

OBJECTIVE: TO IMPROVE THE STANDARD OF LIVING FOR ELIGIBLE HOUSEHOLDS BY PROVIDING ENERGY CREDITS TO OFFSET THE HIGH COST OF ENERGY OR PREVENT UTILITY DISCONNECTION AND ALLOW THE HOUSEHOLD'S INCOME TO BE AVAILABLE TO MEET THE HIGH COST OF HOUSING AND OTHER LIVING EXPENSES IN HAWAII.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF AVERAGE SHELTER COSTS FOR NON-ENERGY RELATED HOUSING COSTS (I.E. RENT) AFTER APPLICATION OF ENERGY CREDITS.
2. PERCENTAGE OF AVERAGE INCOME AVAILABLE FOR NON-HOUSING RELATED COSTS (I.E. BASIC ESSENTIALS, CLOTHING, TRANSPORTATION, FOOD, ETC.).

TARGET GROUPS:

1. NUMBER OF HOUSEHOLDS ELIGIBLE FOR BENEFITS.

PROGRAM ACTIVITIES:

1. NUMBER OF APPLICATIONS APPROVED FOR AN ENERGY CREDIT AT THE TIME OF THE OPEN ENROLLMENT PERIOD.
2. NUMBER OF APPLICATIONS APPROVED FOR A CRISIS CREDIT AT THE TIME OF THE APPLICATION FOR THE CRISIS CREDIT.
3. AVERAGE ENERGY CREDIT.
4. AVERAGE CRISIS CREDIT.

PROGRAM TITLE: CASH SUPPORT FOR FAMILIES - SELF-SUFFICIENCY

OBJECTIVE: TO PROVIDE FINANCIAL SUPPORT TO FAMILIES WITH CHILDREN THROUGH DIRECT MONETARY PAYMENTS FOR FOOD, CLOTHING, SHELTER AND OTHER ESSENTIALS UNTIL THE FAMILY EXPANDS THEIR CAPACITY FOR SELF-SUFFICIENCY OR UNTIL MINOR CHILDREN ATTAIN THE AGE OF MAJORITY.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF FAMILIES WITH REDUCED ASSISTANCE PAYMENTS DUE TO INCOME.
2. PERCENTAGE OF FAMILIES EXITING THE PROGRAM DUE TO INCREASE IN INCOME.
3. PERCENTAGE OF FAMILIES EXITING THE PROGRAM DUE TO THE LAST OR ONLY CHILD REACHING THE AGE OF MAJORITY.
4. PERCENT OF CHILD ONLY CASES.

TARGET GROUPS:

1. NUMBER OF ELIGIBLE FAMILIES.

PROGRAM ACTIVITIES:

1. AVERAGE MONTHLY PAYMENT PER FAMILY.
2. AVERAGE NUMBER OF APPLICATIONS APPROVED EACH MONTH FOR THE TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF) PROGRAM.
3. NUMBER OF CHILD ONLY CASES.
4. NUMBER OF FAMILIES WITH INCOME.
5. NUMBER OF FAMILIES CLOSED DUE TO INCOME.

PROGRAM TITLE: HOUSING ASSISTANCE

OBJECTIVE: TO ASSURE THAT LOW- AND MIDDLE-INCOME HOUSEHOLDS ARE HOUSED IN ACCOMMODATIONS ADEQUATE TO THEIR NEEDS AND COMMENSURATE WITH THEIR ECONOMIC CAPACITY.

MEASURES OF EFFECTIVENESS:

1. PUBLIC HOUSING - AVERAGE MONTHLY RENT PAYMENT (\$).
2. PUBLIC HOUSING - AVERAGE MONTHLY TURNOVER RATE OF HOUSING UNITS.
3. AVERAGE MONTHLY RENT SUPPLEMENT PAYMENT.
4. NUMBER OF CLIENTS TRANSITIONING TO PERMANENT HOUSING THROUGH HOMELESS SHELTER PROGRAMS.

PROGRAM TITLE: RENTAL HOUSING SERVICES

OBJECTIVE: TO ENSURE THE AVAILABILITY OF ADEQUATE HOUSING FOR LOW-INCOME FAMILIES BY PROVIDING PUBLIC RENTAL HOUSING FACILITIES AT A REASONABLE COST.

MEASURES OF EFFECTIVENESS:

1. PUBLIC HOUSING - AVERAGE MONTHLY RENT PAYMENT (\$).
2. PUBLIC HOUSING - AVERAGE MONTHLY INCOME OF RESIDENTS (ELDERLY) (\$).
3. PUBLIC HOUSING - AVERAGE MONTHLY INCOME OF RESIDENTS (NON-ELDERLY) (\$).
4. PUBLIC HOUSING - AVERAGE MONTHLY TURNOVER RATE OF HOUSING UNITS.
5. FEDERAL GRADING SYSTEM FOR PUBLIC HOUSING AGENCIES (PUBLIC HOUSING ASSESSMENT SYSTEM (PHAS)).

TARGET GROUPS:

1. AVERAGE NUMBER OF PUBLIC HOUSING APPLICANTS ON WAITING LIST PER MONTH.
2. AVERAGE NUMBER OF OCCUPIED PUBLIC HOUSING DWELLING UNITS PER MONTH.

PROGRAM ACTIVITIES:

1. TOTAL NUMBER OF NEW PUBLIC HOUSING APPLICATIONS PROCESSED.
2. AVERAGE NUMBER OF HOUSEHOLDS PLACED IN PUBLIC HOUSING PER MONTH.
3. NUMBER OF RE-EXAMINATIONS (PUBLIC HOUSING).
4. NUMBER OF EVICTIONS FROM HOUSING.

