

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 COMPLETED HIGH SCHOOL OR GED TRACKS WHILE AT THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF).
2. PERCENTAGE OF VULNERABLE ADULTS WITH ADULT PROTECTIVE SERVICES (APS) NOT RE-ABUSED.
3. PERCENTAGE OF WORK PROGRAM PARTICIPANTS WHO HAVE EXITED WITH EMPLOYMENT.
4. PERCENTAGE OF TEMPORARY ASSISTANCE FOR NEEDY FAMILIES/TEMPORARY ASSISTANCE FOR OTHER NEEDY FAMILIES (TANF/TAONF) RECIPIENT FAMILIES PARTICIPATING IN A WORK PROGRAM WHO MET THE FEDERAL WORK PARTICIPATION STANDARD.
5. % PLANNED HAWAIIAN HOMESTEAD LOTS THAT WERE DEVELOPED.

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. PERCENTAGE OF CHILDREN IN OUT-OF-HOME (OOH) CARE WHO ARE RETURNED TO FAMILY WHOSE RETURN IS WITHIN 12 MONTHS OF OUT-OF-HOME CARE PLACEMENT.
2. PERCENT OF ELIGIBLE YOUTH WHO COMPLETED HIGH SCHOOL OR GED TRACKS WHILE AT THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF).
3. PERCENT OF VETERANS' SERVICES PLAN ACHIEVED.
4. PERCENTAGE OF VULNERABLE ADULTS WITH ADULT PROTECTIVE SERVICES (APS) NOT RE-ABUSED.

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 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 CURRENT 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 CAREGIVERS.
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 FOR 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 WHOSE RETURN IS WITHIN 12 MONTHS OF OUT-OF-HOME CARE PLACEMENT.
2. PERCENTAGE OF CHILDREN IN OUT-OF-HOME (OOH) CARE WHO ARE PLACED IN RESOURCE FAMILY HOMES.
3. PERCENTAGE OF ELIGIBLE CHILDREN IN OUT-OF-HOME (OOH) CARE WHOSE CARETAKERS ARE RECEIVING FOSTER BOARD PAYMENTS.

TARGET GROUPS:

1. NUMBER OF CHILDREN IN OUT-OF-HOME (OOH) CARE WHOSE RESOURCE CAREGIVERS HAVE BEEN DETERMINED TO BE ELIGIBLE FOR FOSTER BOARD PAYMENTS.

PROGRAM ACTIVITIES:

1. NUMBER OF CHILDREN WHOSE RELATIVE AND NON-RELATIVE RESOURCE CAREGIVERS ARE RECEIVING FOSTER BOARD PAYMENTS.
2. NUMBER OF CHILDREN ON WHOSE BEHALF PAYMENTS FOR ON-CALL SHELTER CARE ARE PROVIDED.
3. NUMBER OF YOUNG ADULTS PROVIDED PAYMENTS FOR HIGHER EDUCATION.
4. NUMBER OF CHILDREN WHOSE LEGAL GUARDIANS ARE PROVIDED PAYMENTS FOR PERMANENCY ASSISTANCE.
5. NUMBER OF CHILDREN WHOSE ADOPTIVE PARENTS ARE PROVIDED PAYMENTS FOR ADOPTION ASSISTANCE.

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 WORK PROGRAM PARTICIPANTS WHO EXITED THE PROGRAM WITH EMPLOYMENT.
2. PERCENTAGE OF TEMPORARY ASSISTANCE FOR NEEDY FAMILIES/TEMPORARY ASSISTANCE FOR OTHER NEEDY FAMILIES (TANF/TAONF) RECIPIENT FAMILIES PARTICIPATING IN A WORK PROGRAM WHO MET THE FEDERAL WORK PARTICIPATION STANDARD.
3. PERCENTAGE OF FIRST-TO-WORK (FTW) PARTICIPANTS RECEIVING CHILD CARE SUBSIDIES WHO MET WORK PARTICIPATION REQUIREMENTS.
4. 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 WHO RECEIVED CHILD CARE SUBSIDIES.
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 AS AN FTW PROGRAM SUPPORTIVE SERVICE.
2. NUMBER OF APPLICANTS DETERMINED ELIGIBLE FOR CHILD CARE SUBSIDIES.

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

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. PERCENTAGE OF COMPLIANCE WITH 4 CORE REQUIREMENTS OF JUVENILE JUSTICE DELINQUENCY PREVENTION ACT (JJDP A).
2. DECREASE IN ADMISSIONS TO THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF).
3. PERCENTAGE INCREASE IN MENTORING/ FAMILY STRENGTHENING / ASSESSING CENTERS IN COMMUNITY.

