



## **SOCIAL SERVICES**

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	2,643.75	2,077.75	- 566.00	21	2,611.75	2,035.75	- 576.00	22	2,611.75	2,412.00	- 199.75	8
EXPENDITURES (\$1000's)	3,741,467	3,001,633	- 739,834	20	393,580	424,174	+ 30,594	8	3,428,629	3,387,099	- 41,530	1
TOTAL COSTS												
POSITIONS	2,643.75	2,077.75	- 566.00	21	2,611.75	2,035.75	- 576.00	22	2,611.75	2,412.00	- 199.75	8
EXPENDITURES (\$1000's)	3,741,467	3,001,633	- 739,834	20	393,580	424,174	+ 30,594	8	3,428,629	3,387,099	- 41,530	1
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % ELIGIBLE YOUTH WHO COMPLETED HS OR GED AT HYCF					5	6	+ 1	20	5	7	+ 2	40
2. % VULNERABLE ADULTS W/ APS NOT REABUSED					95	99	+ 4	4	95	95	+ 0	0
3. % WORK PGM PARTICIPANTS WHO EXITED WITH EMPLOYMENT					3	1	- 2	67	2	3	+ 1	50
4. %TANF/TAONF RCPT PART WRK PGM MTG FED WRK PART STD					23	10	- 13	57	11	11	+ 0	0
5. % PLANNED HWN HOMESTEAD LOTS THAT WERE DEVELOPED					100	75	- 25	25	100	50	- 50	50

## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

**PROGRAM TITLE: SOCIAL SERVICES**

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**06**

### **PART I - EXPENDITURES AND POSITIONS**

The variance in the position count is generally attributed to vacancies due to budget constraints, personnel turnovers, and pending recruitment and filling. The variance for expenditures is generally attributed to personnel expenditures being less than planned due to position vacancies. Details of the position and expenditure variances are best examined at the lowest program level.

### **PART II - MEASURES OF EFFECTIVENESS**

See lowest level programs for explanation of variances.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	678.00	570.00	- 108.00	16	665.00	554.00	- 111.00	17	665.00	651.00	- 14.00	2
<b>EXPENDITURES (\$1000's)</b>	264,491	192,731	- 71,760	27	35,023	45,545	+ 10,522	30	254,005	242,484	- 11,521	5
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	678.00	570.00	- 108.00	16	665.00	554.00	- 111.00	17	665.00	651.00	- 14.00	2
<b>EXPENDITURES (\$1000's)</b>	264,491	192,731	- 71,760	27	35,023	45,545	+ 10,522	30	254,005	242,484	- 11,521	5
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % CHDRN OOH RET TO FAM W/IN 12 MO OF OOH PLCMT					70	66	- 4	6	75	65	- 10	13
2. % ELIGIBLE YOUTH WHO COMPLETED HS OR GED AT HYCF					5	6	+ 1	20	5	7	+ 2	40
3. % VETERANS' SERVICES PLAN ACHIEVED					95	90	- 5	5	95	95	+ 0	0
4. % VULNERABLE ADULTS W/ APS NOT REABUSED					95	99	+ 4	4	95	95	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

**PROGRAM TITLE: SERVICES TO INDIVIDUALS, FAMILIES & VETERANS**

**06 01**

### **PART I - EXPENDITURES AND POSITIONS**

Details of the position and expenditure variances are best examined at the lowest program level.

### **PART II - MEASURES OF EFFECTIVENESS**

Additional details are provided at the lowest level program narratives.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	398.50	341.50	- 57.00	14	398.50	328.50	- 70.00	18	398.50	398.50	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	80,246	66,225	- 14,021	17	10,025	15,793	+ 5,768	58	70,874	65,106	- 5,768	8
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	398.50	341.50	- 57.00	14	398.50	328.50	- 70.00	18	398.50	398.50	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	80,246	66,225	- 14,021	17	10,025	15,793	+ 5,768	58	70,874	65,106	- 5,768	8
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % CHDRN EXITING OOH CARE TO BIRTH PARENTS					58	50	- 8	14	60	50	- 10	17
2. % CHDRN SEEN WITHIN THE SPECIFIED TIME FRAME					50	50	+ 0	0	51	50	- 1	2
3. % CHDRN EXITING OOH CARE TO ADOPTION/GUARDIANSHIP					35	41	+ 6	17	34	40	+ 6	18
4. % CHDRN W/ NO CAN W/IN 6 MOS OF CURRENT CAN					95	93	- 2	2	95	94	- 1	1
5. % CAN REPORTS FOR INVESTIGATION IN CPSS W/IN 4 HRS					90	97	+ 7	8	87	95	+ 8	9
<b>PART III: PROGRAM TARGET GROUP</b>												
1. CHDRN IN OOH CARE TO RETURN TO PARENTS/GUARDIANS					600	576	- 24	4	612	600	- 12	2
2. CHDRN 0-18 IN NEW REPORTS OF ABUSE/NEGLECT/THREAT					9000	9938	+ 938	10	9180	9900	+ 720	8
3. CHDRN IN OOH CARE FOR ADOPTION/GUARDIANSHIP					400	476	+ 76	19	408	475	+ 67	16
4. CHDRN RECEIVING CWS SERVICES					5700	6354	+ 654	11	5814	6300	+ 486	8
5. CHDRN IN CAN REPORTS FOR INVESTIGATION/ASSESSMENT					5000	6386	+ 1386	28	5100	6300	+ 1200	24
<b>PART IV: PROGRAM ACTIVITY</b>												
1. CHDRN RECEIVING FAMILY STRENGTHENING SVCS					2450	1988	- 462	19	2499	2000	- 499	20
2. CHDRN WITH TIMELY DIRECT CONTACT FROM CWS WRKR					2400	2854	+ 454	19	2472	2700	+ 228	9
3. CHDRN WITH ADOPTION/GUARDIANSHIP COMPLETED					400	476	+ 76	19	404	475	+ 71	18
4. CHDRN RECEIVING CWS SVCS W/ CONFIRMED HARM IN 6 MO					25	77	+ 52	208	26	70	+ 44	169
5. INTAKE REPORTS ASSIGNED TIMELY FOR INVESTIGATION					2400	2707	+ 307	13	2376	2700	+ 324	14

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 01 01  
HMS 301

## PROGRAM TITLE: CHILD PROTECTIVE SERVICES

### PART I - EXPENDITURES AND POSITIONS

The variance in filled permanent positions in FY 21 and in FY 22 are due to the hiring freeze effectuated by Executive Memorandum (E.M.) No. 20-01 and further clarified or extended by E.M. Nos. 20-02, 20-05, and 20-08. Also, general funds for positions that were vacant as of March 31, 2020, were defunded in FY 21 and general funds for additional subsequent vacancies in HMS 301 were defunded in FY 22, so positions could not be filled unless substitute funding was identified.

The variance in expenditures are due to the way the State budgets and expends federal awards.

### PART II - MEASURES OF EFFECTIVENESS

1. This measurement is the percentage of children who exit foster care that are reunified with their families out of all children who exit foster care in that year. When Child Welfare Services (CWS) places a child into foster care, the primary goal and best outcome is to safely reunify the child with their parents/caregivers as quickly as possible; however, there has been a successful focus on preventing children from entering the foster care system if they can safely remain with their families with the help of CWS' services. In FY 21, these efforts resulted in 16% fewer children entering foster care than in FY 20 even though cases referred for CWS investigation from the Child Abuse and Neglect (CAN) hotline increased by 6% during this same period. With cases that are less severe receiving services to prevent unnecessary entrance into foster care, it is more difficult to reunify the same percentage of foster care children with their families as before.

3. The variance is due to the concerted efforts of CWS staff to find adoptive and guardianship homes for all children in foster care who are not able to safely return to their families. As part of the CWS' Program Improvement Plan (PIP), CWS has increased training and supervision around establishing permanent homes for children as quickly and safely as possible.

### PART III - PROGRAM TARGET GROUPS

2. This item measures the number of calls received by the CAN hotline that are determined to need follow-up and is difficult to predict during normal times, let alone during a pandemic that forces people to spend more time at home in direct contact with their family members, increasing the chances of abuse occurring. Aside from the pandemic, the variance may also be due to a policy and practice change of the PIP, under which, new intakes are created on active CWS cases when allegations of new harm come into the CAN hotline. In the past, many of these new intakes would have been logged as calls of concern on the active case instead.

3. The variance is due to the concerted efforts of CWS staff to find adoptive and guardianship homes for all children in foster care who are not able to safely return to their families. As part of the CWS' PIP, CWS has increased training and supervision around establishing permanent homes for children as quickly and safely as possible.

4. This measurement is the number of children who are served by CWS, either through direct case management and services or through the receipt of permanency assistance payments. Since the figure is pulled together using data from disparate corners of CWS work, it is especially challenging to accurately estimate the total. The variance may also be due to the increase in cases referred for CWS investigation in FY 21.

5. This measurement is a subset of Part III, Item 2 above. Again, the variance is due to the unpredictability of CAN hotline reports needing follow-up and the recent policy and practice change regarding the creation of new intakes on active cases.

### PART IV - PROGRAM ACTIVITIES

1. This measurement is the number of children in foster care receiving family strengthening services to effectuate safe reunification. The variance is due to the overall lower number of children in foster care in FY 21 as a result of CWS' concerted efforts to prevent unnecessary placements into foster care.

## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 01 01  
HMS 301

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**PROGRAM TITLE: CHILD PROTECTIVE SERVICES**

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2. Responding timely to new cases is a high priority for CWS. The variance is due to supervisors focusing on coaching their staff to make direct contact in a timely manner and staff using a real-time data tracker to aid in their performance.

3. The variance is due to the concerted efforts of CWS staff to find adoptive and guardianship homes for all children in foster care who are not able to safely return to their families. As part of the CWS' PIP, CWS has increased training and supervision around establishing permanent homes for children as quickly and safely as possible.

4. Despite the assessment tools, trainings, and procedures CWS has in place to minimize any additional harm to children within its system, it is difficult to always accurately determine which environments and which individuals may not be safe for a child. Many PIP activities (including increasing CWS caseworkers' face-to-face contact with children in foster care, improving the quality and frequency of formal supervision for CWS caseworkers, and reinforcing our safety framework and safety decision making) are expected to have a positive impact on this item in the future by reducing the overall number of children being harmed.

5. This item measures how many reports of potential child abuse or neglect were assigned within four hours from CWS intake staff to CWS assessment staff for a complete CWS investigation. Since the number intake reports directly correlates to the total number of calls to the CAN hotline, it is also difficult to accurately predict.



## VARIANCE REPORT

	FISCAL YEAR 2020-21					THREE MONTHS ENDED 09-30-21					NINE MONTHS ENDING 06-30-22				
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	51.00	39.00	-	12.00	24	51.00	39.00	-	12.00	24	51.00	51.00	+	0.00	0
EXPENDITURES (\$1000's)	13,582	6,334	-	7,248	53	462	272	-	190	41	13,405	13,595	+	190	1
TOTAL COSTS															
POSITIONS	51.00	39.00	-	12.00	24	51.00	39.00	-	12.00	24	51.00	51.00	+	0.00	0
EXPENDITURES (\$1000's)	13,582	6,334	-	7,248	53	462	272	-	190	41	13,405	13,595	+	190	1
						FISCAL YEAR 2020-21					FISCAL YEAR 2021-22				
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. % REGULATED CC FACILTY NO CONFRMD RPTS INJ/ABU/NEG						99	99	+	0	0	99	99	+	0	0
PART III: PROGRAM TARGET GROUP															
1. # DHS-LICENSED CHILD CARE PROVIDERS						977	823	-	154	16	990	875	-	115	12
PART IV: PROGRAM ACTIVITY															
1. # LICNSD PRVDRS INVESTGD FOR HEALTH/SAFTY VIOLATNS						45	17	-	28	62	45	35	-	10	22
2. # LICENSED PROVIDERS						977	823	-	154	16	990	875	-	115	12
3. # CHILD CARE SLOTS AVAILABLE DUE TO LICENSING						35418	31185	-	4233	12	35000	33000	-	2000	6

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 01 02  
HMS 302

## PROGRAM TITLE: GENERAL SUPPORT FOR CHILD CARE

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### PART I - EXPENDITURES AND POSITIONS

The variances in filled permanent positions in FY 21 and in FY 22 are due to the hiring freeze effectuated by Executive Memorandum (E.M.) No. 20-01 and further clarified or extended by E.M. Nos. 20-02, 20-05, and 20-08. Also, general funds for positions that were vacant as of March 31, 2020, were defunded in FY 21, so positions could not be filled unless substitute funding was identified.

The variances in expenditures are due to the way the State budgets and expends federal awards and position vacancies.

### PART II - MEASURES OF EFFECTIVENESS

No significant variance.

### PART III - PROGRAM TARGET GROUPS

1. The decrease in the number of licensed and registered providers is due to the COVID-19 pandemic emergency and the additional public health measures and stay-at-home orders that were implemented by the State and the Counties. This reduced the need for child care since parents could care for their own children while they were working or furloughed at home. While a great number of child care providers decided to temporarily close their child care homes and centers at the beginning of the pandemic, many eventually decided to permanently shut down their operations due to the burdens of the additional health and safety requirements and the risk of exposure to the COVID-19 virus.

### PART IV - PROGRAM ACTIVITIES

1. The decrease in the number of licensed and registered providers investigated for health and safety violations is due to the decrease in the number of licensed and registered providers operating during the pandemic.