PROGRAM TITLE: HAWAII PUBLIC HOUSING AUTHORITY ADMINISTRATION

OBJECTIVE: TO ENHANCE PROGRAM EFFECTIVENESS AND EFFICIENCY BY FORMULATING POLICIES, DIRECTING OPERATIONS AND PERSONNEL, AND PROVIDING OTHER ADMINISTRATIVE AND HOUSEKEEPING SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF FEDERAL CAPITAL FUNDS ENCUMBERED.
2. PERCENTAGE OF STATE CAPITAL FUNDS ENCUMBERED.
3. PERCENTAGE VARIATION IN HAWAII PUBLIC HOUSING AUTHORITY (HPHA) OPERATING EXPENDITURE COMPARED TO ALLOTMENT.
4. NUMBER OF PERSONNEL TURNOVERS PER YEAR.

TARGET GROUPS:

1. NUMBER OF EMPLOYEES IN HAWAII PUBLIC HOUSING AUTHORITY (HPHA).
2. NUMBER OF LOWEST LEVEL PROGRAMS ADMINISTERED.

PROGRAM ACTIVITIES:

1. NUMBER OF FEDERALLY FUNDED CONTRACTS PROCESSED ANNUALLY.
2. NUMBER OF STATE FUNDED CONTRACTS PROCESSED ANNUALLY.
3. AMOUNT OF GRANTS RECEIVED ANNUALLY.

LEVEL IV PROGRAM

06 02 02 13

HMS 222

PROGRAM TITLE: RENTAL ASSISTANCE SERVICES

OBJECTIVE: TO FACILITATE THE USE OF PRIVATE RENTAL HOUSING FOR LOW-INCOME FAMILIES BY SUPPLEMENTING THEIR RENTAL PAYMENTS.

MEASURES OF EFFECTIVENESS:

1. AVERAGE MONTHLY GROSS RENT FOR RENT SUPPLEMENT RECIPIENTS.
2. AVERAGE MONTHLY RENT SUPPLEMENT PAYMENT.
3. FEDERAL GRADING SYSTEM FOR PUBLIC HOUSING AGENCIES (SECTION 8 MANAGEMENT ASSESSMENT PROGRAM).

TARGET GROUPS:

1. NUMBER OF APPLICANTS ON STATE RENT SUPPLEMENT WAITING LISTS.
2. NUMBER OF APPLICATIONS ON THE FEDERAL SUBSIDY WAITING LIST.

PROGRAM ACTIVITIES:

1. TOTAL NUMBER OF STATE RENT SUPPLEMENT AND SECTION 8 APPLICATIONS PROCESSED AND LEASED UP.
2. NUMBER OF RE-EXAMINATIONS OF STATE RENT SUPPLEMENT AND SECTION 8.
3. TOTAL NUMBER OF FEDERAL SECTION 8 UNITS INSPECTED.
4. TOTAL NUMBER OF STATE RENT SUPPLEMENT UNITS INSPECTED.

LEVEL IV PROGRAM

06 02 02 15

HMS 224

PROGRAM TITLE: HOMELESS SERVICES

OBJECTIVE: TO COMPREHENSIVELY ADDRESS THE NEEDS OF THE HOMELESS IN HAWAII AND TO PROVIDE THE OPPORTUNITY FOR HOMELESS PEOPLE TO HELP THEMSELVES BY ACHIEVING IMPROVED, PERMANENT LIVING SITUATIONS.

MEASURES OF EFFECTIVENESS:

1. NUMBER OF CLIENTS TRANSITIONING TO PERMANENT HOUSING THROUGH HOMELESS OUTREACH PROGRAMS.
2. NUMBER OF CLIENTS TRANSITIONING TO PERMANENT HOUSING THROUGH HOMELESS SHELTER PROGRAMS.
3. PERCENTAGE OF CLIENTS THAT MAINTAIN HOUSING BECAUSE OF ASSISTANCE RECEIVED FROM STATE EMERGENCY GRANT PROGRAM.

TARGET GROUPS:

1. NUMBER OF UNDUPLICATED CLIENTS SERVED BY OUTREACH HOMELESS PROVIDER AGENCIES.
2. NUMBER OF UNDUPLICATED CLIENTS SERVED BY EMERGENCY AND TRANSITIONAL HOMELESS SHELTERS.
3. TOTAL NUMBER OF APPLICATIONS FOR STATE HOMELESS GRANTS.

PROGRAM ACTIVITIES:

1. NUMBER OF CLIENT NIGHTS PROVIDED BY EMERGENCY SHELTERS.
2. NUMBER OF CLIENT NIGHTS PROVIDED BY TRANSITIONAL SHELTERS.
3. NUMBER OF CLIENT CASE PLANS DEVELOPED FOR THE STIPEND PROGRAM.
4. NUMBER OF CLIENT INTAKES COMPLETED FOR OUTREACH AND STIPEND PROGRAM.

LEVEL III PROGRAM

06 02 03

PROGRAM TITLE: HEALTH CARE

OBJECTIVE: TO ENSURE THAT QUALIFIED LOW INCOME AND DISABLED INDIVIDUALS AND FAMILIES ARE PROVIDED ADEQUATE AND APPROPRIATE HEALTH CARE SERVICES EITHER THROUGH FEE FOR SERVICE OR MANAGED CARE PROGRAMS TO MAINTAIN AND IMPROVE THEIR HEALTH AND TO PREVENT OR DELAY INSTITUTIONALIZATION.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF SUPPLEMENTAL SECURITY INCOME/STATE SUPPLEMENTAL PAYMENT (SSI/SSP) RECIPIENTS KNOWN TO RESIDE IN LICENSED/CERTIFIED DOMICILIARY CARE OR MEDICAL TREATMENT FACILITIES.
2. PERCENT OF MANAGED CARE PAYMENTS DEVOTED TO DIRECT HEALTH CARE SERVICES.
3. PERCENT LONG TERM CARE (LTC) CLIENTS RECEIVING CARE UNDER THE HOME (HME) AND COMMUNITY (COM) CARE PROGRAM.