TARGET GROUPS:

1. NUMBER OF YOUTH AGES 10 TO 19.
2. NUMBER OF OFFICE OF YOUTH SERVICES (OYS) YOUTH / FAMILY SERVICE 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 TRAININGS AND TECHNICAL ASSISTANCE EVENTS PROVIDED.

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 COMPLETED HIGH SCHOOL OR GED TRACKS WHILE AT THE HAWAII YOUTH CORRECTIONAL FACILITY (HYCF).
5. PERCENT OF YOUTH WHO SUCCESSFULLY COMPLETED TREATMENT IN SUBSTANCE ABUSE AND/OR ANGER MANAGEMENT AT THE HAWAII YOUTH CORRECTIONAL FACILITY.

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.

PROGRAM TITLE: ADULT PROTECTIVE AND COMMUNITY SERVICES

OBJECTIVE: TO ENABLE VULNERABLE ADULTS TO LIVE IN A SAFE ENVIRONMENT AND PREVENT PREMATURE INSTITUTIONALIZATION BY PROVIDING PROTECTIVE AND HOME AND COMMUNITY-BASED SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF VULNERABLE ADULTS WITH ADULT PROTECTIVE SERVICES (APS) NOT RE-ABUSED.
2. PERCENTAGE OF PROGRAM RECIPIENTS SERVED BY FOSTER GRANDPARENTS (FGP); SENIOR COMPANIONS (SCP); AND RESPITE COMPANIONS (RCP) OBTAINING GOALS.

TARGET GROUPS:

1. NUMBER OF ADULTS REPORTED TO BE ABUSED.
2. NUMBER OF LOW-INCOME ADULTS AGE 55+ YEARS ELIGIBLE TO SERVE AS SENIOR COMPANIONS, RESPITE COMPANIONS, OR FOSTER GRANDPARENTS.

PROGRAM ACTIVITIES:

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

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. PERCENTAGE OF AID TO AGED, BLIND AND DISABLED (AABD) INDIVIDUALS EXITING THE PROGRAM DUE TO SUPPLEMENTAL SECURITY INCOME (SSI) AND/OR SOCIAL SECURITY RETIREMENT, SURVIVORS, AND DISABILITY INSURANCE (RSDI) 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. PERCENTAGE OF LONG TERM CARE (LTC) CLIENTS RECEIVING CARE UNDER THE HOME- AND COMMUNITY-BASED SERVICES (HCBS) CARE PROGRAM.
5. PERCENTAGE OF WORK PROGRAM PARTICIPANTS WHO HAVE EXITED WITH EMPLOYMENT.
6. PERCENTAGE OF TEMPORARY ASSISTANCE FOR NEEDY FAMILIES/TEMPORARY ASSISTANCE FOR OTHER NEEDY FAMILIES (TANF/TAONF) RECIPIENT FAMILIES PARTICIPATING IN A WORK PROGRAM WHO MET THE FEDERAL WORK PARTICIPATION STANDARD.

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. PERCENTAGE OF AID TO AGED, BLIND AND DISABLED (AABD) INDIVIDUALS EXITING THE PROGRAM DUE TO SUPPLEMENTAL SECURITY INCOME (SSI) AND/OR SOCIAL SECURITY RETIREMENT, SURVIVORS, AND DISABILITY INSURANCE (RSDI) BENEFITS.
2. PERCENTAGE OF GENERAL ASSISTANCE (GA) INDIVIDUALS EXITING THE PROGRAM DUE TO AMELIORATION OF TEMPORARY DISABILITY.
3. AVERAGE INCOME OF ELIGIBLE ENERGY CREDIT (EC) HOUSEHOLDS.

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 RETIREMENT, SURVIVORS, AND DISABILITY INSURANCE (RSDI) 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 RETIREMENT, SURVIVORS, AND DISABILITY INSURANCE (RSDI) 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 BENEFITS; AND TO MAXIMIZE FEDERAL INTERIM ASSISTANCE 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 RETIREMENT, SURVIVORS, AND DISABILITY INSURANCE (RSDI) 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 RETIREMENT, SURVIVORS, AND DISABILITY INSURANCE (RSDI) BENEFITS.