2 and 3. The decrease in the number of licensed and registered providers and the number of child care slots available is due to the

COVID-19 pandemic emergency and the additional public health measures and stay-at-home orders that were implemented by the State and the Counties. This reduced the need for child care since parents could care for their own children while they were working or furloughed at home. While a great number of child care providers decided to temporarily close their child care homes and centers at the beginning of the pandemic, many eventually decided to permanently shut down their operations due to the burdens of the additional health and safety requirements and the risk of exposure to the COVID-19 virus.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	73,876	62,036	- 11,840	16	11,941	19,947	+ 8,006	67	61,935	53,929	- 8,006	13
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	73,876	62,036	- 11,840	16	11,941	19,947	+ 8,006	67	61,935	53,929	- 8,006	13
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % CHDRN OOH RET TO FAM W/IN 12 MO OF OOH PLCMT					70	66	- 4	6	75	65	- 10	13
2. % CHDRN IN OOH PLACED IN RESOURCE FAMILIES					85	90	+ 5	6	85	87	+ 2	2
3. % CHDRN IN OOH RECVNG BOARD PAYMTS					85	91	+ 6	7	85	88	+ 3	4
PART III: PROGRAM TARGET GROUP												
1. # CHDRN IN OOH CARE ELIGIBLE FOR BOARD PAYMTS					2800	2523	- 277	10	2650	2500	- 150	6
PART IV: PROGRAM ACTIVITY												
1. # RECVNG PYMTS FOR RELATIVE/NON-REL FOSTER CARE					2500	2352	- 148	6	2600	2400	- 200	8
2. # CHDRN RECVNG ON-CALL SHELTER CARE					300	204	- 96	32	350	230	- 120	34
3. # YOUNG ADULTS PROVIDED PAYMNTS FOR HIGHER EDUCATN					275	256	- 19	7	300	260	- 40	13
4. # CHDRN RECVNG PERMANENCY ASSISTANCE					1100	1251	+ 151	14	900	1200	+ 300	33
5. # CHDRN RECVNG PYMNTS FOR ADOPTION ASSISTANCE					2950	3009	+ 59	2	3300	3000	- 300	9

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 01 03  
HMS 303

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**PROGRAM TITLE: CHILD PROTECTIVE SERVICES PAYMENTS**

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**PART I - EXPENDITURES AND POSITIONS**

The variance in expenditures are due to the way the State budgets and expends federal awards.

**PART II - MEASURES OF EFFECTIVENESS**

No significant variances.

**PART III - PROGRAM TARGET GROUPS**

1. The variance in the number of children in out of home care who are eligible for board payments is due to Child Welfare Services (CWS) having fewer children in foster care for the year. Having fewer children in foster care is positive, as it indicates that the community, families, and CWS are working together successfully to keep children safe in their own families' homes.

**PART IV - PROGRAM ACTIVITIES**

2. This item measures the number of children in foster care who are placed in on-call shelters, which are used as a last resort for placement of children in foster care. The variance may be due to a successful focus on preventing children from entering the foster care system if they can safely remain with their families with the help of CWS' services. Even when children cannot remain safely at home, family homes (relatives of the children or general-licensed resource caregivers) are the preferred alternative to on-call shelters.

4. The variance may be due to successful efforts to find permanency for youth who had been in foster care for long periods since this measure demonstrates that more former foster children were living with legal guardians than anticipated. Children unable to safely return to their parents entering legal guardianship is a better outcome for them than emancipating or "aging out" from foster care.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	63,543	32,618	- 30,925	49	6,017	4,781	- 1,236	21	81,601	82,837	+ 1,236	2
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	63,543	32,618	- 30,925	49	6,017	4,781	- 1,236	21	81,601	82,837	+ 1,236	2
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % WORK PGM PARTICIPANTS EXITED PGM W/ EMPLOYMENT					3	1	- 2	67	2	3	+ 1	50
2. % TANF/TAONF RCPT FAM MTG FED WORK PARTICIPTION STD					23	10	- 13	57	11	11	+ 0	0
3. % FTW PRTCNT W/ CHILD CARE SUBSIDIES MTG WORK REQ					23	10	- 13	57	30	11	- 19	63
4. % APPL REC'G CHILD CARE SUBSIDIES TO MAINTAIN EMPL					80	91	+ 11	14	78	90	+ 12	15
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # DHS FTW PARTICPANTS REC'D CHILD CARE SUBSIDIES					203	308	+ 105	52	218	300	+ 82	38
2. # APPL (NOT FTW) WHO APPLIED CHILD CARE SUBSIDIES					15000	7125	- 7875	53	15600	7125	- 8475	54
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # PRTCNT REC'G DHS CHILD CARE SUBSDIES AS FTW PGM					203	308	+ 105	52	218	300	+ 82	38
2. # APPLICANTS ELIGIBLE FOR CHILD CARE SUBSIDIES					11295	6180	- 5115	45	12500	6000	- 6500	52

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 01 04  
HMS 305

## **PROGRAM TITLE: CASH SUPPORT FOR CHILD CARE**

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### **PART I - EXPENDITURES AND POSITIONS**

The variances in expenditures are due to the way the State budgets and expends federal awards and staff shortages resulting in delays in the issuance of subsidies.

would have been eligible for child care subsidies did not apply because they could care for their own children while they were working or furloughed at home.

### **PART II - MEASURES OF EFFECTIVENESS**

1, 2 and 3. The variances may be attributed to the COVID-19 pandemic's impact on the State's economy. The slow recovery of the State's economy has made it harder for participants to meet program work requirements and to exit the program with employment.

4. The increase in the percentage of applicants receiving child care subsidies to maintain employment may be due to the temporary suspension of some of the child care subsidy program requirements, including eligibility for families that were impacted by the COVID-19 emergency and families with essential workers who continued to maintain their employment during the COVID-19 emergency.

### **PART III - PROGRAM TARGET GROUPS**

1. The variance may be due to the temporary suspension of some of the child care subsidy program requirements.

2. The variance may be due to the COVID-19 pandemic and the public health measures and stay-at-home orders that were implemented by the State and the counties. This reduced the need for child care since parents could care for their own children while they were working or furloughed at home.

### **PART IV - PROGRAM ACTIVITIES**

1. The variance may be due to the temporary suspension of some of the child care subsidy program requirements.

2. The variance may be due to the reduced number of applicants who applied for child care subsidies. It is possible that some individuals who

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	121.00	98.00	- 23.00	19	108.00	98.00	- 10.00	9	108.00	100.00	- 8.00	7
EXPENDITURES (\$1000's)	20,140	17,553	- 2,587	13	4,614	2,776	- 1,838	40	14,699	15,993	+ 1,294	9
TOTAL COSTS												
POSITIONS	121.00	98.00	- 23.00	19	108.00	98.00	- 10.00	9	108.00	100.00	- 8.00	7
EXPENDITURES (\$1000's)	20,140	17,553	- 2,587	13	4,614	2,776	- 1,838	40	14,699	15,993	+ 1,294	9
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. DECREASE IN ADMISSIONS TO HYCF		3	9	+	6	200	1	3	+	2	200	
2. % INC IN MENTORING/FAMILY STRGTH/ASSESSING CENTERS		5	22	+	17	340	0	1	+	1	0	
3. % ELIGIBLE YOUTH WHO COMPLETED HS OR GED AT HYCF		5	6	+	1	20	5	7	+	2	40	
4. % YOUTH COMPLETED TREATMENT/ANGER MGMT AT HYCF		40	21	-	19	48	40	23	-	17	43	

## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

**PROGRAM TITLE: AT-RISK YOUTH SERVICES**

**06 01 05**

### **PART I - EXPENDITURES AND POSITIONS**

Details of the position and expenditure variances are best examined at the lowest program level.

### **PART II - MEASURES OF EFFECTIVENESS**

Additional details are provided at the lowest level program narratives.



## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	16.00	13.00	- 3.00	19	15.00	13.00	- 2.00	13	15.00	15.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	10,950	8,604	- 2,346	21	2,546	893	- 1,653	65	7,957	9,066	+ 1,109	14
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	16.00	13.00	- 3.00	19	15.00	13.00	- 2.00	13	15.00	15.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	10,950	8,604	- 2,346	21	2,546	893	- 1,653	65	7,957	9,066	+ 1,109	14
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % COMPLIANCE WITH 4 CORE REQUIREMENTS OF JJDP					100	100	+ 0	0	100	100	+ 0	0
2. DECREASE IN ADMISSIONS TO HYCF					3	9	+ 6	200	1	3	+ 2	200
3. % INC IN MENTORING/FAMILY STRGTH/ASSESSING CENTERS					5	22	+ 17	340	0	1	+ 1	0
PART III: PROGRAM TARGET GROUP												
1. # YOUTH AGES 10 TO 19					6000	2900	- 3100	52	6000	4500	- 1500	25
2. # OYS YOUTH / FAMILY SERVICE AGENCY CONTRACTS					70	68	- 2	3	70	68	- 2	3
PART IV: PROGRAM ACTIVITY												
1. # COLLABORATIONS INITIATED BY OFFICE OF YOUTH SVCS					5	5	+ 0	0	3	5	+ 2	67
2. # SERVICE PROVIDER MEETINGS CONVENED					25	25	+ 0	0	16	25	+ 9	56
3. # TRAINING & TECHNICAL ASSISTANCE EVENTS PROVIDED					25	30	+ 5	20	10	15	+ 5	50

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 01 05 01  
HMS 501

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## PROGRAM TITLE: IN-COMMUNITY YOUTH PROGRAMS

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### **PART I - EXPENDITURES AND POSITIONS**

The variances in filled permanent positions in FY 21 and in FY 22 are due to the hiring freeze effectuated by Executive Memorandum (E.M.) No. 20-01 and further clarified or extended by E.M. Nos. 20-02, 20-05, and 20-08. Also, general funds for positions that were vacant as of March 31, 2020, were defunded in FY 21, so positions could not be filled unless substitute funding was identified.

The variances in expenditures are due to the way the State budgets and expends federal awards and encumbered contracts that have not expended funds as of September 30, 2021.

### **PART II - MEASURES OF EFFECTIVENESS**

2. Juvenile crime rates have continued to trend downward over the past decade and public health measures and stay-at-home orders during the COVID-19 pandemic reduced opportunities for committing crimes, resulting in significantly lower arrest rates.

3. The variance may be attributed to a closure of one center due to a lack of funding.

### **PART III - PROGRAM TARGET GROUPS**

1. While there was an expectation that the number of youths served would decrease due to the COVID-19 pandemic, the significance of the variance was unexpected. There was also an expectation that the State would have reopened sooner and programs would be back to fully serving youth in need.

### **PART IV - PROGRAM ACTIVITIES**

3. The variance is attributed to training sessions moving to a virtual forum, making delivery of the training sessions much easier. More training sessions have been delivered to support staff and providers to cope with pandemic fatigue and stress and to promote positive well-being so they can continue to serve our youth and families.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	105.00	85.00	- 20.00	19	93.00	85.00	- 8.00	9	93.00	85.00	- 8.00	9
<b>EXPENDITURES (\$1000's)</b>	9,190	8,949	- 241	3	2,068	1,883	- 185	9	6,742	6,927	+ 185	3
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	105.00	85.00	- 20.00	19	93.00	85.00	- 8.00	9	93.00	85.00	- 8.00	9
<b>EXPENDITURES (\$1000's)</b>	9,190	8,949	- 241	3	2,068	1,883	- 185	9	6,742	6,927	+ 185	3
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % YOUTH PAROLED/DISCHRG.PRIOR COURT DISCHRG DATE					25	35	+ 10	40	25	33	+ 8	32
2. % OF YOUTH RECOMITD TO HYCF W/IN 1 YEAR OF RELEASE					5	10	+ 5	100	5	7	+ 2	40
3. % YOUTH DO NOT ENGAGE VIOLENT ACT W/ YOUTH / STAFF					75	54	- 21	28	75	56	- 19	25
4. % ELIGIBLE YOUTH WHO COMPLETED HS OR GED AT HYCF					5	6	+ 1	20	5	7	+ 2	40
5. % YOUTH WHO COMPLETED TREATMENT/ANGER MGMT AT HYCF					40	21	- 19	48	40	23	- 17	43
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # YOUTHS AGES 13 TO 18					45	52	+ 7	16	45	45	+ 0	0
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # YOUTH PAROLED/DISCHRGD PRIOR COURT DISCHRG DATE					12	18	+ 6	50	12	15	+ 3	25
2. # YOUTH RECOMIT FOR FELONY OFFENSE W/IN 1 YEAR RLS					3	5	+ 2	67	3	3	+ 0	0
3. # YOUTH DO NOT ENGAGE VIOLENT ACT W/ YOUTH / STAFF					25	28	+ 3	12	25	25	+ 0	0
4. # YOUTH COMPLETED HIGH SCHOOL / GED TRACKS AT HYCF					5	3	- 2	40	5	3	- 2	40
5. # YOUTH WHO COMPLETED TREATMENT/ANGER MGMT AT HYCF					20	11	- 9	45	20	10	- 10	50

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 01 05 03  
HMS 503

## **PROGRAM TITLE: HAWAII YOUTH CORRECTIONAL FACILITY (HYCF)**

### **PART I - EXPENDITURES AND POSITIONS**

The variances in filled permanent positions in FY 21 and in FY 22 are due to the hiring freeze effectuated by Executive Memorandum (E.M.) No. 20-01 and further clarified or extended by E.M. Nos. 20-02, 20-05, and 20-08. Also, general funds for positions that were vacant as of March 31, 2020, were defunded in FY 21, so positions could not be filled unless substitute funding was identified.

### **PART II - MEASURES OF EFFECTIVENESS**

1. The variance is due to the higher number of youths being incarcerated in the Hawaii Youth Correctional Facility (HYCF) and the need to reduce crowding as a precaution against the spread of COVID-19.
2. The variance is due to pandemic rules preventing discharged youth from attending school or other structured activities that help to keep them out of trouble. Also, remote learning and therapy are not as effective as in-person learning and therapy for the recently released youth, who are typically dealing with mental health issues.
3. The variance is due to the increase number of youths being committed to HYCF and the difficulty in providing group anger management courses to the youths.
4. The variance is due to more youths being committed to HYCF.
5. The variance is due to pandemic health and safety precautions preventing the youth from participating in group anger management courses with community providers at HYCF.

### **PART III - PROGRAM TARGET GROUPS**

1. The variance is due to pandemic rules preventing youth from attending school or other structured activities that help to keep them out of trouble.

### **PART IV - PROGRAM ACTIVITIES**

1. The variance is due to the higher number of youths being incarcerated in HYCF and the need to reduce crowding as a precaution against the spread of COVID-19.
2. The variance is due to pandemic rules preventing discharged youth from attending school or other structured activities that help to keep them out of trouble.
3. The variance is due to a higher number of youths being committed to HYCF and the difficulty in providing group anger management courses to the youths.
4. The variance is due to more youths being committed to HYCF. Committed youths have a history of truancy, lower grade levels, and are behind in credits with insufficient time remaining to make up the missing credits, making it difficult for the youths to complete their education while at HYCF.
5. The variance is due to pandemic health and safety precautions preventing the youth from participating in group anger management courses with community providers at HYCF.