LEVEL IV PROGRAM

06 02 03 04

HMS 605

PROGRAM TITLE: COMMUNITY-BASED RESIDENTIAL SUPPORT

OBJECTIVE: TO PREVENT INAPPROPRIATE INSTITUTIONALIZATION OF AGED, BLIND, OR DISABLED ADULTS BY ASSISTING WITH COMMUNITY-BASED RESIDENTIAL NEEDS.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF SUPPLEMENTAL SECURITY INCOME/STATE SUPPLEMENTAL PAYMENT (SSI/SSP) RECIPIENTS KNOWN TO RESIDE IN LICENSED/CERTIFIED DOMICILIARY CARE OR MEDICAL TREATMENT FACILITIES.

TARGET GROUPS:

1. NUMBER OF SUPPLEMENTAL SECURITY INCOME/STATE SUPPLEMENTAL PAYMENT (SSI/SSP) RECIPIENTS KNOWN TO RESIDE IN LICENSED/CERTIFIED DOMICILIARY CARE/MEDICAL TREATMENT FACILITIES.

PROGRAM ACTIVITIES:

1. AVERAGE NUMBER OF SUPPLEMENTAL SECURITY INCOME/STATE SUPPLEMENTAL PAYMENT (SSI/SSP) RECIPIENTS PLACED IN TYPE I ADULT RESIDENTIAL CARE HOMES (ARCHS) AND IN DEVELOPMENTALLY DISABLED (DD) DOMICILIARY CARE HOMES.
2. AVERAGE NUMBER OF SUPPLEMENTAL SECURITY INCOME/STATE SUPPLEMENTAL PAYMENT (SSI/SSP) RECIPIENTS PLACED IN TYPE II ADULT RESIDENTIAL CARE HOMES (ARCHS).
3. AVERAGE NUMBER OF SUPPLEMENTAL SECURITY INCOME/STATE SUPPLEMENTAL PAYMENT (SSI/SSP) RECIPIENTS PLACED IN COMMUNITY CARE FOSTER FAMILY HOMES (CCFFH).
4. AVERAGE NUMBER OF SUPPLEMENTAL SECURITY INCOME/STATE SUPPLEMENTAL PAYMENT (SSI/SSP) RECIPIENTS PLACED IN MEDICAL TREATMENT FACILITIES.

PROGRAM TITLE: HEALTH CARE PAYMENTS

OBJECTIVE: TO ENSURE THAT QUALIFIED LOW-INCOME AND DISABLED INDIVIDUALS AND FAMILIES ARE PROVIDED HEALTH CARE SERVICES, INCLUDING MEDICAL, DENTAL, HOSPITAL, NURSING HOME, HOME AND COMMUNITY-BASED, AND OTHER PROFESSIONAL SERVICES, EITHER THROUGH A FEE-FOR-SERVICE OR QUEST MANAGED CARE PROGRAM.

MEASURES OF EFFECTIVENESS:

1. PERCENT MANAGED CARE PAYMENTS DEVOTED TO DIRECT HEALTH CARE SERVICES.
2. PERCENT MANAGED CARE CLIENTS SATISFIED WITH THE PROGRAM.
3. NO. OF MANAGED CARE CLIENTS AS A PERCENT OF TOTAL CLIENTS.
4. PERCENT LONG TERM CARE (LTC) CLIENTS RECEIVING CARE UNDER THE HOME (HME) AND COMMUNITY (COM) CARE PROGRAM.

TARGET GROUPS:

1. NUMBER OF ELIGIBLE AGED, BLIND & DISABLED PERSONS.
2. NO. ELIGIBLE PERSONS FOR QUEST MANAGED CARE PROGRAM.
3. NUMBER OF ELIGIBLE PERSONS FOR THE HOME/COMMUNITY CARE BASED PROGRAM.

PROGRAM ACTIVITIES:

1. NUMBER OF PAID CLAIMS TO PROVIDERS.
2. NUMBER OF PARTICIPATING PROVIDERS WITHIN THE PROGRAMS.
3. NUMBER OF CHILDREN IMMUNIZED BY THE AGE OF TWO.
4. NUMBER OF CHILDREN RECEIVING EARLY PERIODIC SCREENING AND DIAGNOSIS AND TREATMENT SERVICES.

PROGRAM TITLE: GENERAL SUPPORT FOR ASSURED STANDARD OF LIVING

OBJECTIVE: TO ENHANCE THE EFFECTIVENESS AND EFFICIENCY OF THE PROGRAM BY PROVIDING STAFF SUPPORT SERVICES AND OTHER ADMINISTRATIVE SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF WORK PROGRAM PARTICIPANTS WHO HAVE EXITED DUE TO EMPLOYMENT.
2. PERCENT OF WORK PROGRAM CLIENTS WHO MEET FEDERAL WORK PARTICIPATION REQUIREMENTS.
3. PERCENT OF DISABILITY CLAIMS PROCESSED DURING THE YEAR.
4. PERCENT OF CHILD SUPPORT CASES WITH SUPPORT ORDERS ESTABLISHED.