LEVEL IV PROGRAM

06 02 01 04

HMS 206

PROGRAM TITLE: FEDERAL ASSISTANCE PAYMENTS

OBJECTIVE: TO PROVIDE ELIGIBLE LOW INCOME HOUSEHOLDS ENERGY CREDIT PAYMENTS TO OFFSET THE HIGH UTILITY COSTS IN HAWAII AND TO PREVENT UTILITY DISCONNECTION FOR HOUSEHOLDS IN CRISIS.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) HOUSEHOLDS THAT CONTAIN A VULNERABLE HOUSEHOLD MEMBER.
2. AVERAGE INCOME OF ELIGIBLE ENERGY CREDIT (EC) HOUSEHOLDS.
3. AVERAGE INCOME FOR ENERGY CRISIS INTERVENTION (ECI) HOUSEHOLDS.

TARGET GROUPS:

1. NUMBER OF HOUSEHOLDS ELIGIBLE FOR THE LOW INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP).

PROGRAM ACTIVITIES:

1. NUMBER OF APPLICATIONS APPROVED FOR ENERGY CRISIS INTERVENTION.
2. NUMBER OF APPLICATIONS APPROVED FOR ENERGY CREDIT (EC).
3. AVERAGE ENERGY CRISIS INTERVENTION (ECI) PAYMENT.
4. AVERAGE ENERGY CREDIT (EC) PAYMENT.

LEVEL IV PROGRAM

06 02 01 06

HMS 211

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 HOUSEHOLD.
2. NUMBER OF APPLICATIONS APPROVED EACH MONTH FOR CASH SUPPORT THROUGH 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.

LEVEL III PROGRAM

06 02 02

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.

LEVEL IV PROGRAM

06 02 02 01

HMS 220

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.

LEVEL IV PROGRAM

06 02 02 06

HMS 229

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. NUMBER 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 APPLICANTS 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.

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 HOMELESS EMERGENCY GRANT (SHEG) PROGRAM.

TARGET GROUPS:

1. NUMBER OF UNDUPLICATED PARTICIPANTS SERVED BY OUTREACH HOMELESS PROVIDER AGENCIES.
2. NUMBER OF UNDUPLICATED PARTICIPANTS SERVED BY HOMELESS SHELTER PROGRAMS.
3. NUMBER OF UNDUPLICATED PARTICIPANTS SERVED BY THE STATE HOMELESS EMERGENCY GRANT (SHEG) PROGRAM.

PROGRAM ACTIVITIES:

1. NUMBER OF HOMELESS PARTICIPANTS WHO WILL HAVE A VULNERABILITY INDEX - SERVICE PRIORITIZATION DECISION ASSISTANCE TOOL (VI-SPDAT) COMPLETED.
2. NUMBER OF HOMELESS PARTICIPANTS WHO HAVE DEVELOPED A HOUSING PLAN.
3. NUMBER OF HOMELESS PARTICIPANTS WHO WERE TAUGHT MONEY MANAGEMENT SKILLS.
4. NUMBER OF HOMELESS PARTICIPANTS WHO WERE TAUGHT TENANCY SKILLS.

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. PERCENTAGE OF LONG TERM CARE (LTC) CLIENTS RECEIVING CARE UNDER THE HOME- AND COMMUNITY-BASED SERVICES (HCBS) CARE PROGRAM.

PROGRAM TITLE: COMMUNITY-BASED RESIDENTIAL SUPPORT

OBJECTIVE: TO PREVENT INAPPROPRIATE INSTITUTIONALIZATION OF AGED, BLIND, OR DISABLED INDIVIDUALS 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.

LEVEL IV PROGRAM

06 02 03 05

HMS 401

PROGRAM TITLE: HEALTH CARE PAYMENTS

OBJECTIVE: TO ENSURE THAT QUALIFIED LOW-INCOME AND DISABLED INDIVIDUALS AND FAMILIES ARE PROVIDED APPROPRIATE HEALTH OR LONG-TERM CARE SERVICES THAT MEET THEIR NEEDS.

MEASURES OF EFFECTIVENESS:

1. PERCENT OF MANAGED CARE PAYMENTS DEVOTED TO DIRECT HEALTH CARE SERVICES.
2. PERCENTAGE OF LONG TERM CARE (LTC) CLIENTS RECEIVING CARE UNDER THE HOME- AND COMMUNITY-BASED SERVICES (HCBS) CARE PROGRAM.

TARGET GROUPS:

1. NUMBER OF PEOPLE COVERED BY QUEST.
2. NUMBER OF ELIGIBLE PERSONS FOR QUEST MANAGED CARE PROGRAM.
3. NUMBER OF ELIGIBLE PERSONS FOR LONG-TERM SUPPORTS AND SERVICES (LTSS).