## VARIANCE REPORT

	FISCAL YEAR 2020-21					THREE MONTHS ENDED 09-30-21					NINE MONTHS ENDING 06-30-22				
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	28.00	22.00	-	6.00	21	28.00	22.00	-	6.00	21	28.00	22.00	-	6.00	21
EXPENDITURES (\$1000's)	1,854	1,717	-	137	7	483	530	+	47	10	1,449	1,386	-	63	4
TOTAL COSTS															
POSITIONS	28.00	22.00	-	6.00	21	28.00	22.00	-	6.00	21	28.00	22.00	-	6.00	21
EXPENDITURES (\$1000's)	1,854	1,717	-	137	7	483	530	+	47	10	1,449	1,386	-	63	4
						FISCAL YEAR 2020-21					FISCAL YEAR 2021-22				
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. PERCENT OF VETERANS' SERVICES PLAN ACHIEVED						95	90	-	5	5	95	95	+	0	0
2. % OF STATE VETERANS CEMETERY DEV PLAN ACHIEVED						90	85	-	5	6	90	90	+	0	0
3. PERCENT OF ADVISORY BOARD PROJECTS COMPLETED						85	125	+	40	47	85	85	+	0	0
4. % VETS ASSISTED TO APPLY REAPPLY FOR SVCS/BENEFITS						60	70	+	10	17	60	65	+	5	8
5. PERCENT OF VETERANS' ORGANIZATIONS ASSISTED						50	60	+	10	20	50	55	+	5	10
PART III: PROGRAM TARGET GROUP															
1. POTENTIAL # VETERANS NEEDING INFO & GEN SUPPT SVCS						120000	117000	-	3000	3	120000	120000	+	0	0
2. # VETERANS' ORGS NEEDING ASSISTANCE/SUPPORT						185	175	-	10	5	185	185	+	0	0
PART IV: PROGRAM ACTIVITY															
1. NUMBER OF ADVISORY BOARD PROJECTS COMPLETED						4	5	+	1	25	4	4	+	0	0
2. NUMBER OF VETERANS PROVIDED WITH SERVICES						71000	80000	+	9000	13	71000	75000	+	4000	6
3. # VETERANS' COMMUNITY, GOVT ACTIVITIES SUPPORTED						65	70	+	5	8	65	65	+	0	0
4. # INTERMENT/INURNMENT FOR VETERANS/DEPENDENT						600	512	-	88	15	600	600	+	0	0
5. NUMBER OF HITS ON OVS WEBSITE ANNUALLY						13000	12543	-	457	4	13000	7000	-	6000	46

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 01 06  
DEF 112

## PROGRAM TITLE: SERVICES TO VETERANS

### PART I - EXPENDITURES AND POSITIONS

FY 21 & FY 22: The differences in budgeted and actual positions filled were attributed to the implementation of the Governor's statewide hiring freeze effective April 4, 2020 in response to the COVID-19 pandemic. Fluctuations in expenditures between the budgeted and actual amounts were due to limited operations impacted by COVID-19. Business had been slower, and it is anticipated that expenditures would increase even more in the subsequent quarters due to inflation.

### PART II - MEASURES OF EFFECTIVENESS

Item 3: The percent of advisory board projects completed increased by 47% in FY 21 because the State Advisory Board had four special projects planned and ended up completing five projects for this period.

Item 4: The percent of veterans assisted to apply or reapply for services/benefits increased by 17% in FY 21. The Office of Veterans' Services (OVS) experienced a surge in processing of veteran disability claims along with veterans requesting upgrade progression of their current claims. More presumptive ailments had been approved by the the Department of Veterans Affairs for claim submittals.

The changing needs and demographics as a result of the pandemic have shaped and affected the behavior and needs of veterans, such as plans for retirement or employment. This measure is anticipated to level in FY 22.

Item 5: The number of requests for assistance varies from year to year. It is difficult to project the needs of veterans' organizations. In FY 22, there is an anticipated increase in web-based services and virtual support due to COVID-19 gathering restrictions.

### PART III - PROGRAM TARGET GROUPS

No significant variances.

### PART IV - PROGRAM ACTIVITIES

Item 1: The number of advisory boards completed increased by 25% in FY 21. The State Advisory Board had four special projects planned and ended up completing five projects for this period.

Changes in operations and services in the program were hugely impacted by the pandemic. This is anticipated to level in FY 22.

Item 2: The number of veterans provided with services increased in FY 21 by 13%. Changes in operations and services in the program were hugely impacted by the pandemic. This is anticipated to level in FY 22.

OVS had their highest recorded contact count in the history of the office. During the pandemic crisis, OVS suspended its face-to-face sessions, but remained open for business throughout all the State imposed shutdowns utilizing tele-counseling, the only Veterans Service Organization to do so in the State. Veteran clients had no where else to turn and made the connection with our office for their veteran service needs.

Item 4: The variance of 15% in FY 21 is due to the preferences and behaviors of some families who were waiting for COVID-19 restrictions to be lifted and were trying to delay their interment services so more relatives and friends could attend the funeral services.

Internments were projected to increase but slowed down due to federal and State imposed burial restrictions due to the pandemic. This included periods of time with direct burials with no family present for committal services and restrictions on social gathering and distancing restrictions where many families delayed the funeral services and subsequent internments. Some of the families are now scheduling for internments that they have put on hold since the pandemic-induced restrictions have been lessened by the City and County and the State.

## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 01 06  
DEF 112

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**PROGRAM TITLE: SERVICES TO VETERANS**

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Item 5: The number of OVS hits declined by 4% in FY 21 and 46% in FY 22. Due to COVID-19 restrictions, web-based services and virtual support had become very popular. While more users used the OVS website to gather information to make burial decisions, most people still preferred the personal or direct communication channels.

OVS has emphasized the use of our [dod.hawaii.gov](https://dod.hawaii.gov) website to connect and to link with all of our six-satellite offices. The numbers fell a little short of the projected number, but it did not deter our volume of contacts, which was the highest recorded in the history of OVS.

PROGRAM TITLE:

ADULT PROTECTIVE AND COMMUNITY CARE SERVICES

11/29/21

PROGRAM-ID:

HMS-601

PROGRAM STRUCTURE NO:

060107

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	79.50	69.50	- 10.00	13	79.50	66.50	- 13.00	16	79.50	79.50	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	11,250	6,248	- 5,002	44	1,481	1,446	- 35	2	10,042	9,638	- 404	4
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	79.50	69.50	- 10.00	13	79.50	66.50	- 13.00	16	79.50	79.50	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	11,250	6,248	- 5,002	44	1,481	1,446	- 35	2	10,042	9,638	- 404	4
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % VULNERABLE ADULTS W/ APS NOT REABUSED					95	99	+ 4	4	95	95	+ 0	0
2. % SERVED BY FOSTER GP/COMPANIONS OBTAINING GOALS					85	48	- 37	44	63	85	+ 22	35
PART III: PROGRAM TARGET GROUP												
1. # ADULTS REPORTED TO BE ABUSED					1945	2266	+ 321	17	2000	2200	+ 200	10
2. # ADULTS ELIGIBLE TO BE COMPANIONS/FOSTER GP					60	130	+ 70	117	145	130	- 15	10
PART IV: PROGRAM ACTIVITY												
1. # ADULTS PROVIDED ADULT PROTECTIVE SERVICES					768	679	- 89	12	800	796	- 4	1
2. # VULNERABLE ADULTS PROVIDED CASE MANAGEMENT SVCS					172	330	+ 158	92	225	323	+ 98	44
3. # ADULTS WHO ARE FOSTER GRANDPARENTS					85	73	- 12	14	85	67	- 18	21
4. # CHILDREN PROVIDED FOSTER GRANDPARENTS					355	132	- 223	63	300	132	- 168	56
5. # ADULTS WHO ARE SENIOR COMPANIONS					60	48	- 12	20	60	50	- 10	17
6. # ADULTS PROVIDED SENIOR COMPANIONS					185	112	- 73	39	185	150	- 35	19
7. # ADULTS WHO ARE RESPITE COMPANIONS					20	17	- 3	15	25	23	- 2	8



# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 01 07  
HMS 601

## **PROGRAM TITLE: ADULT PROTECTIVE AND COMMUNITY CARE SERVICES**

### **PART I - EXPENDITURES AND POSITIONS**

The variances in filled permanent positions in FY 21 and in FY 22 are due to the hiring freeze effectuated by Executive Memorandum (E.M.) No. 20-01 and further clarified or extended by E.M. Nos. 20-02, 20-05, and 20-08. Also, general funds for positions that were vacant as of March 31, 2020, were defunded in FY 21, so positions could not be filled unless substitute funding was identified.

The variance in expenditures is due to the way the State budgets and expends federal awards.

### **PART II - MEASURES OF EFFECTIVENESS**

2. The variance is due to temporary suspensions of program services for both the Foster Grandparent Program (FGP) and the Senior Companion Program (SCP) in response to the COVID-19 pandemic.

### **PART III - PROGRAM TARGET GROUPS**

1. The variance is due to the difficulty in anticipating how stay-at-home mandates and restricted visitation at care facilities would impact the number of abuse cases reported. The number of adults reported to be abused in FY 21 continued to be lower than pre-pandemic levels but was higher than projected.

2. The actual total planned number for FY 21 should have been 130 but the FGP planned number of 70 was inadvertently not included. Both SCP and FGP actual numbers were met since AmeriCorps Seniors provided a temporary stipend allowance for SCP and FGP volunteers unable to serve due to the pandemic.

### **PART IV - PROGRAM ACTIVITIES**

1. The variance is due to the difficulty in anticipating how the pandemic would impact the number of reports made to Adult Protective Services and predicting how many of the reports would meet the criteria for investigation.

2. The variance is due to vulnerable adults' limited access to community resources and support services during the pandemic, which resulted in the increased number of case management services provided.

3. The variance is due to FGP experiencing attrition from existing volunteers dropping out due to age and health issues while efforts to recruit volunteers were affected by safety concerns and the lack of placement options due to COVID-19.

4. The variance is due to FGP volunteers not being allowed to return to several program sites due to concerns related to COVID-19.

5. The variance is due to existing volunteers being reluctant to serve during a pandemic and COVID-19 protocols, guidelines, and vaccination mandates affecting recruitment efforts.

6. In FY 21, SCP volunteer stations stopped accepting or making new referrals because it required them to conduct a face-to-face home visit. Additionally, clients and family members were hesitant to have volunteers in their home in fear of contracting COVID-19.

7. The variance in the number of adults who are respite companions is due to the COVID-19 pandemic. Some Respite Companion Program (RCP) participants resigned and a few applicants withdrew for fear of exposure to the virus while working; other participants dropped out due to health issues and time limits. Additionally, many RCP host agencies closed temporarily in response to the start of the pandemic, of which there are two that continue to be closed and two others that closed permanently. RCP managed to recruit two new host agencies last year and one new host agency this year, but some other host agencies are not accepting trainees to minimize their exposure to the virus.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	1,149.00	901.00	- 248.00	22	1,138.00	881.00	- 257.00	23	1,138.00	1,001.00	- 137.00	12
<b>EXPENDITURES (\$1000's)</b>	3,202,957	2,640,620	- 562,337	18	321,776	346,209	+ 24,433	8	2,901,771	2,871,057	- 30,714	1
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	1,149.00	901.00	- 248.00	22	1,138.00	881.00	- 257.00	23	1,138.00	1,001.00	- 137.00	12
<b>EXPENDITURES (\$1000's)</b>	3,202,957	2,640,620	- 562,337	18	321,776	346,209	+ 24,433	8	2,901,771	2,871,057	- 30,714	1
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % ABD CLIENTS EXITING PGM DUE TO SSI/RSDI BENEFITS					1	.5	- 0.5	50	23	.5	- 22.5	98
2. % OF GA INDIVS EXIT DUE TO AMELIORATN OF DISABIL					19	26	+ 7	37	12	12	+ 0	0
3. PUB HSG AVG MONTHLY RENT PAYMENT (\$)					300	376	+ 76	25	300	375	+ 75	25
4. % LTC CLIENTS RECEIVING CARE UNDER HCBS PROGRAM					61	71	+ 10	16	65	65	+ 0	0
5. % WORK PGM PARTICIPANTS WHO EXITED WITH EMPLOYMENT					3	1	- 2	67	2	3	+ 1	50
6. %TANF/TAONF RCPT PART WRK PGM MTG FED WRK PART STD					23	10	- 13	57	11	11	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

**PROGRAM TITLE: ASSURED STANDARD OF LIVING**

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**06 02**

### **PART I - EXPENDITURES AND POSITIONS**

Details of the position and expenditure variances are best examined at the lowest program level.

### **PART II - MEASURES OF EFFECTIVENESS**

Additional details are provided at the lowest level program narratives.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	103,316	53,727	- 49,589	48	16,871	15,448	- 1,423	8	91,845	93,268	+ 1,423	2
TOTAL COSTS												
POSITIONS	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	103,316	53,727	- 49,589	48	16,871	15,448	- 1,423	8	91,845	93,268	+ 1,423	2
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % ABD CLIENTS EXITING PGM DUE TO SSI/RSDI BENEFITS					1	.5	- 0.5	50	23	.5	- 22.5	98
2. % OF GA INDIVS EXIT DUE TO AMELIORATN OF DISABIL					19	26	+ 7	37	12	12	+ 0	0
3. AVERAGE INCOME OF ELGIBLE ENERGY CREDIT HOUSEHOLDS					21194	20945	- 249	1	20300	20300	+ 0	0

## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

**PROGRAM TITLE: MONETARY ASSISTANCE FOR GENERAL NEEDS**

**06 02 01**

### **PART I - EXPENDITURES AND POSITIONS**

Details of the expenditure variance are best examined at the lowest program level.