PROGRAM TITLE: CASE MANAGEMENT FOR SELF-SUFFICIENCY

OBJECTIVE: TO ENHANCE PROGRAM EFFECTIVENESS AND EFFICIENCY BY DETERMINING THE ELIGIBILITY OF APPLICANTS AND RECIPIENTS FOR PUBLIC ASSISTANCE, ORIENTING THEM TO THE AVAILABLE SERVICES, DIRECTING THEM TO APPROPRIATE PLACES FOR ASSISTANCE, AND AIDING RECIPIENTS TO OBTAIN AND RETAIN EMPLOYMENT.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF WORK PROGRAM PARTICIPANTS WHO HAVE EXITED DUE TO EMPLOYMENT.
2. PERCENTAGE OF WORK PROGRAM PARTICIPANTS WHO MEET FEDERAL WORK PARTICIPATION REQUIREMENTS.
3. PERCENTAGE OF SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) APPLICATIONS RECEIVED THAT ARE PROCESSED TIMELY.
4. PERCENT OF SNAP CASES WITH AN ERROR.

TARGET GROUPS:

1. NUMBER OF CASH SUPPORT RECIPIENTS MANDATED TO PARTICIPATE IN A WORK PROGRAM.
2. NUMBER OF APPLICANTS FOR CASH SUPPORT.
3. POTENTIAL NUMBER OF APPLICANTS FOR SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP).

PROGRAM ACTIVITIES:

1. NUMBER WHO RECEIVE GENERAL ASSISTANCE (GA) AND AID TO THE AGED, BLIND AND DISABLED (AABD).
2. NUMBER WHO RECEIVE TEMPORARY ASSISTANCE FOR NEEDY FAMILIES (TANF) AND TEMPORARY ASSISTANCE TO OTHER NEEDY FAMILIES (TAONF) BENEFITS.
3. NUMBER OF SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) APPLICATIONS PROCESSED.
4. NUMBER OF HOUSHOLDS RECEIVING SNAP BENEFITS.

LEVEL IV PROGRAM

06 02 04 02

HMS 238

PROGRAM TITLE: DISABILITY DETERMINATION

OBJECTIVE: TO MAXIMIZE PROGRAM EFFECTIVENESS AND EFFICIENCY BY DETERMINING ELIGIBILITY OF APPLICANTS FOR ASSISTANCE.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF DISABILITY CLAIMS PROCESSED DURING THE YEAR.
2. PERCENT OF CASES RETURNED FOR CORRECTIVE ACTION.

TARGET GROUPS:

1. POTENTIAL NUMBER OF APPLICANTS FOR SOCIAL SECURITY DISABILITY BENEFITS.

PROGRAM ACTIVITIES:

1. NUMBER OF CLAIMANTS PROVIDED CONSULTATIVE EXAMINATIONS (ANNUALLY).
2. NUMBER OF CLAIMANTS REFERRED FOR VOCATIONAL REHABILITATION (ANNUALLY).
3. NUMBER OF SOCIAL SECURITY DISABILITY BENEFITS DECISIONS RENDERED.

LEVEL IV PROGRAM

06 02 04 03

ATG 500

PROGRAM TITLE: CHILD SUPPORT ENFORCEMENT SERVICES

OBJECTIVE: TO ENSURE THAT CHILDREN RECEIVE THEIR ABSENT PARENTS' SUPPORT IN A TIMELY MANNER THROUGH THE AGENCY'S CHILD SUPPORT ENFORCEMENT AND COLLECTIONS FUNCTIONS.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF CASES WITH PATERNITY ESTABLISHED.
2. PERCENTAGE OF CASES WITH SUPPORT ORDERS ESTABLISHED.
3. PERCENTAGE OF CURRENT SUPPORT COLLECTED.
4. PERCENTAGE OF DELINQUENT SUPPORT COLLECTED.
5. DOLLARS COLLECTED PER DOLLAR EXPENDED.

TARGET GROUPS:

1. CHILDREN BORN OUT OF WEDLOCK.
2. CHILD SUPPORT OBLIGORS WHOSE WHEREABOUTS ARE UNKNOWN.
3. CHILDREN WITHOUT CHILD SUPPORT ORDERS.
4. CHILD SUPPORT OBLIGORS WHO ARE DELINQUENT IN MAKING PAYMENTS.

PROGRAM ACTIVITIES:

1. NUMBER OF PATERNITY CASES ESTABLISHED.
2. NUMBER OF CHILD SUPPORT ORDER CASES ESTABLISHED.
3. DOLLAR AMOUNT OF CURRENT SUPPORT COLLECTED (MILLIONS OF DOLLARS).
4. DOLLAR AMOUNT OF CURRENT SUPPORT PAYMENTS DISBURSED (MILLIONS OF DOLLARS).

LEVEL III PROGRAM

06 02 05

HMS 237

PROGRAM TITLE: EMPLOYMENT AND TRAINING

OBJECTIVE: TO MAXIMIZE THE NUMBER OF EMPLOYMENT AND TRAINING PARTICIPANTS WHO ARE ABLE TO OBTAIN AND RETAIN EMPLOYMENT.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF EMPLOYMENT AND TRAINING (E&T) PARTICIPANTS WITH BENEFITS REDUCTION DUE TO EMPLOYMENT.
2. PERCENT OF EMPLOYMENT AND TRAINING (E&T) PARTICIPANTS WHO EXIT DUE TO EMPLOYMENT.

TARGET GROUPS:

1. NUMBER OF FOOD STAMP RECIPIENTS WHO ARE ABLE-BODIED AND SUBJECT TO MANDATORY WORK.

PROGRAM ACTIVITIES:

1. NUMBER OF CLIENTS IN EMPLOYMENT AND TRAINING PROGRAM.
2. NUMBER OF EMPLOYMENT AND TRAINING (E&T) CLIENTS WHO WORK AND/OR PARTICIPATE IN WORK RELATED ACTIVITIES.