PROGRAM ACTIVITIES:

1. AMOUNT PAID FOR QUALITY BONUSES TO MANAGED CARE ORGANIZATIONS (MCOS) (IN THOUSANDS).
2. AMOUNT PAID TO MANAGED CARE ORGANIZATIONS (MCOS) FOR SERVICES (IN THOUSANDS).

LEVEL III PROGRAM

06 02 04

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. PERCENTAGE OF WORK PROGRAM PARTICIPANTS WHO HAVE EXITED WITH EMPLOYMENT.
2. PERCENTAGE OF TEMPORARY ASSISTANCE FOR NEEDY FAMILIES/TEMPORARY ASSISTANCE FOR OTHER NEEDY FAMILIES (TANF/TAONF) RECIPIENT FAMILIES PARTICIPATING IN A WORK PROGRAM WHO MET THE FEDERAL WORK PARTICIPATION STANDARD.
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 WITH EMPLOYMENT.
- 2. PERCENTAGE OF TEMPORARY ASSISTANCE FOR NEEDY FAMILIES/TEMPORARY ASSISTANCE FOR OTHER NEEDY FAMILIES (TANF/TAONF) RECIPIENT FAMILIES PARTICIPATING IN A WORK PROGRAM WHO MET THE FEDERAL WORK PARTICIPATION STANDARD.
- 3. PERCENTAGE OF SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) APPLICATIONS RECEIVED THAT ARE PROCESSED TIMELY.
- 4. PERCENT OF SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) CASES WITH AN ERROR.

TARGET GROUPS:

- 1. TEMPORARY ASSISTANCE FOR NEEDY FAMILIES/TEMPORARY ASSISTANCE FOR OTHER NEEDY FAMILIES (TANF/TAONF) RECIPIENTS WHO PARTICIPATED IN 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 SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) BENEFITS.
- 5. NUMBER OF PARTICIPANTS IN THE FIRST-TO-WORK PROGRAM.

PROGRAM TITLE: DISABILITY DETERMINATION

OBJECTIVE: TO PROCESS APPLICATIONS RECEIVED FOR SOCIAL SECURITY DISABILITY INSURANCE BENEFITS AND FOR SUPPLEMENTAL SECURITY INCOME PAYMENTS AND MAINTAIN QUALITY DECISION-MAKING BY MAINTAINING PERCENT OF CASES RETURNED FOR SUBSTANTIVE REASONS BY THE OFFICE OF QUALITY REVIEW IMPROVEMENT.

MEASURES OF EFFECTIVENESS:

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

TARGET GROUPS:

1. NUMBER OF APPLICANTS FOR SOCIAL SECURITY DISABILITY BENEFITS.

PROGRAM ACTIVITIES:

1. NUMBER OF CLAIMANTS PROVIDED CONSULTATIVE EXAMINATIONS (ANNUALLY).
2. 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 CHILDREN 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 CASES WITH OBLIGORS WHOSE WHEREABOUTS ARE UNKNOWN.
3. CASES WITHOUT CHILD SUPPORT ORDERS.
4. CASES WITH ARREARS DUE.

PROGRAM ACTIVITIES:

1. NUMBER OF CHILDREN WITH PATERNITY 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 SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) RECIPIENTS WHO ARE ABLE-BODIED AND SUBJECT TO MANDATORY WORK.

PROGRAM ACTIVITIES:

1. NUMBER OF PARTICIPANTS IN THE EMPLOYMENT AND TRAINING (E&T) PROGRAM.

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 HAWAIIAN HOMESTEAD 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.

LEVEL III PROGRAM

06 03 01

HHL 602

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 LEASES, 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 CANCELATION 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.

LEVEL III PROGRAM

06 03 02

HHL 625

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 LEASE TRANSACTIONS.
6. TOTAL NUMBER OF DATA PROCESSING REQUESTS COMPLETED.
7. TOTAL NUMBER OF PERSONNEL 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. TOTAL UNDUPLICATED NUMBER OF CLIENTS SERVED BY THE EXECUTIVE OFFICE OF AGING.
2. PERCENT OF OBJECTIVES IN THE DISABILITY AND COMMUNICATION ACCESS BOARD (DCAB) PLAN OF ACTION COMPLETED.
3. PERCENTAGE OF MEDICAID APPLICATIONS (APPS) PROCESSED WITHIN SPECIFIED TIMELINESS CRITERIA.
4. PERCENTAGE OF CONTRACTED SELF-SUFFICIENCY SERVICE PROVIDERS WHO MEET THE PERFORMANCE STANDARDS.
5. PERCENTAGE OF APPEALS RESOLVED WITHIN THE SPECIFIED TIME CRITERIA.
6. PERCENTAGE OF FEDERAL COMPLIANCE REVIEWS WITH NO SIGNIFICANT NEGATIVE FINDINGS.