### **PART II - MEASURES OF EFFECTIVENESS**

Additional details are provided at the lowest level program narratives.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,029	3,840	- 189	5	1,357	1,271	- 86	6	2,672	2,758	+ 86	3
TOTAL COSTS												
POSITIONS	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
EXPENDITURES (\$1000's)	4,029	3,840	- 189	5	1,357	1,271	- 86	6	2,672	2,758	+ 86	3
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % INDIVIDUALS EXITING PGM DUE TO SSI/RSDI BENEFITS					1	0.5	- 0.5	50	23	0.5	- 22.5	98
PART III: PROGRAM TARGET GROUP												
1. # INDIVIDUALS ELIGIBLE FOR BENEFITS					814	1028	+ 214	26	800	1045	+ 245	31
PART IV: PROGRAM ACTIVITY												
1. AVERAGE MONTHLY PAYMENT PER HOUSEHOLD					359	361	+ 2	1	364	358	- 6	2
2. # APPLICATIONS APPROVED EACH MONTH FOR AABD PGM					36	24	- 12	33	36	24	- 12	33
3. #AABD CLIENTS EXITING PGM DUE TO SSI/RSDI BENEFITS					8	61	+ 53	663	10	60	+ 50	500

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 02 01 02  
HMS 202

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**PROGRAM TITLE: AGED, BLIND AND DISABLED PAYMENTS**

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**PART I - EXPENDITURES AND POSITIONS**

No significant variances.

**PART II - MEASURES OF EFFECTIVENESS**

1. The variance in individuals exiting the Aged, Blind and Disabled (AABD) program due to receipt of Supplemental Security Income/Retirement, Survivors, and Disability Insurance (SSI/RSDI) is due to the predominance of AABD recipients who are from countries that have a Compact Of Free Association (COFA) agreement with the United States. Individuals over the age of 65 may qualify for SSI if they are U.S. citizens or qualified aliens and meet income and asset limits, but individuals from COFA nations are not qualified aliens. Since 92% of AABD individuals are over 65 years old, the pool of potential SSI recipients is limited to 8% of the AABD population.

**PART III - PROGRAM TARGET GROUPS**

1. The variance is due to the initial surge of AABD applications in response to the COVID-19 pandemic combined with fewer cases being closed during the fiscal year.

**PART IV - PROGRAM ACTIVITIES**

2. The variance is due to the decrease in applications after the initial surge of AABD applications. Since the majority of the caseload are citizens from COFA countries, the COVID-19 travel restrictions has limited the pool of potential recipients.

3. The variance is due to misreporting of the planned figure. The figures will be updated for future fiscal years.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	26,889	26,889	+ 0	0	7,924	7,120	- 804	10	24,365	25,169	+ 804	3
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	26,889	26,889	+ 0	0	7,924	7,120	- 804	10	24,365	25,169	+ 804	3
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % INDVDUALS EXIT DUE TO AMELIORATN OF TEMP DISABIL					19	26	+ 7	37	12	12	+ 0	0
2. % INDVDUALS EXITING PGRM DUE TO SSI/RSDI BENEFITS					6	6	+ 0	0	8	6	- 2	25
PART III: PROGRAM TARGET GROUP												
1. # INDIVIDUALS ELIGIBLE FOR GEN ASSISTANCE BENEFITS					5518	7659	+ 2141	39	5318	5318	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. AVERAGE MONTHLY PAYMENT PER HOUSEHOLD					371	351	- 20	5	372	372	+ 0	0
2. # APPLICATIONS APPROVED FOR GENERAL ASSISTANCE					710	638	- 72	10	643	640	- 3	0
3. # CASES CLOSED DUE TO NO LONGER DISABLED DETERMNTN					1055	2419	+ 1364	129	957	900	- 57	6
4. # CASES CLOSED DUE TO RECEIPT OF SSI/RSDI BENEFITS					292	542	+ 250	86	632	600	- 32	5



# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 02 01 03  
HMS 204

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**PROGRAM TITLE: GENERAL ASSISTANCE PAYMENTS**

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**PART I - EXPENDITURES AND POSITIONS**

The variance is due to the General Assistance (GA) caseload's downward trend starting in the last quarter of FY 21 and continuing in the first quarter of FY 22.

clients. The planned number of 292 cases closed was not supported by available statistics from previous fiscal years, which averaged over 530 cases closed due to receipt of unearned income per year.

**PART II - MEASURES OF EFFECTIVENESS**

1. The variance may be due to the increase in monitoring to ensure GA recipients received treatment for their conditions.

**PART III - PROGRAM TARGET GROUPS**

1. The variance is attributable to the emergency COVID-19 pandemic procedures that allow the Department of Human Services to expedite the processing of GA applications by providing a three-month period when an applicant can receive benefits pending a disability evaluation and ease other program requirements until the Governor declares an end to the emergency pandemic procedures.

**PART IV - PROGRAM ACTIVITIES**

2. The variance is due to the increase in the percentage of applications being denied, particularly when the denial was based on the applicant not being disabled. In FY 20, 56% of denials were because the applicant was not disabled; in FY 21, the percentage rose to 77%. The variance is also a consequence of COVID-19 travel restrictions limiting the influx of unemployed childless individuals from out-of-state, so the pool of potential GA applicants diminished over time.

3. The variance is attributable to a higher percentage of GA recipients keeping their re-evaluation appointments, resulting in better data to identify cases closed for disability amelioration instead of failure to attend a re-evaluation appointment.

4. The variance is due to a combination of inaccurate planned amount of cases closed due to receipt of Supplemental Security Income/Retirement, Survivors, and Disability Insurance and an increase in the number of GA

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	5,704	311	- 5,393	95	0	0	+ 0	0	5,704	5,704	+ 0	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	5,704	311	- 5,393	95	0	0	+ 0	0	5,704	5,704	+ 0	0
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % LIHEAP HOUSEHOLD W/ VULNERABLE HOUSEHOLD MEMBER					77	76	- 1	1	80	76	- 4	5
2. AVERAGE INCOME OF ELIGIBLE ENERGY CREDIT HOUSEHOLDS					21194	20945	- 249	1	20300	20300	+ 0	0
3. AVE INCOME FOR ENERGY CRISIS INTRVNTION HOUSEHOLDS					27243	26730	- 513	2	20305	20300	- 5	0
PART III: PROGRAM TARGET GROUP												
1. NUMBER OF HOUSEHOLDS ELIGIBLE FOR LIHEAP					8800	8652	- 148	2	9100	8600	- 500	5
PART IV: PROGRAM ACTIVITY												
1. # APPS APPROVED FOR ENERGY CRISIS INTRVNTION (ECI)					1000	1130	+ 130	13	1020	1020	+ 0	0
2. # APPS APPROVED FOR ENERGY CREDIT (EC)					7800	8502	+ 702	9	8200	8200	+ 0	0
3. AVERAGE ENERGY CRISIS INTERVENTION (ECI) PAYMENT					435	607	+ 172	40	425	425	+ 0	0
4. AVERAGE ENERGY CREDIT (EC) PAYMENT					465	478	+ 13	3	465	465	+ 0	0

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 02 01 04  
HMS 206

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**PROGRAM TITLE: FEDERAL ASSISTANCE PAYMENTS**

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**PART I - EXPENDITURES AND POSITIONS**

The variance in expenditures is due to the way the State budgets and expends federal awards and the timing of Low Income Home Energy Assistance Program benefits issued during the fiscal year.

**PART II - MEASURES OF EFFECTIVENESS**

No significant variances.

**PART III - PROGRAM TARGET GROUPS**

No significant variance.

**PART IV - PROGRAM ACTIVITIES**

1. The variance is due to Coronavirus Aid, Relief, and Economic Security funding of a Disaster Energy Crisis Intervention (ECI) component, which had higher income limits and allowed households to receive both Energy Credit and ECI assistance.

3. The variance is due to the implementation of the Disaster ECI, which has a higher maximum benefit than ECI, pulling up the average payment. The maximum Disaster ECI benefit is \$1,000 while the maximum regular ECI benefit is \$650.

PROGRAM TITLE:

CASH SUPPORT FOR FAMILIES - SELF-SUFFICIENCY

11/29/21

PROGRAM-ID:

HMS-211

PROGRAM STRUCTURE NO:

06020106

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	66,694	22,687	- 44,007	66	7,590	7,057	- 533	7	59,104	59,637	+ 533	1
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	66,694	22,687	- 44,007	66	7,590	7,057	- 533	7	59,104	59,637	+ 533	1
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % FAMILIES W/ REDUCED ASSISTANCE DUE TO INCOME					33	16	- 17	52	28	18	- 10	36
2. % FAMILIES EXITING PROGM DUE TO INCREASE IN INCOME					12	17	+ 5	42	12	17	+ 5	42
3. % FAMILIES EXITING PROGM DUE TO CHILD AGE MAJORITY					3	4	+ 1	33	4	4	+ 0	0
4. PERCENT OF CHILD ONLY CASES					16	22	+ 6	38	32	20	- 12	38
PART III: PROGRAM TARGET GROUP												
1. NUMBER OF ELIGIBLE FAMILIES					4573	3456	- 1117	24	4800	6500	+ 1700	35
PART IV: PROGRAM ACTIVITY												
1. AVERAGE MONTHLY PAYMENT PER HOUSEHOLD					592	614	+ 22	4	584	605	+ 21	4
2. # APPS APPROVED MNTHLY FOR SUPPORT THRU TANF PROGM					441	288	- 153	35	375	177	- 198	53
3. NUMBER OF CHILD ONLY CASES					991	1464	+ 473	48	1547	1445	- 102	7
4. NUMBER OF FAMILIES WITH INCOME					1522	1295	- 227	15	1958	1500	- 458	23
5. NUMBER OF FAMILIES CLOSED DUE TO INCOME					573	500	- 73	13	760	500	- 260	34

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 02 01 06  
HMS 211

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**PROGRAM TITLE: CASH SUPPORT FOR FAMILIES - SELF-SUFFICIENCY**

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**PART I - EXPENDITURES AND POSITIONS**

The variances in expenditures are due to the way the State budgets and expends federal awards.

**PART II - MEASURES OF EFFECTIVENESS**

1. The variance is due to the COVID-19 pandemic's impact on the economy. It was also difficult to anticipate how much and how long the pandemic would affect participants' efforts to obtain employment.

2. The variance is due to the the number of families exiting the program for reasons other than income declining at a greater rate than the number of families exiting due to increased income.

3. The planned and actual figures are comparable but small; therefore, a difference of one percent would cause a variance greater than 10%.

4. The variance is due to the overall decline in the Temporary Assistance for Needy Families (TANF) caseload combined with the unlimited time-limit of child-only cases. The lack of a time-limit for child-only cases leads to longer periods of assistance than other cases.

**PART III - PROGRAM TARGET GROUPS**

1. The number of applications received and approved peaked during Quarters 1 and 2 of the fiscal year; however, thereafter, the number of applications received started to decline, resulting in a lower average per month for the year. The number of eligible families declined in proportion to the decline in the number of applications received.

**PART IV - PROGRAM ACTIVITIES**

2. The variance is due to the decline in applications received each month in the second half of the fiscal year. The number of eligible families declined in proportion to the number of applications received, directly affecting the number of applications approved.

3. The variance is due to the COVID-19 pandemic's impact on the economy combined with the unlimited time-limit of child-only TANF cases. While overall TANF cases slowed down in the second half of the year after the surge, child-only cases did not experience attrition from recipients timing out.

4 and 5. The variances are due to the COVID-19 pandemic's impact on the economy. It was also difficult to anticipate how much and how long the pandemic would affect participants' efforts to obtain employment.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	362.00	272.00	- 90.00	25	362.00	263.00	- 99.00	27	362.00	285.00	- 77.00	21
<b>EXPENDITURES (\$1000's)</b>	201,020	175,752	- 25,268	13	7,903	39,203	+ 31,300	396	206,093	174,380	- 31,713	15
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	362.00	272.00	- 90.00	25	362.00	263.00	- 99.00	27	362.00	285.00	- 77.00	21
<b>EXPENDITURES (\$1000's)</b>	201,020	175,752	- 25,268	13	7,903	39,203	+ 31,300	396	206,093	174,380	- 31,713	15
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. PUB HSG AVG MONTHLY RENT PAYMENT (\$)					300	376	+ 76	25	300	375	+ 75	25
2. PUB HSG AVG MONTHLY TURNOVER RATE OF HSG UNITS					45	46	+ 1	2	45	46	+ 1	2
3. AVG MONTHLY RENT SUPPLEMENT PAYMENT					435	425	- 10	2	435	425	- 10	2
4. # CLIENTS W/ PERM HOUSING DUE TO SHELTER PROGRAMS					1500	1363	- 137	9	1600	1500	- 100	6

## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

**PROGRAM TITLE: HOUSING ASSISTANCE**

**06 02 02**

### **PART I - EXPENDITURES AND POSITIONS**

Details of the position and expenditure variances are best examined at the lowest program level.

### **PART II - MEASURES OF EFFECTIVENESS**

Additional details are provided at the lowest level program narratives.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	198.00	169.00	- 29.00	15	196.00	163.00	- 33.00	17	196.00	170.00	- 26.00	13
<b>EXPENDITURES (\$1000's)</b>	89,696	102,737	+ 13,041	15	2,246	20,408	+ 18,162	809	87,598	69,101	- 18,497	21
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	198.00	169.00	- 29.00	15	196.00	163.00	- 33.00	17	196.00	170.00	- 26.00	13
<b>EXPENDITURES (\$1000's)</b>	89,696	102,737	+ 13,041	15	2,246	20,408	+ 18,162	809	87,598	69,101	- 18,497	21
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. PUB HSG AVG MONTHLY RENT PAYMENT (\$)					300	376	+ 76	25	300	375	+ 75	25
2. PUB HSG AVG MO INCOME OF RESIDENTS-ELDERLY (\$)					1100	13743	+ 12643	1149	1000	1400	+ 400	40
3. PUB HSG AVG MO INCOME OF RESIDENTS-NON-ELDERLY (\$)					1400	16514	+ 15114	1080	1500	1500	+ 0	0
4. PUB HSG AVG MONTHLY TURNOVER RATE OF HSG UNITS					45	46	+ 1	2	45	46	+ 1	2
5. FED GRADING SYS FOR PUBLIC HSG AGENCIES (PHAS)					86	86	+ 0	0	90	86	- 4	4
<b>PART III: PROGRAM TARGET GROUP</b>												
1. AVG # PUB HSG APPLICANTS ON WAITNG LIST PER MONTH					3300	1860	- 1440	44	9000	3000	- 6000	67
2. AVG # OF OCCUPIED PUBLIC HSG DWELLING UNITS PER MO					5600	5652	+ 52	1	5400	5650	+ 250	5
<b>PART IV: PROGRAM ACTIVITY</b>												
1. TOTAL NEW PUB HSG APPLCTNS PROCESSED					975	2592	+ 1617	166	2500	2500	+ 0	0
2. AVG # OF HOUSEHOLDS PLACED IN PUB HSG PER MONTH					45	46	+ 1	2	50	49	- 1	2
3. # OF RE-EXAM (PUB HSG)					4832	4613	- 219	5	4500	5000	+ 500	11
4. # OF EVICTIONS FROM HSG					75	9	- 66	88	75	75	+ 0	0



# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 02 02 01  
HMS 220

## **PROGRAM TITLE: RENTAL HOUSING SERVICES**

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### **PART I - EXPENDITURES AND POSITIONS**

The variances in filled permanent positions in FY 21 and FY 22 are due to the hiring freeze effectuated by Executive Memorandum (E.M.) No. 20-01 and further clarified or extended by E.M. Nos. 20-02, 20-05, and 20-08. Additionally, there was also a shortage of applicants for available positions.