LEVEL II PROGRAM

06 03

PROGRAM TITLE: HAWAIIAN HOMESTEADS

OBJECTIVE: TO DEVELOP AND MANAGE THE DESIGNATED HAWAIIAN HOME LANDS TO CREATE MORE HOMESTEADS FOR NATIVE HAWAIIANS (AS DEFINED BY THE HAWAIIAN HOMES COMMISSION ACT, 1920, AS AMENDED) AND GENERATE THE REVENUES NEEDED TO ADMINISTER THE PROGRAM. THROUGH THE USE OF THESE REVENUES, LEASE LANDS, LOAN FUNDS AND TECHNICAL ASSISTANCE WILL BE PROVIDED TO NATIVE HAWAIIANS IN ORDER TO FURNISH THE OPPORTUNITY TO SECURE AND MAINTAIN AN ADEQUATE STANDARD OF LIVING.

MEASURES OF EFFECTIVENESS:

1. % PLANNED LOTS THAT WERE DEVELOPED.
2. % SURRENDERED OR CANCELED LOTS RE-AWARDED.
3. % R&M TASKS INITIATED IN CURRENT FISCAL YEAR THAT WERE COMPLETED WITHIN THE FISCAL YEAR.

PROGRAM TITLE: PLANNING AND DEVELOPMENT FOR HAWAIIAN HOMESTEADS

OBJECTIVE: TO DEVELOP AND MANAGE THE DESIGNATED HAWAIIAN HOME LANDS TO CREATE MORE HOMESTEADS FOR NATIVE HAWAIIANS (AS DEFINED BY THE HAWAIIAN HOMES COMMISSION ACT, 1920, AS AMENDED) AND GENERATE THE REVENUES NEEDED TO ADMINISTER THE PROGRAM. THROUGH THE USE OF THESE REVENUES, LEASE LANDS, LOAN FUNDS AND TECHNICAL ASSISTANCE WILL BE PROVIDED TO NATIVE HAWAIIANS IN ORDER TO FURNISH THE OPPORTUNITY TO SECURE AND MAINTAIN AN ADEQUATE STANDARD OF LIVING.

MEASURES OF EFFECTIVENESS:

1. % PLANNED LOTS THAT WERE DEVELOPED.
2. % SURRENDERED OR CANCELED LOTS RE-AWARDED.
3. % OF HOMEBUYER EDUCATION PROGRAM ATTENDEES OF THOSE OUTREACHED BY MAIL, PHONE CALL, EMAIL.

TARGET GROUPS:

1. TOTAL NUMBER OF APPLICANTS ON HOMESTEAD (RESIDENTIAL, AGRICULTURAL, PASTORAL) WAITLIST.
2. TOTAL NUMBER OF LESSEES, INCLUDES RESIDENTIAL, AGRICULTURAL, AND PASTORAL.
3. NUMBER OF INDIVIDUALS WHO ATTENDED HALE'S HOME BUYER EDUCATION PROGRAM.

PROGRAM ACTIVITIES:

1. # HOMESTEAD LOTS DEVELOPED -- LOTS THAT ARE READY FOR AWARD, INFRASTRUCTURE COMPLETE WITHIN THAT YEAR.
2. TOTAL NUMBER OF LOTS RE-AWARDED AFTER CANCELTION OR SURRENDER.
3. HOMESTEAD LEASE TRANSACTIONS (INCLUDES TRANSFERS, SUCCESSORSHIPS, AND AMENDMENTS TO LEASES).
4. NUMBER OF LOTS SURRENDERED OR CANCELED.
5. FEDERAL HOUSING ADMINISTRATION (FHA) INSURED LOANS APPROVED DURING THE FISCAL YEAR.
6. TOTAL NUMBER OF GUARANTEED LOANS GRANTED--INCLUDING FEDERAL HOUSING ADMINISTRATION (FHA) AND UNITED STATES DEPARTMENT OF AGRICULTURE - RURAL DEVELOPMENT (USDA-RD).
7. INCLUDES ALL DEPARTMENT LOANS, (A.K.A. DIRECT LOANS).
8. NUMBER OF MAILERS, EMAILS, PHONE CALLS TO ATTEND HALE'S HOMEBUYER EDUCATION PROGRAM.

PROGRAM TITLE: ADMINISTRATION AND OPERATING SUPPORT

OBJECTIVE: TO DEVELOP AND MANAGE THE DESIGNATED HAWAIIAN HOME LANDS TO CREATE MORE HOMESTEADS FOR NATIVE HAWAIIANS (AS DEFINED BY THE HAWAIIAN HOMES COMMISSION ACT, 1920, AS AMENDED) AND GENERATE THE REVENUES NEEDED TO ADMINISTER THE PROGRAM. THROUGH THE USE OF THESE REVENUES, LEASE LANDS, LOAN FUNDS AND TECHNICAL ASSISTANCE WILL BE PROVIDED TO NATIVE HAWAIIANS IN ORDER TO FURNISH THE OPPORTUNITY TO SECURE AND MAINTAIN AN ADEQUATE STANDARD OF LIVING.

MEASURES OF EFFECTIVENESS:

1. % R&M TASKS INITIATED IN CURRENT FISCAL YEAR THAT WERE COMPLETED WITHIN THE FISCAL YEAR.
2. % PLANNING STUDIES THAT WERE COMPLETED WITHIN ONE YEAR. SOME PLANNING STUDIES TAKE LONGER THAN ONE YEAR TO COMPLETE. THIS MEASURE TRACKS STUDIES COMPLETED WITHIN 12 MONTHS.
3. % DATA PROCESSING REQUESTS THE IT BRANCH RECEIVES AND COMPLETES IN A TIMELY MANNER OF 30 DAYS.