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. TOTAL UNDUPLICATED NUMBER OF CLIENTS SERVED.
2. % OF REGISTERED CLIENTS WHO LIVED ALONE.
3. % OF REGISTERED CLIENTS LIVING IN POVERTY.
4. % OF REGISTERED CLIENTS WITH 2+ ACTIVITIES OF DAILY LIVING.
5. % OF REGISTERED CLIENTS WITH 2+ INSTRUMENTAL ACTIVITIES OF DAILY LIVING.

TARGET GROUPS:

1. NUMBER OF PERSONS AGE 60 YEARS AND OLDER.
2. # OF PERSONS WHO CONTACTED THE AGING AND DISABILITY RESOURCE CENTER.

PROGRAM ACTIVITIES:

1. NUMBER OF INFORMATION AND ASSISTANCE CALLS RECEIVED BY THE AGING AND DISABILITY RESOURCE CENTER.
2. NUMBER OF CONGREGATE MEALS SERVED.
3. NUMBER OF HOME DELIVERED MEALS SERVED.
4. NUMBER OF RESPITE CARE UNITS PROVIDED.
5. NUMBER OF ADULT DAY CARE HOURS PROVIDED.

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 OUTREACH, EDUCATION AND TRAINING 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 ENSURE PROGRAM EFFECTIVENESS AND EFFICIENCY BY FORMULATING POLICIES, ADMINISTERING OPERATIONS AND PERSONNEL, AND PROVIDING OTHER ADMINISTRATIVE SERVICES.

MEASURES OF EFFECTIVENESS:

1. PERCENTAGE OF APPLICATIONS (APPS) PROCESSED WITHIN SPECIFIED TIMELINESS CRITERIA.
2. PERCENTAGE OF TIMELY SUBMISSIONS OF QUARTERLY AND ANNUAL REPORTS TO FEDERAL DEPARTMENT OF HEALTH AND HUMAN SERVICES.

TARGET GROUPS:

1. NUMBER OF HEALTH PLANS PARTICIPATING IN THE PROGRAM.
2. NUMBER SERVED BY QUEST.
3. NUMBER OF MEDQUEST DIVISION (MQD) PERSONNEL.

PROGRAM ACTIVITIES:

1. NUMBER OF CONTRACT EXECUTIONS.
2. NUMBER OF STATE PLAN AMENDMENTS AND WAIVER AMENDMENTS.

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 WORK PROGRAM PARTICIPANTS WHO EXITED THE PROGRAM WITH EMPLOYMENT.
2. PERCENT OF EMPLOYMENT AND TRAINING (E&T) PARTICIPANTS WITH BENEFITS REDUCTION DUE TO EMPLOYMENT.
3. PERCENT OF EMPLOYMENT AND TRAINING (E&T) PARTICIPANTS WHO EXITED DUE TO EMPLOYMENT.
4. 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) RECIPIENTS REQUIRED TO PARTICIPATE IN WORK PROGRAM.
2. SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) RECIPIENTS WHO ARE ABLE-BODIED AND SUBJECT TO MANDATORY WORK REGISTRATION.

PROGRAM ACTIVITIES:

1. NUMBER OF CONTRACTS.
2. PERCENTAGE OF SUPPLEMENTAL NUTRITION ASSISTANCE PROGRAM (SNAP) APPLICATIONS PROCESSED WITHIN ADMINISTRATIVE RULES REQUIREMENTS.
3. PERCENTAGE OF CASH SUPPORT APPLICATIONS PROCESSED WITHIN ADMINISTRATIVE RULES REQUIREMENTS.
4. PARTICIPATION IN THE FIRST-TO-WORK (FTW) PROGRAM.
5. PARTICIPATION IN THE EMPLOYMENT AND TRAINING (E&T) 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 TIME CRITERIA.
3. PERCENTAGE OF DEPARTMENT OF HUMAN SERVICES (DHS) EMPLOYEES WORKING WITHOUT FORMAL GRIEVANCES.
4. PERCENTAGE OF FEDERAL FUNDS DRAWN DOWN WITHIN SPECIFIED TIME CRITERIA.
5. PERCENTAGE OF CONTRACT PAYMENTS PAID WITHIN SPECIFIED TIMELINESS CRITERIA.
6. 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).

LEVEL III PROGRAM

06 04 07

HMS 901

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. PERCENTAGE CONTRACTED SOCIAL SERVICES PROVIDERS.

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.