The variance in expenditures is the result of accounting for federal fund expenditures both inside and outside the State treasury.

### **PART II - MEASURES OF EFFECTIVENESS**

1, 2 and 3. The variances may be due to additional government funding that was distributed to the public housing tenants in response to the COVID-19 pandemic. A tenant's rent is based on the greater of a minimum based on the number of bedrooms in the dwelling unit or a percentage of income; therefore, as incomes increase, so will rents.

### **PART III - PROGRAM TARGET GROUPS**

1. Due to the COVID-19 pandemic, the waitlist was exhausted and the Hawaii Public Housing Authority adopted Emergency Rules to open up the waitlist and perform a lottery selection, decreasing the amount of people selected to be on the waitlist.

### **PART IV - PROGRAM ACTIVITIES**

1. The variance is due to public housing units being repaired and made available to quickly house eligible families that were negatively affected during the COVID-19 pandemic.

4. The variance is due to the moratorium on evictions in the public housing program that was implemented to keep people housed during the COVID-19 pandemic.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	127.00	75.00	- 52.00	41	126.00	74.00	- 52.00	41	126.00	80.00	- 46.00	37
<b>EXPENDITURES (\$1000's)</b>	46,719	12,919	- 33,800	72	1,580	2,866	+ 1,286	81	45,113	43,827	- 1,286	3
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	127.00	75.00	- 52.00	41	126.00	74.00	- 52.00	41	126.00	80.00	- 46.00	37
<b>EXPENDITURES (\$1000's)</b>	46,719	12,919	- 33,800	72	1,580	2,866	+ 1,286	81	45,113	43,827	- 1,286	3
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % OF FEDERAL CAPITAL FUNDS EMCUMBERED					75	40	- 35	47	90	45	- 45	50
2. % OF STATE CAPITAL FUNDS ENCUMBERED					85	82	- 3	4	81	85	+ 4	5
3. % VARIATION IN HPHA OPER EXPEND COMPARE TO ALLOTMT					100	100	+ 0	0	25	100	+ 75	300
4. # OF PERSONNEL TURNOVERS PER YEAR					30	45	+ 15	50	30	30	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. # OF EMPLOYEES IN HPHA					320	301	- 19	6	315	315	+ 0	0
2. # OF LOWEST LEVEL PROGRAMS ADMINISTERED					3	3	+ 0	0	3	3	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. # OF FEDERALLY FUNDED CONTRACTS PROCESSED ANNUALLY					70	95	+ 25	36	100	95	- 5	5
2. # OF STATE FUNDED CONTRACTS PROCESSED ANNUALLY					40	89	+ 49	123	40	90	+ 50	125
3. # OF GRANTS RECEIVED ANNUALLY					3	3	+ 0	0	3	3	+ 0	0

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 02 02 06  
HMS 229

## **PROGRAM TITLE: HPHA ADMINISTRATION**

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### **PART I - EXPENDITURES AND POSITIONS**

The variances in filled permanent positions in FY 21 and FY 22 are due to the hiring freeze effectuated by Executive Memorandum (E.M.) No. 20-01 and further clarified or extended by E.M. Nos. 20-02, 20-05, and 20-08. Additionally, there was also a shortage of applicants for available positions.

The variances in expenditures are the result of accounting for federal fund expenditures both inside and outside the State treasury.

### **PART II - MEASURES OF EFFECTIVENESS**

1. The Hawaii Public Housing Authority is in the process of obligating its federal Capital Fund Program funding to various federal public housing projects for FY 21 and FY 22.
4. An unusually high number of retirements took place in FY 21 and may have been caused by proposals for the State to implement furloughs in response to revenue shortfalls.

### **PART III - PROGRAM TARGET GROUPS**

No significant variances.

### **PART IV - PROGRAM ACTIVITIES**

1. The number of federally-funded contracts processed annually increased due to federal and State funding being used on contracts that apply to both federal and State housing assistance programs.
2. The number of State-funded contracts processed annually increased due to State and federal funding being used on contracts that apply to both federal and State housing assistance programs.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	26.00	22.00	- 4.00	15	29.00	20.00	- 9.00	31	29.00	25.00	- 4.00	14
<b>EXPENDITURES (\$1000's)</b>	28,173	46,156	+ 17,983	64	372	12,763	+ 12,391	3,331	44,100	31,631	- 12,469	28
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	26.00	22.00	- 4.00	15	29.00	20.00	- 9.00	31	29.00	25.00	- 4.00	14
<b>EXPENDITURES (\$1000's)</b>	28,173	46,156	+ 17,983	64	372	12,763	+ 12,391	3,331	44,100	31,631	- 12,469	28
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. AVG MO GROSS RENT FOR RENT SUPPLEMENT RECIPIENTS					1000	1008	+ 8	1	1000	1010	+ 10	1
2. AVERAGE MONTHLY RENT SUPPLEMENT PAYMENT					435	425	- 10	2	435	425	- 10	2
3. FEDERAL GRADING SYS FOR PH AGENCIES (SEC 8 MGMT)					140	145	+ 5	4	145	145	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. # OF APPLICANTS ON STATE SUBSIDY WAITING LISTS					0	0	+ 0	0	0	0	+ 0	0
2. # OF APPLICANTS ON FEDERAL SUBSIDY WAITING LIST					2500	6938	+ 4438	178	1000	3000	+ 2000	200
PART IV: PROGRAM ACTIVITY												
1. TOT # OF STATE RENT SUP'L & SEC 8 APPL PROCESSED					1800	4744	+ 2944	164	1500	1250	- 250	17
2. # OF RE-EXAMINATNS OF STATE RENT SUPPL & SEC 8					2600	2472	- 128	5	2400	3800	+ 1400	58
3. TOTAL # OF FED SEC 8 UNITS INSPECTED					2400	2511	+ 111	5	2350	2600	+ 250	11

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 02 02 13  
HMS 222

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**PROGRAM TITLE: RENTAL ASSISTANCE SERVICES**

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**PART I - EXPENDITURES AND POSITIONS**

The variances in filled permanent positions in FY 21 and FY 22 are due to the hiring freeze effectuated by Executive Memorandum (E.M.) No. 20-01 and further clarified or extended by E.M. Nos. 20-02, 20-05, and 20-08. Additionally, there was also a shortage of applicants for available positions.

The variances in expenditures are the result of accounting for federal fund expenditures both inside and outside the State treasury.

**PART II - MEASURES OF EFFECTIVENESS**

No significant variances.

**PART III - PROGRAM TARGET GROUPS**

2. The variance is due to the increased number of vouchers provided by the U.S. Department of Housing and Urban Development (HUD) and the Hawaii Public Housing Authority's (HPHA's) Board of Directors adopting Hawaii Administrative Rules (HAR), Emergency Program Rules, to create a "Lease in Place" preference, which allowed families that were currently in existing leases to join the Section 8 Program, so that HPHA could keep families in financial need housed during the COVID-19 pandemic.

**PART IV - PROGRAM ACTIVITIES**

1. The variance is due to the increased number of vouchers provided by HUD and HPHA's Board of Directors adopting HAR, Emergency Program Rules, to create a "Lease in Place" preference, which allowed families that were currently in existing leases to join the Section 8 Program, so that HPHA could keep families in financial need housed during the COVID-19 pandemic.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	11.00	6.00	- 5.00	45	11.00	6.00	- 5.00	45	11.00	10.00	- 1.00	9
<b>EXPENDITURES (\$1000's)</b>	36,432	13,940	- 22,492	62	3,705	3,166	- 539	15	29,282	29,821	+ 539	2
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	11.00	6.00	- 5.00	45	11.00	6.00	- 5.00	45	11.00	10.00	- 1.00	9
<b>EXPENDITURES (\$1000's)</b>	36,432	13,940	- 22,492	62	3,705	3,166	- 539	15	29,282	29,821	+ 539	2
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. # CLIENTS W/ PERM HOUSING DUE TO HOMELESS OUTREACH					450	370	- 80	18	450	400	- 50	11
2. # CLIENTS W/ PERM HOUSING DUE TO SHELTER PROGRAMS					1500	1363	- 137	9	1600	1500	- 100	6
3. % CLIENTS MAINTAIN HSG THRU ASSTNCE FROM SHEG PGM					90	98	+ 8	9	90	90	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. # PATICIPANTS SERVD BY OUTREACH HOMELESS PROVIDERS					3500	3168	- 332	9	4000	3000	- 1000	25
2. # PARTICIPANTS SERVED BY HOMELESS SHELTER PROGRAMS					5000	4351	- 649	13	5500	4500	- 1000	18
3. # UNDUPLICATED PARTICIPANTS SERVED BY SHEG PROGRAM					300	290	- 10	3	300	300	+ 0	0
PART IV: PROGRAM ACTIVITY												
1. # PARTICIPANTS WHO WILL HAVE A VI-SPDAT COMPLETED					6000	5776	- 224	4	6000	6000	+ 0	0
2. # PARTICIPANTS WHO HAVE DEVELOPED A HOUSING PLAN					4000	3124	- 876	22	4000	3500	- 500	13
3. # PARTICIPANTS WHO WERE TAUGHT MONEY MGMT SKILLS					2000	1490	- 510	26	2000	1500	- 500	25
4. # PARTICIPANTS WHO WERE TAUGHT TENANCY SKILLS					1500	1259	- 241	16	1500	1200	- 300	20

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 02 02 15  
HMS 224

## **PROGRAM TITLE: HOMELESS SERVICES**

### **PART I - EXPENDITURES AND POSITIONS**

The variances in filled permanent positions in FY 21 and in FY 22 are due to the hiring freeze effectuated by Executive Memorandum (E.M.) No. 20-01 and further clarified or extended by E.M. Nos. 20-02, 20-05, and 20-08. Also, general funds for positions that were vacant as of March 31, 2020, were defunded in FY 21 and general funds for an additional subsequent vacancy in HMS 224 was defunded in FY 22, so positions could not be filled unless substitute funding was identified.

The variance in expenditures may be attributable to multiple factors, including: a transfer of \$7,000,000 in general funds to the Department of Transportation for the Stored Property and Debris Removal Program; \$2,366,839 in other federal fund ceiling for the Continuum of Care Program for which HPO no longer receives grant funding; and encumbrances of over \$13,000,000 for contracted services that won't be fully expended until sometime in FY 22.

### **PART II - MEASURES OF EFFECTIVENESS**

1. The variance is due to the challenges homeless providers were faced with by the COVID-19 pandemic, including the implementation of the Centers for Disease Control and Prevention (CDC) guidance, like social distancing, which resulted in fewer clients served and a reduction in available permanent housing units for clients to transition into after receiving services.

### **PART III - PROGRAM TARGET GROUPS**

2. The variance is due to the challenges homeless providers were faced with by the COVID-19 pandemic, including the implementation of CDC guidance that limited capacity.

### **PART IV - PROGRAM ACTIVITIES**

2. The variance is due to the COVID-19 pandemic affecting the number of participants served in homeless programs, resulting in fewer participants entering housing plans.

3 and 4. The variances are due to the COVID-19 pandemic affecting the number of participants served in homeless programs, resulting in a smaller pool of clients who could receive money management and tenancy skills training. Additionally, the coordination of services was hampered by the inability to provide interactive training sessions in person.

PROGRAM TITLE:

HEALTH CARE

11/29/21

PROGRAM-ID:

PROGRAM STRUCTURE NO: 060203

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	2,825,573	2,360,219	- 465,354	16	288,486	282,065	- 6,421	2	2,537,346	2,543,767	+ 6,421	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	2,825,573	2,360,219	- 465,354	16	288,486	282,065	- 6,421	2	2,537,346	2,543,767	+ 6,421	0
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % SSI RECPNTS-LICNSD/CERTFD DOM CARE/MED FAC SSP					95	95	+ 0	0	95	95	+ 0	0
2. % MANAGD CARE PYMTS DEVOTD TO DIRECT HTH CARE SVCS					91	96	+ 5	5	90	96	+ 6	7
3. % LTC CLIENTS RECEIVING CARE UNDER HCBS PROGRAM					61	71	+ 10	16	65	65	+ 0	0



## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

**PROGRAM TITLE: HEALTH CARE**

**06 02 03**

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### **PART I - EXPENDITURES AND POSITIONS**

Details of the expenditure variance are best examined at the lowest program level.