TARGET GROUPS:

1. TOTAL NUMBER OF GENERAL LEASES IN DHHL INVENTORY.
2. TOTAL NUMBER OF LICENSES IN DHHL INVENTORY.
3. TOTAL NUMBER OF REVOCABLE PERMITS ON DHHL INVENTORY.
4. TOTAL NUMBER OF ORGANIZATIONS/ASSOCIATIONS FORMED (OFFICIAL OR NOT) THAT THE DEPARTMENT SERVES.
5. NUMBER OF DEPARTMENT EMPLOYEES.

PROGRAM ACTIVITIES:

1. TOTAL NUMBER OF PLANNING STUDIES INITIATED (DONE BY BOTH PLANNING STAFF OR CONTRACTED OUT).
2. TOTAL NUMBER OF ENVIRONMENTAL ASSESSMENTS REVIEWED AND APPROVED BY STAFF OR CONTRACTED OUT.
3. TOTAL NUMBER OF BENEFICIARY CONSULTATION, COMMUNITY MEETINGS, ETC., CONDUCTED BY DHHL.
4. TOTAL AMOUNT OF GENERAL LEASE REVENUE COLLECTED (MILLIONS).
5. TOTAL NUMBER OF HOMESTEAD LEASES.
6. TOTAL NUMBER OF DATA PROCESSING REQUESTS COMPLETED.
7. TOTAL NUMBER OF PERSONAL ACTION REQUESTS INITIATED (TO INCLUDE TEMP ASSIGNMENT, POSITION FILLING, ETC.).
8. TOTAL NUMBER OF PURCHASE ORDERS PROCESSED BY THE FISCAL OFFICE.
9. TOTAL NUMBER OF R&M TASKS TAKEN ON BY PUBLIC WORKS DIVISION.

LEVEL II PROGRAM

06 04

PROGRAM TITLE: OVERALL PROGRAM SUPPORT FOR AGING, DISABILITIES & LTC SVCS

OBJECTIVE: TO ENHANCE THE EFFECTIVENESS AND EFFICIENCY WITH WHICH THE OBJECTIVES OF THE SOCIAL SERVICES PROGRAM ARE ACHIEVED BY PROVIDING EXECUTIVE DIRECTION, PROGRAM PLANNING AND ANALYSIS, AND OTHER PROGRAM SUPPORT AND ADMINISTRATIVE SERVICES.

MEASURES OF EFFECTIVENESS:

1. OF ALL PERSONS 60 YEARS AND OLDER, PERCENT SERVED.
2. PERCENT OF PARKING PERMITS ISSUED WITHIN 2 WEEKS.
3. PERCENT OF MEMBER GRIEVANCES AGAINST HEALTH PLANS WHICH ARE RESOLVED PRIOR TO ADJUDICATION BY THE DIVISION (DIV).
4. PERCENT OF TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)/TEMPORARY ASSISTANCE TO OTHER NEEDY FAMILIES (TAONF) RECIPIENT FAMILIES PARTICIPATING IN A WORK PROGRAM WHO MEET THE FEDERAL WORK PARTICIPATION STANDARD.
5. PERCENT OF SOCIAL SERVICES CONTRACTS MANAGED BY THE SOCIAL SERVICES DIVISION.

LEVEL III PROGRAM

06 04 02

HTH 904

PROGRAM TITLE: EXECUTIVE OFFICE ON AGING

OBJECTIVE: TO ENABLE OLDER PERSONS TO LIVE, TO THE GREATEST EXTENT POSSIBLE, HEALTHY, DIGNIFIED AND INDEPENDENT LIVES BY ASSURING AN ACCESSIBLE, RESPONSIVE AND COMPREHENSIVE SYSTEM OF SERVICES THROUGH ADVOCACY, PLANNING, COORDINATION, RESEARCH AND EVALUATION.

MEASURES OF EFFECTIVENESS:

1. OF ALL PERSONS 60 YEARS AND OLDER, PERCENT SERVED.
2. OF ALL REGISTERED CLIENTS, PERCENT WHO WERE SERVED A MEAL.
3. OF ALL REGISTERED CLIENTS, PERCENT WHO WERE LIVING ALONE.
4. OF ALL REGISTERED CLIENTS, PERCENT BELOW POVERTY LEVEL.
5. OF ALL REGISTERED CLIENTS, PERCENT WHO ARE CAREGIVERS.
6. OF ALL REGISTERED CLIENTS, EXCLUDING CAREGIVERS, PERCENT HAVING DIFFICULTY PERFORMING 1 OR MORE ACTIVITIES OF DAILY LIVING (ADLS).
7. PERCENT OF ALL REGISTERED CLIENTS, PERCENT HAVING DIFFICULTY PERFORMING 1 OR MORE INSTRUMENTAL ACTIVITIES OF DAILY LIVING (IADLS).
8. PERCENT OF OMBUDSMAN PROGRAM CASES RESPONDED TO WITHIN 72 HOURS.

TARGET GROUPS:

1. NUMBER OF PERSONS AGE 60 YEARS AND OLDER.
2. NUMBER OF PERSONS AGE 60 YEARS AND OLDER WHO ARE BELOW POVERTY LEVEL.
3. NUMBER OF PERSONS WHO ACCESSED THE AGING & DISABILITY RESOURCE CENTER (ADRC).
4. NUMBER OF PERSONS AGE 60 YEARS AND OLDER WITH 1 OR MORE DISABILITIES.
5. NUMBER OF RESIDENTS IN LICENSED LONG-TERM CARE NURSING HOMES, ADULT RESIDENTIAL CARE HOMES, EXPANDED ADULT RESIDENTIAL CARE HOMES, ASSISTED LIVING FACILITIES, AND COMMUNITY CARE FOSTER FAMILY HOMES.