### **PART II - MEASURES OF EFFECTIVENESS**

Additional details are provided at the lowest level program narratives.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	17,811	14,270	- 3,541	20	4,453	3,705	- 748	17	13,358	14,106	+ 748	6
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	17,811	14,270	- 3,541	20	4,453	3,705	- 748	17	13,358	14,106	+ 748	6
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % SSI RECPNTS-LICNSD/CERTFD DOM CARE/MED FAC SSP					95	95	+ 0	0	95	95	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. # SSI RECPNTS IN LICNSD/CERTFD DOM CARE/ MED FAC					2427	2417	- 10	0	2424	2351	- 73	3
PART IV: PROGRAM ACTIVITY												
1. AVE SSI RECPNTS IN TYPE I ARCHS/DD DOM CARE W/ SSP					930	931	+ 1	0	896	902	+ 6	1
2. AVE SSI/SSP RECPNTS PLACED IN TYPE II ARCHS					20	20	+ 0	0	18	22	+ 4	22
3. AVE SSI/SSP RECPNTS PLACED IN CCFFH					1279	1272	- 7	1	1305	1234	- 71	5
4. AVE SSI/SSP RECPNTS PLACED IN MED FACILITY					199	195	- 4	2	206	193	- 13	6

## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 02 03 04  
HMS 605

### **PROGRAM TITLE: COMMUNITY-BASED RESIDENTIAL SUPPORT**

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#### **PART I - EXPENDITURES AND POSITIONS**

Hawaii Revised Statutes 346-53(d) Determination of amount of assistance states, ". . . the department shall authorize a payment, as allowed by federal law, for resident clients receiving supplemental security income in adult residential care home type I and type II facilities, licensed developmental disabilities domiciliary homes as defined under section 321-15.9, community care foster family homes as defined under section 321-481, and certified adult foster homes as defined under section 321-11.2, when state funds appropriated for the purpose of providing payments under subsection C for a specific fiscal year are not expended fully within a period that meets the requirements of the department's maintenance of effort agreement with the Social Security Administration. The Payment shall be made with that portion of state funds identified in this subsection that has not been expended."

Since the Social Security Administration requires a notice of at least 90 days to program their system for an additional payment of these funds, and the balance of the amount of HMS 605 State funds to be encumbered could not be determined by our Accounting Division until mid-late June of the State fiscal year, these funds could not be spent until after June.

#### **PART II - MEASURES OF EFFECTIVENESS**

No significant variance.

#### **PART III - PROGRAM TARGET GROUPS**

No significant variance.

#### **PART IV - PROGRAM ACTIVITIES**

No significant variances.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	2,807,762	2,345,949	- 461,813	16	284,033	278,360	- 5,673	2	2,523,988	2,529,661	+ 5,673	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0	0.00	0.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	2,807,762	2,345,949	- 461,813	16	284,033	278,360	- 5,673	2	2,523,988	2,529,661	+ 5,673	0
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % MANAGD CARE PYMTS DEVOTD TO DIRECT HTH CARE SVCS					91	96	+ 5	5	90	96	+ 6	7
2. % LTC CLIENTS RECEIVING CARE UNDER HCBS PROGRAM					61	71	+ 10	16	65	65	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. # PEOPLE COVERED BY QUEST					430000	420157	- 9843	2	412000	417000	+ 5000	1
2. # ELIGIBLE PERSONS FOR QUEST MANAGED CARE PRGRM					429900	420040	- 9860	2	411900	416900	+ 5000	1
3. # ELIGIBLE PERSONS FOR LTSS					8500	9440	+ 940	11	8500	9370	+ 870	10
PART IV: PROGRAM ACTIVITY												
1. AMOUNT PAID FOR QUALITY BONUSES TO MCOS (THOUS)					13000	12553	- 447	3	15000	14000	- 1000	7
2. AMOUNT PAID TO MCOS FOR SERVICES (THOUS)					3000000	2587159	- 412841	14	3000000	2600000	- 400000	13

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 02 03 05  
HMS 401

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**PROGRAM TITLE: HEALTH CARE PAYMENTS**

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**PART I - EXPENDITURES AND POSITIONS**

The variance in expenditures may be due to enrollment and utilization fluctuations.

**PART II - MEASURES OF EFFECTIVENESS**

2. During the public health emergency (PHE), the Centers for Medicare and Medicaid Services granted Med-QUEST a waiver that would allow for uninterrupted provision of Home and Community Based Services by suspending the requirements for ongoing and new level of care determinations. As a result, the program has experienced lower rates of disenrollment than in prior years; however, it is anticipated that numbers will return to baseline levels following the end of the PHE.

**PART III - PROGRAM TARGET GROUPS**

3. The variance is due to increased enrollment during the PHE since Med-QUEST is not allowed to disenroll members during the fiscal year.

**PART IV - PROGRAM ACTIVITIES**

2. The variance is due to fluctuations in enrollment as well as the delay in the approval of Med-QUEST's capitation rates.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
PART I: EXPENDITURES & POSITIONS												
RESEARCH & DEVELOPMENT COSTS												
POSITIONS												
EXPENDITURES (\$1,000's)												
OPERATING COSTS												
POSITIONS	787.00	629.00	- 158.00	20	776.00	618.00	- 158.00	20	776.00	716.00	- 60.00	8
EXPENDITURES (\$1000's)	71,333	50,114	- 21,219	30	8,404	9,442	+ 1,038	12	64,659	57,753	- 6,906	11
TOTAL COSTS												
POSITIONS	787.00	629.00	- 158.00	20	776.00	618.00	- 158.00	20	776.00	716.00	- 60.00	8
EXPENDITURES (\$1000's)	71,333	50,114	- 21,219	30	8,404	9,442	+ 1,038	12	64,659	57,753	- 6,906	11
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % WORK PGM PARTICIPANTS WHO EXITED WITH EMPLOYMENT					3	1	- 2	67	2	3	+ 1	50
2. %TANF/TAONF RCPT PART WRK PGM MTG FED WRK PART STD					23	10	- 13	57	11	11	+ 0	0
3. % OF DISABILITY CLAIMS PROCESSED DURING YEAR					100	100	+ 0	0	100	100	+ 0	0
4. % CHILD SUPPORT CASES W/ SUPPORT ORDERS ESTD					78	82	+ 4	5	78	82	+ 4	5

## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

**PROGRAM TITLE: GENERAL SUPPORT FOR ASSURED STD OF LIVING**

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**06 02 04**

### **PART I - EXPENDITURES AND POSITIONS**

Details of the position and expenditure variances are best examined at the lowest program level.

### **PART II - MEASURES OF EFFECTIVENESS**

Additional details are provided at the lowest level program narratives.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	530.00	406.00	- 124.00	23	518.00	408.00	- 110.00	21	518.00	495.00	- 23.00	4
<b>EXPENDITURES (\$1000's)</b>	40,540	24,603	- 15,937	39	3,789	3,701	- 88	2	38,171	37,055	- 1,116	3
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	530.00	406.00	- 124.00	23	518.00	408.00	- 110.00	21	518.00	495.00	- 23.00	4
<b>EXPENDITURES (\$1000's)</b>	40,540	24,603	- 15,937	39	3,789	3,701	- 88	2	38,171	37,055	- 1,116	3
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % WORK PGM PARTICIPANTS WHO EXITED WITH EMPLOYMENT					3	1	- 2	67	2	3	+ 1	50
2. %TANF/TAONF RCPT PART WRK PGM MTG FED WRK PART STD					23	10	- 13	57	11	11	+ 0	0
3. % SNAP APPLICATIONS RECEIVED AND PROCESSED TIMELY					96	93	- 3	3	97.6	97	- 0.6	1
4. % SNAP CASES WITH AN ERROR					7.5	NO DATA	- 7.5	100	3.5	3.5	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. TANF/TAONF RECIPIENTS WHO PARTICIPATED IN WORK PGM					4200	4928	+ 728	17	4600	4700	+ 100	2
2. NUMBER OF APPLICANTS FOR CASH SUPPORT					12312	14416	+ 2104	17	11229	13000	+ 1771	16
3. NUMBER OF POTENTIAL APPLICANTS FOR SNAP					78000	78417	+ 417	1	71712	71359	- 353	0
PART IV: PROGRAM ACTIVITY												
1. NUMBER WHO RECEIVE GA AND AABD					6332	7557	+ 1225	19	6473	6308	- 165	3
2. NUMBER WHO RECEIVE TANF AND TAONF BENEFITS					4573	6782	+ 2209	48	4700	6000	+ 1300	28
3. NUMBER OF SNAP APPLICATIONS PROCESSED					68956	73151	+ 4195	6	63151	66567	+ 3416	5
4. NUMBER OF HOUSEHOLDS RECEIVING SNAP BENEFITS					96000	98504	+ 2504	3	87891	89638	+ 1747	2
5. # OF PARTICIPANTS IN THE FIRST-TO-WORK PROGRAM					4200	4928	+ 728	17	4600	4700	+ 100	2



# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 02 04 01  
HMS 236

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**PROGRAM TITLE: CASE MANAGEMENT FOR SELF-SUFFICIENCY**

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**PART I - EXPENDITURES AND POSITIONS**

The variances in filled permanent positions in FY 21 and in FY 22 are due to the hiring freeze effectuated by Executive Memorandum (E.M.) No. 20-01 and further clarified or extended by E.M. Nos. 20-02, 20-05, and 20-08. Also, general funds for positions that were vacant as of March 31, 2020, were defunded in FY 21 and general funds for additional subsequent vacancies in HMS 236 were defunded in FY 22, so positions could not be filled unless substitute funding was identified.

The variance in expenditures is due to the way the State budgets and expends federal awards.

**PART II - MEASURES OF EFFECTIVENESS**

1 and 2. The variances are due to the COVID-19 pandemic's impact on the economy. It was also difficult to anticipate how much and how long the pandemic would affect participants' efforts to obtain employment.

4. For FY 20 and FY 21, the national and State level payment error rate could not be determined due to suspension of Quality Control (QC) regulatory requirements per the Consolidated Appropriations Act in response to the COVID-19 public health emergency declaration by the Secretary of Health and Human Services. The suspension of QC regulatory requirements ended on June 30, 2021.

**PART III - PROGRAM TARGET GROUPS**

1 and 2. The variances are due to the increased need of Hawaii's residents for safety net benefits and services as a result of the COVID-19 pandemic's impact on the economy.

**PART IV - PROGRAM ACTIVITIES**

1, 2 and 5. The variances are due to the increased need of Hawaii's residents for safety net benefits and services as a result of the COVID-19 pandemic's impact on the economy.

## VARIANCE REPORT

	FISCAL YEAR 2020-21					THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22					
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	49.00	42.00	-	7.00	14	50.00	42.00	-	8.00	16	50.00	41.00	-	9.00	18
EXPENDITURES (\$1000's)	8,198	7,362	-	836	10	0	1,738	+	1,738	0	8,290	6,552	-	1,738	21
TOTAL COSTS															
POSITIONS	49.00	42.00	-	7.00	14	50.00	42.00	-	8.00	16	50.00	41.00	-	9.00	18
EXPENDITURES (\$1000's)	8,198	7,362	-	836	10	0	1,738	+	1,738	0	8,290	6,552	-	1,738	21
						FISCAL YEAR 2020-21				FISCAL YEAR 2021-22					
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. % OF DISABILITY CLAIMS PROCESSED DURING THE YEAR						100	100	+	0	0	100	100	+	0	0
2. % CASES RETURNED FOR CORRECTIVE ACTION						4	6	+	2	50	4	4	+	0	0
PART III: PROGRAM TARGET GROUP															
1. # OF APPLICANTS FOR SOC SEC DISABILITY BENEFITS						12608	8744	-	3864	31	11654	11086	-	568	5
PART IV: PROGRAM ACTIVITY															
1. # CLAIMANTS PROVIDED CONSULTATIVE EXAM (ANNUAL)						2206	1800	-	406	18	2028	1999	-	29	1
2. # SOC SEC DISABILITY BENEFIT DECISIONS RENDERED						12608	8963	-	3645	29	11334	10044	-	1290	11

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 02 04 02  
HMS 238

## PROGRAM TITLE: DISABILITY DETERMINATION

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### PART I - EXPENDITURES AND POSITIONS

The variances in positions filled are due to employees vacating their positions and the need for approval from the Social Security Administration (SSA) to fill vacancies.

The variance in expenditures is due to the decrease in claims receipts/closures and certain work process restrictions, which resulted in decreased medical and overall case costs. It is also due to the way the State budgets and expends federal awards.

### PART II - MEASURES OF EFFECTIVENESS

2. It is difficult to determine if the increase in cases returned for corrective action is due to underlying COVID-19 circumstances (e.g., various policy and workload priority changes, business process workarounds, teleworking) and/or the agency's initiative to implement a new Disability Case Processing System.

The Disability Determination Branch has enhanced its internal initial quality reviews and provided refresher training to staff to ensure an improvement in performance accuracy moving forward.

### PART III - PROGRAM TARGET GROUPS

1. The variance in the number of applicants is due to the nationwide COVID-19 pandemic. The State was shut down and SSA Field Offices were closed (and remain closed) to the public, which may have deterred applicants from applying.

### PART IV - PROGRAM ACTIVITIES

1. The variance in the number of claimants provided a consultative exam (CE) is due to the nationwide COVID-19 pandemic. Although face-to-face CEs resumed, claimants remain hesitant to attend and CE providers have had a reduced appointment capacity.

2. The variance in the number of Social Security Disability Benefit decisions rendered is due to the nationwide COVID-19 pandemic. Decisions were delayed due to the inability to schedule CEs and delays in obtaining copies of claimant medical records with more restricted access to providers. SSA also restricted certain workloads (e.g., disability hearings face-to-face) and continues to maintain a restricted workload status.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	208.00	181.00	- 27.00	13	208.00	168.00	- 40.00	19	208.00	180.00	- 28.00	13
<b>EXPENDITURES (\$1000's)</b>	22,595	18,149	- 4,446	20	4,615	4,003	- 612	13	18,198	14,146	- 4,052	22
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	208.00	181.00	- 27.00	13	208.00	168.00	- 40.00	19	208.00	180.00	- 28.00	13
<b>EXPENDITURES (\$1000's)</b>	22,595	18,149	- 4,446	20	4,615	4,003	- 612	13	18,198	14,146	- 4,052	22
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % OF CHILDREN WITH PATERNITY ESTABLISHED					90	89	- 1	1	90	90	+ 0	0
2. % OF CASES WITH SUPPORT ORDERS ESTABLISHED					78	82	+ 4	5	78	82	+ 4	5
3. % OF CURRENT SUPPORT COLLECTED					62	66	+ 4	6	62	66	+ 4	6
4. % OF DELINQUENT SUPPORT COLLECTED					45	52	+ 7	16	45	52	+ 7	16
5. DOLLARS COLLECTED PER \$1 EXPENDED					5	5	+ 0	0	5	5	+ 0	0
<b>PART III: PROGRAM TARGET GROUP</b>												
1. CHILDREN BORN OUT OF WEDLOCK					6600	6300	- 300	5	6600	6300	- 300	5
2. CASES WITH OBLIGORS WHOSE WHEREABOUTS UNKNOWN					10500	5300	- 5200	50	10500	5300	- 5200	50
3. CASES WITHOUT CHILD SUPPORT ORDERS					16000	9800	- 6200	39	16000	9800	- 6200	39
4. CASES WITH ARREARS DUE					46000	38300	- 7700	17	46000	38000	- 8000	17
<b>PART IV: PROGRAM ACTIVITY</b>												
1. NO. OF CHILDREN WITH PATERNITY ESTABLISHED					6200	5600	- 600	10	6200	6000	- 200	3
2. NO. OF CHILD SPPT ORDER CASES ESTABLISHED					58500	44400	- 14100	24	58500	44400	- 14100	24
3. DOLLAR AMOUNT OF CURRENT SUPPORT COLLECTED (\$M)					120	121	+ 1	1	120	121	+ 1	1
4. \$ AMOUNT OF CURRENT SUPPT PAYMENTS DISBURSED (\$M)					110	110	+ 0	0	110	110	+ 0	0

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 02 04 03  
ATG 500

## PROGRAM TITLE: CHILD SUPPORT ENFORCEMENT SERVICES

### PART I - EXPENDITURES AND POSITIONS

There were 27 vacant positions at the end of FY 21. Many vacant positions were mainly filled with internal candidates while employment turnover of lower classified positions consistently occurred throughout the year. In addition, recruitment came to a halt due to the hiring freeze order. As for the variance for the other expenditures, it resulted from unused federal- and trust-funded appropriations.