PROGRAM ACTIVITIES:

1. NUMBER OF CONGREGATE AND HOME DELIVERED MEALS SERVED TO CLIENTS.
2. NUMBER OF CASE MANAGEMENT SERVICES RECEIVED BY REGISTERED CLIENTS.
3. NUMBER OF HOURS OF PERSONAL CARE, HOMEMAKER, AND CHORE SERVICES RECEIVED BY REGISTERED CLIENTS.
4. NUMBER OF ACTIVE CASES IN THE OMBUDSMAN PROGRAM.
5. NUMBER OF CAREGIVER TRAINING, COUNSELING, RESPITE AND SUPPORT SERVICES PROVIDED TO REGISTERED CLIENTS.
6. NUMBER OF TOTAL CONTRACTS MADE TO THE AGING AND DISABILITY RESOURCE CENTER (ADRC).
7. NUMBER OF ADRC CONTACTS THAT ARE ELIGIBLE FOR PUBLICLY FUNDED SERVICES AND SUPPORTS.

LEVEL III PROGRAM

06 04 03

HTH 520

PROGRAM TITLE: DISABILITY AND COMMUNICATION ACCESS BOARD

OBJECTIVE: TO ENSURE THAT PERSONS WITH DISABILITIES ARE PROVIDED EQUAL ACCESS TO PROGRAMS, SERVICES, ACTIVITIES, EMPLOYMENT OPPORTUNITIES AND FACILITIES TO PARTICIPATE FULLY AND INDEPENDENTLY IN SOCIETY.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF PARKING PERMITS ISSUED WITHIN 2 WEEKS.
2. PERCENT OF INCOMING TECHNICAL ASSISTANCE REQUESTS FULFILLED.
3. PERCENT OF OBJECTIVES IN THE DISABILITY AND COMMUNICATION ACCESS BOARD (DCAB) PLAN OF ACTION COMPLETED.
4. PERCENT OF SIGN LANGUAGE INTERPRETERS TESTED WHO ARE CREDENTIALLED.
5. PERCENT OF DOCUMENT REVIEWS WITHOUT DISCREPANCIES.

TARGET GROUPS:

1. PERSONS WITH DISABILITIES.

PROGRAM ACTIVITIES:

1. NUMBER OF NEWSLETTERS DISTRIBUTED.
2. NUMBER OF SIGN LANGUAGE INTERPRETERS TESTED.
3. NUMBER OF INFORMATION/REFERRAL AND TECHNICAL ASSISTANCE REQUESTS RECEIVED.
4. NUMBER OF DISABLED PERSONS PARKING PERMITS ISSUED.
5. NUMBER OF PUBLIC INFORMATION AND EDUCATION TRAINING SESSIONS CONDUCTED.
6. NUMBER OF BLUEPRINT DOCUMENTS REVIEWED.
7. NUMBER OF INTERPRETATIVE OPINIONS AND SITE SPECIFIC ALTERNATE DESIGNS ISSUED.
8. NUMBER OF FEDERAL, STATE AND COUNTY PUBLIC POLICY RECOMMENDATIONS.
9. NUMBER OF COMMUNITY ADVISORY COMMITTEES WHO ARE ACTIVE PARTICIPANTS.

LEVEL III PROGRAM

06 04 04

HMS 902

PROGRAM TITLE: GENERAL SUPPORT FOR HEALTH CARE PAYMENTS

OBJECTIVE: TO ENHANCE PROGRAM EFFECTIVENESS AND EFFICIENCY BY FORMULATING POLICIES, ADMINISTERING OPERATIONS AND PERSONNEL, AND PROVIDING OTHER ADMINISTRATIVE SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF APPLICATIONS (APPS) PROCESSED WITHIN SPECIFIED TIMELINESS CRITERIA.
2. PERCENT OF RECIPIENT FAIR HEARINGS HELD THAT ARE DECIDED IN FAVOR OF THE DEPARTMENT OF HUMAN SERVICES (DHS).
3. PERCENT OF MEMBER GRIEVANCES AGAINST HEALTH PLANS WHICH ARE RESOLVED PRIOR TO ADJUDICATION BY THE DIVISION (DIV).
4. PERCENT OF EMPLOYEE GRIEVANCE DECISIONS IN FAVOR OF THE DIVISION.

TARGET GROUPS:

1. NUMBER OF HEALTH PLANS PARTICIPATING IN THE PROGRAM.
2. NUMBER OF PROVIDERS.
3. NUMBER OF ELIGIBLE MEMBERS WITHIN PROGRAM.
4. NUMBER OF MEDQUEST DIVISION (MQD) PERSONNEL.

PROGRAM ACTIVITIES:

1. NUMBER OF PUBLIC EDUCATION/INFORMATIONAL EVENTS THAT THE MEDQUEST DIVISION (MQD) PARTICIPATES IN.
2. NUMBER OF TRAINING SESSIONS CONDUCTED BY THE MEDQUEST DIVISION (MQD).
3. NUMBER OF GRIEVANCES BY ELIGIBLE MEMBERS AGAINST HEALTH PLANS.

LEVEL III PROGRAM

06 04 05

HMS 903

PROGRAM TITLE: GENERAL SUPPORT FOR SELF-SUFFICIENCY SERVICES

OBJECTIVE: TO ENHANCE THE EFFECTIVENESS AND EFFICIENCY OF THE PROGRAMS AND SERVICES BY FORMULATING POLICIES, ADMINISTERING OPERATIONS AND PERSONNEL, AND PROVIDING OTHER ADMINISTRATIVE SERVICES THAT ASSIST INDIVIDUALS AND FAMILIES TO EXPAND THEIR CAPACITY FOR SELF-SUFFICIENCY, MAKE HEALTHY CHOICES, AND IMPROVE THEIR QUALITY OF LIFE.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)/TEMPORARY ASSISTANCE TO OTHER NEEDY FAMILIES (TAONF) RECIPIENT FAMILIES PARTICIPATING IN A WORK PROGRAM WHO MEET THE FEDERAL WORK PARTICIPATION STANDARD.
2. ACCURACY RATE FOR THE FOOD STAMP PROGRAM.
3. PERCENTAGE OF CONTRACTED SERVICE PROVIDERS WHO MEET THE PERFORMANCE STANDARDS.