For FY 22, the agency anticipates to have better progress in filling vacant positions by monitoring vacancies and the recruitment status. Actual expenditures are projected to remain under budget as a result of unused excess federal and trust fund appropriations.

### PART II - MEASURES OF EFFECTIVENESS

Item 2: There has been a decrease in open cases which lowers the denominator of the formula to calculate the percentage cases with support order established; therefore, the actual result is 5% higher than the standard established.

Item 3: The increase in collection of current child support was attributed to collecting from self-employed obligors. This occurred due to the federal Pandemic Unemployment Assistance (PUA) garnishment from the State Unemployment Insurance Division.

Item 4: The increase is a result of federal assistance in unemployment benefits and the pandemic stimulus payments.

### PART III - PROGRAM TARGET GROUPS

Item 1: The result was based on statewide statistics, which the agency does not manage and has no control over.

Item 2: The decrease came as a result of more consistent efforts to locate put forth by caseworkers and the reduction in the number of active caseload.

Item 3: The performance standard (i.e., 16,000) was established too high due to lack of consideration of much lower active caseload. The constant drop in the number of active cases for the past three fiscal years is caused by the agency's case cleanup effort and running an improvement case assessment program for proper case closures.

Item 4: The improvement is largely attributable to the unprecedented increases in unemployment benefits and federal tax offset collections.

### PART IV - PROGRAM ACTIVITIES

Item 1: The result was based on statewide statistics, which the agency does not manage. However, the agency hosted a paternity establishment virtual conference with personnel from the Department of Health, birthing hospitals, and mid-wives to increase awareness of the significance of establishing paternity.

Item 2: The Social Security Act, Title IV-D caseload resulted in a lower turnout this fiscal year. The projected outcome was based on a higher number of cases.

## VARIANCE REPORT

	FISCAL YEAR 2020-21					THREE MONTHS ENDED 09-30-21					NINE MONTHS ENDING 06-30-22				
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	0.00	0.00	+	0.00	0	0.00	0.00	+	0.00	0	0.00	0.00	+	0.00	0
EXPENDITURES (\$1000's)	1,715	808	-	907	53	112	51	-	61	54	1,828	1,889	+	61	3
TOTAL COSTS															
POSITIONS	0.00	0.00	+	0.00	0	0.00	0.00	+	0.00	0	0.00	0.00	+	0.00	0
EXPENDITURES (\$1000's)	1,715	808	-	907	53	112	51	-	61	54	1,828	1,889	+	61	3
						FISCAL YEAR 2020-21					FISCAL YEAR 2021-22				
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. % E&T PARTICIP W/ BENEFIT REDUCTN DUE TO EMPLOYMNT						12	12	+	0	0	13	12	-	1	8
2. % E&T PARTICIPANTS WHO EXIT DUE TO EMPLOYMENT						10	7	-	3	30	10	7	-	3	30
PART III: PROGRAM TARGET GROUP															
1. # OF SNAP RCPTS ABLE-BODIED SUBJ TO MANDATORY WORK						2949	0	-	2949	100	2700	25974	+	23274	862
PART IV: PROGRAM ACTIVITY															
1. # OF PARTICIPANTS IN THE E&T PROGRAM						930	845	-	85	9	864	845	-	19	2

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 02 05  
HMS 237

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**PROGRAM TITLE: EMPLOYMENT AND TRAINING**

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**PART I - EXPENDITURES AND POSITIONS**

The variance in expenditures is due to the way the State budgets and expends federal awards.

**PART II - MEASURES OF EFFECTIVENESS**

2. The variance is due to the COVID-19 pandemic's impact on the economy. It was also difficult to anticipate how much and how long the pandemic would affect participants' efforts to obtain employment.

**PART III - PROGRAM TARGET GROUPS**

1. The variance is due to the United State Department of Agriculture, Food and Nutrition Service, authorizing a waiver of work requirements for Supplemental Nutrition Assistance Program (SNAP) recipients in response to the COVID-19 pandemic. The number of recipients who would otherwise have been subject to the work requirement was 29,974 individuals in FY 21. It should be noted that the planned figure incorrectly reflected the estimated number of Able-Bodied Adults Without Dependents (ABAWDs) that may be served by the SNAP Employment and Training program instead of the total number of ABAWDs that are subject to mandatory work requirements.

**PART IV - PROGRAM ACTIVITIES**

No significant variance.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	204.00	128.00	- 76.00	37	204.00	128.00	- 76.00	37	204.00	204.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	47,416	38,278	- 9,138	19	13,410	13,410	+ 0	0	40,226	40,226	+ 0	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	204.00	128.00	- 76.00	37	204.00	128.00	- 76.00	37	204.00	204.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	47,416	38,278	- 9,138	19	13,410	13,410	+ 0	0	40,226	40,226	+ 0	0
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % PLANNED HWN HOMESTEAD LOTS THAT WERE DEVELOPED					100	75	- 25	25	100	50	- 50	50
2. % SURRENDERED OR CANCELED LOTS RE-AWARDED					100	10	- 90	90	100	100	+ 0	0
3. % OF R&M TASKS COMPLETED OF TOTAL TASKS INITIATED					80	125	+ 45	56	80	100	+ 20	25



## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

**PROGRAM TITLE: HAWAIIAN HOMESTEADS**

**06 03**

### **PART I - EXPENDITURES AND POSITIONS**

Details of the position and expenditure variances are best examined at the lowest program level.

### **PART II - MEASURES OF EFFECTIVENESS**

Additional details are provided at the lowest level program narratives.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	31,884	24,271	- 7,613	24	9,721	9,721	+ 0	0	29,163	29,163	+ 0	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0	4.00	4.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	31,884	24,271	- 7,613	24	9,721	9,721	+ 0	0	29,163	29,163	+ 0	0
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % PLANNED LOTS THAT WERE DEVELOPED					100	75	- 25	25	100	50	- 50	50
2. % SURRENDERED OR CANCELED LOTS RE-AWARDED					100	10	- 90	90	100	100	+ 0	0
3. % OF HOMEBUYER ED ATTENDEES OF THOSE OUTREACHED					50	100	+ 50	100	50	100	+ 50	100
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # APPLICANTS ON HOMESTEAD (RES, AG, PAS) WAITLIST					30000	28933	- 1067	4	30000	30000	+ 0	0
2. NUMBER OF HOMESTEAD LEASES					10000	9967	- 33	0	10000	10000	+ 0	0
3. NUMBER OF HOMEBUYER EDUCATION PROGRAM ATTENDEES					400	387	- 13	3	400	200	- 200	50
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # HOMESTEAD LOTS DEVELOPED					200	149	- 51	26	200	100	- 100	50
2. NUMBER OF LOTS RE-AWARDED					10	1	- 9	90	10	10	+ 0	0
3. HOMESTEAD LEASE TRANSACTIONS					1890	2085	+ 195	10	1890	2000	+ 110	6
4. NUMBER OF LOTS SURRENDERED/CANCELED					15	6	- 9	60	15	30	+ 15	100
5. NUMBER OF INSURED LOANS APPROVED					260	612	+ 352	135	260	500	+ 240	92
6. NUMBER OF GUARANTEED LOANS GRANTED					24	46	+ 22	92	24	40	+ 16	67
7. NUMBER OF OTHER LOANS APPROVED					24	11	- 13	54	24	12	- 12	50
8. NUMBER OF OUTREACH FOR HOMEBUYER EDUCATION PROG					14100	387	- 13713	97	14100	200	- 13900	99

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 03 01  
HHL 602

## PROGRAM TITLE: PLANNING & DEV FOR HAWAIIAN HOMESTEADS

### PART I - EXPENDITURES AND POSITIONS

Act 119, SLH 2015, as amended by Act 124, SLH 2016, authorized the creation of HHL 625, Administration and Operating Support, and transferred 200 positions from HHL 602, Planning and Development for Hawaiian Homesteads, to the HHL 625, Administrative and Operating Support program. General funds were also appropriated to pay base salary costs for the 200 positions since 2017.

Four full-time equivalent (FTE) (P) and two FTE (T) federally-funded positions remain under the HHL 602, Planning and Development for Hawaiian Homesteads program, and were reauthorized in FY 2021 and FY 2022.

Act 88, SLH 2021, appropriated \$31,883,770 in federal, special and trust funds for the HHL 602 program in FY 2021 and FY 2022. In addition, a revolving loan fund ceiling in the amount of \$7 million for federal-funded loans was appropriated for FY 2022.

Anticipated activity levels were established in 2018, approximately two years ago. Since then, business operations slowed significantly or, in some instances, shut down completely in 2020 as a result of the COVID-19 pandemic. Restrictions affecting large gatherings, in-person meetings and travel forced the Department to shift the way it conducts business and serve its beneficiaries. Virtual meetings and telework became the norm. Beneficiaries, especially those that work in certain retail and the visitor industries, lost their jobs or experienced reduced hours and benefits as businesses struggled to survive. These unexpected events upset long-range plans; however, the Department managed to service its beneficiaries.

### PART II - MEASURES OF EFFECTIVENESS

1. Numerous development projects are in the acquisition, planning, environmental assessment, design, construction, and post-construction phases. Project development schedules are fluid and subject to changes and fluctuations in progress.

2. Decrease in surrendered or canceled lots for re-award was due to business closures and reduced work hours that posed major challenges to beneficiaries trying to financially qualify for a mortgage during the COVID-19 pandemic.

3. Families who participated in financial education programs receiving homeownership, rental and mortgage assistance and lease cancellation prevention services increased by 100%. We expect the trend to continue through FY 2022 as more families receive financial assistance to purchase new homes as lots are developed for award and for renters and homeowners to remain current on their rent and mortgages.

### PART III - PROGRAM TARGET GROUPS

1. Applicants reported on the statewide wait list in FY 2021 were 28,933. Pre-COVID activities influenced the projected number of wait list applicants; however, an increase is expected by the end of FY 2022 as conditions improve.

2. Homestead leases reported in FY 2021 were 9,967, slightly less than anticipated. It is suspected that business slow downs during the pandemic contributed to less developed lots being available for award.

3. With the infusion of federal assistance from various appropriations, the Department of Hawaiian Home Lands assisted families with homeowner financing and with rent and mortgage assistance during the pandemic when work hours and benefits were reduced or when workers were laid off due to business closures. A total of 387 families received financial education services in FY 2021 for homeownership and rent assistance and for lease cancellation prevention.

## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 03 01  
HHL 602

**PROGRAM TITLE: PLANNING & DEV FOR HAWAIIAN HOMESTEADS**

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### **PART IV - PROGRAM ACTIVITIES**

1. The Department finds that the definition for developed lots shall consider award ability at the point subdivisions and lots achieve County final subdivision and environmental compliance processes. Often, additional on- and off-site improvements and after-the-fact regulatory approvals are needed before lots are considered developed and award able.
2. Decrease in number of lots for re-award was due to business closures and reduced work hours that posed major challenges to those trying to financially qualify for a mortgage during the COVID-19 pandemic.
3. More than 2,000 data transactions were recorded in FY 2021, representing lessee and lease updates.
4. Lease cancellations and surrenders declined due to the COVID-19 pandemic.
5. Low mortgage interest rates fueled growth in federally insured mortgage refinancing and new loans.
6. Same as above. Low interest rates increased demand for government guaranteed mortgages.
7. Government insured and guaranteed mortgage loans offered lower interest rates and lower-cost alternative compared to Department loans.
8. There were no high-volume mail outs and community meetings for financial education training in FY 2021. However, 387 families were identified and received homebuyer/financial education services. We anticipate more families to be serviced as the pandemic recedes.