TARGET GROUPS:

1. NUMBER OF TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)/TEMPORARY ASSISTANCE TO OTHER NEEDY FAMILIES (TAONF) INDIVIDUALS REQUIRED TO PARTICIPATE IN WORK PROGRAM.
2. NUMBER OF SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) INDIVIDUALS REQUIRED TO PARTICIPATE IN WORK PROGRAM.

PROGRAM ACTIVITIES:

1. NUMBER OF CONTRACTS.
2. PERCENT OF FOOD STAMP APPLICATIONS PROCESSED WITHIN ADMINISTRATIVE RULES REQUIREMENTS.
3. PERCENTAGE OF CASH SUPPORT APPLICATIONS PROCESSED WITHIN ADMINISTRATIVE RULES REQUIREMENTS.
4. NUMBER OF TEMPORARY ASSISTANCE TO NEEDY FAMILIES (TANF)/TEMPORARY ASSISTANCE TO OTHER NEEDY FAMILIES (TAONF) RECIPIENTS WHO PARTICIPATED IN A WORK PROGRAM.
5. NUMBER OF SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) RECIPIENTS WHO PARTICIPATED IN A WORK PROGRAM.

LEVEL III PROGRAM

06 04 06

HMS 904

PROGRAM TITLE: GENERAL ADMINISTRATION (DHS)

OBJECTIVE: TO ENHANCE PROGRAM EFFICIENCY AND EFFECTIVENESS BY FORMULATING OVERALL POLICIES, DIRECTING OPERATIONS AND PERSONNEL, AND PROVIDING OTHER ADMINISTRATIVE AND INFORMATION TECHNOLOGY SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF POSITION ACTION DECISIONS UPHELD BY THE DEPARTMENT OF HUMAN RESOURCES DEVELOPMENT (DHRD).
2. PERCENTAGE OF APPEALS RESOLVED WITHIN THE SPECIFIED TIMELINESS CRITERIA.
3. PERCENTAGE OF HMS 904 (DEPARTMENT OF HUMAN SERVICES - ADMINISTRATION STAFF) EMPLOYEES WORKING WITHOUT FORMAL GRIEVANCES.
4. PERCENTAGE OF DEPARTMENT OF HUMAN SERVICES (DHS) EMPLOYEES WORKING WITHOUT FORMAL GRIEVANCES.
5. PERCENTAGE OF FEDERAL FUNDS DRAWN DOWN WITHIN SPECIFIED TIMELINESS CRITERIA.
6. PERCENTAGE OF CONTRACT PAYMENTS PAID WITHIN SPECIFIED TIMELINESS CRITERIA.
7. PERCENTAGE OF INFORMATION TECHNOLOGY (IT) PROJECTS COMPLETED WITHIN SPECIFIED TIMELINESS CRITERIA.

TARGET GROUPS:

1. NUMBER OF PERSONNEL IN DEPARTMENT OF HUMAN SERVICES.
2. NUMBER OF DIVISIONS AND ATTACHED AGENCIES IN DEPARTMENT OF HUMAN SERVICES.

PROGRAM ACTIVITIES:

1. NUMBER OF APPEALS PROCESSED (ANNUALLY).
2. NUMBER OF POSITION ACTIONS PROCESSED (ANNUALLY).
3. NUMBER OF WARRANT VOUCHERS PROCESSED (ANNUALLY).
4. NUMBER OF MANDATED FISCAL FEDERAL REPORTS (ANNUALLY).
5. NUMBER OF FORMAL GRIEVANCES FILED (ANNUALLY).
6. NUMBER OF AUTOMATION INITIATIVES IMPLEMENTED (ANNUALLY).

PROGRAM TITLE: GENERAL SUPPORT FOR SOCIAL SERVICES

OBJECTIVE: TO ENHANCE PROGRAM EFFECTIVENESS AND EFFICIENCY BY CONTRACTING FOR SERVICES, PROVIDING QUALITY ASSURANCE, MONITORING PROGRAMS, ADMINISTERING GRANTS AND FEDERAL FUNDS, PROVIDING TRAINING AND INFORMATION SYSTEMS SUPPORT, AND PROVIDING OTHER ADMINISTRATIVE AND SUPPORT SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF NEW EMPLOYEES COMPLETING THE DIVISION'S INTRODUCTORY LEVEL COMPUTER SYSTEM AND PROGRAM SKILLS COURSES.
2. PERCENTAGE OF FEDERAL COMPLIANCE REVIEWS WITH NO SIGNIFICANT NEGATIVE FINDINGS.
3. PERCENTAGE OF SOCIAL SERVICES CONTRACTS MANAGED BY THE DIVISION.
4. PERCENTAGE OF GRANTS AND FEDERAL FUNDS TRACKED AND MONITORED.

TARGET GROUPS:

1. PERSONNEL IN DIVISION.
2. CONTRACTED SOCIAL SERVICES PROVIDERS OF SERVICES.

PROGRAM ACTIVITIES:

1. NUMBER OF NEW DIVISION EMPLOYEES TRAINED DURING THE YEAR.
2. NUMBER OF FEDERAL COMPLIANCE REVIEWS DURING THE YEAR.
3. NUMBER OF SOCIAL SERVICES CONTRACTS MANAGED DURING THE YEAR.
4. NUMBER OF GRANTS AND FEDERAL FUNDS TRACKED AND MONITORED DURING THE YEAR.