## VARIANCE REPORT

	FISCAL YEAR 2020-21					THREE MONTHS ENDED 09-30-21					NINE MONTHS ENDING 06-30-22				
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	200.00	124.00	-	76.00	38	200.00	124.00	-	76.00	38	200.00	200.00	+	0.00	0
EXPENDITURES (\$1000's)	15,532	14,007	-	1,525	10	3,689	3,689	+	0	0	11,063	11,063	+	0	0
TOTAL COSTS															
POSITIONS	200.00	124.00	-	76.00	38	200.00	124.00	-	76.00	38	200.00	200.00	+	0.00	0
EXPENDITURES (\$1000's)	15,532	14,007	-	1,525	10	3,689	3,689	+	0	0	11,063	11,063	+	0	0
						FISCAL YEAR 2020-21					FISCAL YEAR 2021-22				
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. % OF R&M TASKS COMPLETED OF TOTAL TASKS INITIATED						80	125	+	45	56	80	100	+	20	25
2. % OF PLANNING STUDIES COMPLETED OF TOTAL INITIATED						30	30	+	0	0	30	30	+	0	0
3. % DATA PROCESSIN REQUESTS COMPLETED WITHIN 30 DAYS						100	98	-	2	2	100	98	-	2	2
PART III: PROGRAM TARGET GROUP															
1. NUMBER OF GENERAL LEASES						128	123	-	5	4	128	123	-	5	4
2. NUMBER OF LICENSES						400	429	+	29	7	400	429	+	29	7
3. NUMBER OF REVOCABLE PERMITS						178	151	-	27	15	178	145	-	33	19
4. NUMBER OF BENEFICIARY BASED ORGANIZATIONS						68	68	+	0	0	68	68	+	0	0
5. NUMBER OF DEPARTMENT EMPLOYEES						200	124	-	76	38	200	166	-	34	17
PART IV: PROGRAM ACTIVITY															
1. NUMBER OF PLANNING STUDIES INITIATED						41	41	+	0	0	41	41	+	0	0
2. NUMBER OF ENVIRONMENTAL ASSESSMENTS REVIEWED						25	25	+	0	0	25	25	+	0	0
3. NUMBER OF BENEFICIARY MEETINGS CONDUCTED						25	25	+	0	0	25	25	+	0	0
4. AMOUNT OF GENERAL LEASE REVENUE (IN MILLIONS)						15	16	+	1	7	15	15	+	0	0
5. NUMBER OF HOMESTEAD LEASE TRANSACTIONS						400	460	+	60	15	400	400	+	0	0
6. NUMBER OF DATA PROCESSING REQUESTS						47	47	+	0	0	47	47	+	0	0
7. NUMBER OF PERSONAL ACTIONS INITIATED						4000	4135	+	135	3	4000	4200	+	200	5
8. NUMBER OF PURCHASE ORDERS PROCESSED						2300	1435	-	865	38	2300	2300	+	0	0
9. NUMBER OF REPAIR AND MAINT TASKS INITIATED						75	100	+	25	33	75	75	+	0	0

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 03 02  
HHL 625

## PROGRAM TITLE: ADMINISTRATION AND OPERATING SUPPORT

### PART I - EXPENDITURES AND POSITIONS

Act 119, SLH 2015, as amended by Act 124, SLH 2016, authorized the creation of HHL 625, Administration and Operating Support, and transferred 200 positions from HHL 602, Planning and Development for Hawaiian Homesteads, to the HHL 625, Administrative and Operating Support program. General funds were also appropriated to pay base salary costs for the 200 positions since 2017. The Legislature continues to appropriate general funds to pay base salaries and fringe benefit costs for most positions since 2019.

Act 88, SLH 2021, authorizes 200 positions and base salaries are still funded with general funds. Fringe benefit costs are paid with general funds through the Department of Budget and Finance appropriations.

Anticipated activity levels were established in 2018, approximately two years ago. Since then, business operations slowed significantly or, in some instances, shut down completely in 2020 as a result of the COVID-19 pandemic. Restrictions affecting large gatherings, in-person meetings and travel forced the Department to shift the way it conducts business and serve its beneficiaries. Virtual meetings and telework became the norm. Beneficiaries, especially those that work in certain retail and the visitor industries, lost their jobs or experienced reduced hours and benefits as businesses struggled to survive. These unexpected events upset long-range plans; however, the Department managed to service its beneficiaries.

### PART II - MEASURES OF EFFECTIVENESS

1. Repair and maintenance tasks completed exceeded 100% of tasks initiated in FY 2021. Some tasks including street tree maintenance, grounds maintenance, street light repairs, drainage repairs, road repairs and water system repairs are still in progress.

2. The level of studies completed in the reporting period remained the same.

3. In FY 2021, 98% of data requests received were completed within 30 days.

### PART III - PROGRAM TARGET GROUPS

1. In FY 2021, 123 general leases were reported and the same is expected in FY 2022.

2. In FY 2021, 429 licenses were reported and no change is anticipated in FY 2022.

3. In FY 2021, 151 revocable permits were reported and 145 are estimated for FY 2022. The actual number of revocable permits fell below expectations in FY 2021 due to surrenders and cancellations.

4. The same number of beneficiary-based organizations assisted remain constant and the same is expected for the remainder of FY 2022. Department assistance includes training and capacity building, providing opportunities to formulate DHHL's policies and programs, and providing technical assistance with association programs.

5. Workforce attrition continued in FY 2021; however, recruitment efforts will be increased during the remainder of FY 2022.

### PART IV - PROGRAM ACTIVITIES

1. Planning studies remained constant and the same is expected for the remainder of FY 2022.

2. Environmental studies remained constant and the same is expected for the remainder of FY 2022.

3. The number of beneficiary meetings remained constant despite travel and in-person restrictions and the same is expected for the remainder of FY 2022.

4. In FY 2021, \$16 million was reported in general lease revenues.

## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 03 02  
HHL 625

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**PROGRAM TITLE: ADMINISTRATION AND OPERATING SUPPORT**

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5. There was an increase in homestead lessee transactions in FY 2021. Lessee transactions include lease transfers, surrenders and cancellations, designations of successor, etc.
6. Data processing activities remained constant and the same is expected for the remainder of FY 2022.
7. COVID-19 related activities (e.g., disseminating information relating to and enforcing vaccine, COVID-19 testing requirements, etc.) increased personnel actions and the trend is expected to continue for the remainder of FY 2022.
8. Purchase order transactions declined as a direct result of travel restrictions and travel-related expenditures in FY 2021. However, travel-related expenditures are expected to climb as restrictions are lifted.
9. Significant increases in repair and maintenance tasks were initiated and completed as general funding for administrative and operating activities was appropriated in FY 2021. More repair and maintenance tasks are expected to be completed in FY 2022 that were started in the previous fiscal year.

## VARIANCE REPORT

OVERALL PRGM SUPPT FOR AGING, DIS &amp; LTC SERV

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	612.75	478.75	- 134.00	22	604.75	472.75	- 132.00	22	604.75	556.00	- 48.75	8
<b>EXPENDITURES (\$1000's)</b>	226,603	130,004	- 96,599	43	23,371	19,010	- 4,361	19	232,627	233,332	+ 705	0
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	612.75	478.75	- 134.00	22	604.75	472.75	- 132.00	22	604.75	556.00	- 48.75	8
<b>EXPENDITURES (\$1000's)</b>	226,603	130,004	- 96,599	43	23,371	19,010	- 4,361	19	232,627	233,332	+ 705	0
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. UNDUPLICATED # OF CLIENTS SERVED BY OFC OF AGING					7129	7768	+ 639	9	7129	8836	+ 1707	24
2. % OF OBJECTIVES IN DCAB PLAN OF ACTION COMPLETED					90	90	+ 0	0	90	90	+ 0	0
3. % MEDICAID APPS PROCESSED W/IN SPEC TIME CRITERIA					99	88	- 11	11	99	99	+ 0	0
4. % SELF-SUFFICIENCY SVC PROVIDERS MEETING PERF STDS					95	91.75	- 3.25	3	90	91.75	+ 1.75	2
5. % APPEALS RESOLVED W/IN SPECIF TIME CRITERIA					99	99	+ 0	0	99	99	+ 0	0
6. % FED COMPLIANCE REVIEWS W/ NO SIGNIF NEG FINDINGS					90	90	+ 0	0	90	90	+ 0	0



## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

**PROGRAM TITLE: OVERALL PRGM SUPPT FOR AGING, DIS & LTC SERV**

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**06 04**

### **PART I - EXPENDITURES AND POSITIONS**

Details of the position and expenditure variances are best examined at the lowest program level.

### **PART II - MEASURES OF EFFECTIVENESS**

Additional details are provided at the lowest level program narratives.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	15.00	14.00	- 1.00	7	15.00	14.00	- 1.00	7	15.00	15.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	22,454	21,465	- 989	4	6,744	6,720	- 24	0	17,305	17,872	+ 567	3
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	15.00	14.00	- 1.00	7	15.00	14.00	- 1.00	7	15.00	15.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	22,454	21,465	- 989	4	6,744	6,720	- 24	0	17,305	17,872	+ 567	3
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. TOTAL UNDUPLICATED NUMBER OF CLIENTS SERVED					7129	7768	+ 639	9	7129	8836	+ 1707	24
2. % OF REGISTERED CLIENTS WHO LIVED ALONE					37	39	+ 2	5	37	40	+ 3	8
3. % OF REGISTERED CLIENTS LIVING IN POVERTY					22	21	- 1	5	22	20	- 2	9
4. % OF REGISTERED CLIENTS WITH 2+ ADLS					46	48	+ 2	4	46	48	+ 2	4
5. % OF REGISTERED CLIENTS WITH 2+ IDLS					60	64	+ 4	7	60	61	+ 1	2
<b>PART III: PROGRAM TARGET GROUP</b>												
1. NUMBER OF PERSONS AGE 60 YEARS AND OLDER					316300	316300	+ 0	0	316300	316300	+ 0	0
2. # OF PERSONS WHO CONTACTED THE ADRC					47970	43926	- 4044	8	47970	56400	+ 8430	18
<b>PART IV: PROGRAM ACTIVITY</b>												
1. NUMBER OF INFO AND ASSISTANCE CALLS RECEIVED BY AD					60281	61584	+ 1303	2	60281	65300	+ 5019	8
2. NUMBER OF CONGREGATE MEALS SERVED					197295	179853	- 17442	9	197295	242000	+ 44705	23
3. NUMBER OF HOME DELIVERED MEALS SERVED					412587	451062	+ 38475	9	412587	865100	+ 452513	110
4. NUMBER OF RESPITE CARE UNITS PROVIDED					32062	29938	- 2124	7	32062	29100	- 2962	9
5. NUMBER OF ADULT DAY CARE HOURS PROVIDED					81499	88934	+ 7435	9	81499	65200	- 16299	20

## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 04 02  
HTH 904

**PROGRAM TITLE: EXECUTIVE OFFICE ON AGING**

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### **PART I - EXPENDITURES AND POSITIONS**

The expenditure variance is due to no elderly services due to COVID-19.

### **PART II - MEASURES OF EFFECTIVENESS**

No significant variances.

### **PART III - PROGRAM TARGET GROUPS**

No significant variances.

### **PART IV - PROGRAM ACTIVITIES**

No significant variances.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	21.00	19.00	- 2.00	10	21.00	17.00	- 4.00	19	21.00	21.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	2,324	1,919	- 405	17	596	421	- 175	29	1,788	1,963	+ 175	10
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	21.00	19.00	- 2.00	10	21.00	17.00	- 4.00	19	21.00	21.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	2,324	1,919	- 405	17	596	421	- 175	29	1,788	1,963	+ 175	10
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
PART II: MEASURES OF EFFECTIVENESS												
1. % OF PARKING PERMITS ISSUED WITHIN 2 WEEKS					100	100	+ 0	0	100	100	+ 0	0
2. % OF INCOMING TECH ASSISTANCE REQUESTS FULFILLED					100	100	+ 0	0	100	100	+ 0	0
3. % OF OBJECTIVES IN DCAB PLAN OF ACTION COMPLETED					90	90	+ 0	0	90	90	+ 0	0
4. % SIGN LANG INTERPRETERS TESTD WHO ARE CREDENTIALD					90	90	+ 0	0	90	90	+ 0	0
5. % OF DOCUMENT REVIEWS WITHOUT DISCREPANCIES					60	60	+ 0	0	60	60	+ 0	0
PART III: PROGRAM TARGET GROUP												
1. PERSONS WITH DISABILITIES					285000	283174	- 1826	1	285000	283174	- 1826	1
PART IV: PROGRAM ACTIVITY												
1. # NEWSLETTERS DISTRIBUTED					25	19	- 6	24	25	25	+ 0	0
2. # SIGN LANGUAGE INTERPRETERS TESTED					25	45	+ 20	80	25	25	+ 0	0
3. # INFO/REFERRAL & TECH ASST REQUESTS RECEIVED					7000	9254	+ 2254	32	7000	7000	+ 0	0
4. # DISABLED PERSONS PARKING PERMITS ISSUED					25000	20384	- 4616	18	25000	25000	+ 0	0
5. # OUTREACH, EDUCATION AND TRAINING CONDUCTED					50	40	- 10	20	50	50	+ 0	0
6. # BLUEPRINT DOCUMENTS REVIEWED					1200	1203	+ 3	0	1200	1200	+ 0	0
7. # INTERPRTV OPINIONS/SITE SPECFC ALT DESIGNS ISSUD					5	3	- 2	40	5	5	+ 0	0
8. # FED/STATE/COUNTY PUBLIC POLICY RECOMMENDATIONS					40	107	+ 67	168	40	40	+ 0	0
9. # ADVISORY COMMITTEES WHO ARE ACTIVE PARTICPANTS					25	15	- 10	40	25	25	+ 0	0

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 04 03  
HTH 520

## PROGRAM TITLE: DISABILITY & COMMUNICATIONS ACCESS BOARD

### PART I - EXPENDITURES AND POSITIONS

Actuals in FY 21 were lower than budgeted due to two vacancies from 21 to 19 positions as well as expenditure restrictions and late invoices.

Actual expenditures in the three months that ended on September 30, 2021, were less than budgeted due to four vacancies from 21 to 17 positions and expenditure restrictions in the general fund.

Expenditures in the nine months ending June 30, 2022, is estimated to increase due to filling the four vacancies and payment to all county reimbursements of parking permits for the Disability Parking for Persons with Disabilities Program.

### PART II - MEASURES OF EFFECTIVENESS

No significant variances.

### PART III - PROGRAM TARGET GROUPS

No significant variances.

### PART IV - PROGRAM ACTIVITIES

Item 1. In FY 21, the decreased number of newsletters distributed is due to a staff shortage to complete newsletters relating to emergency preparedness and the Americans with Disabilities Act (ADA).

Item 2. In FY 21, the increased number of sign language interpreters tested is due to an increase of interpreter credential renewals.

Item 3. In FY 21, the increased number of information/referral and technical assistance is due to an increase in understanding the parking program during the ongoing changes to COVID-19 proclamations; differences between comfort, emotional support, therapy dog, and service animals; requirements for closed captioning of live streaming in government hearings and press conferences; and requirements to make web content accessible for persons who are deaf, hard of hearing, deaf-blind, blind, and low vision.

Item 4. In FY 21, The number of disabled persons parking permits issued decreased due to the number of qualified applicants not driving during the COVID-19 pandemic, including those who chose not to renew their expired parking permit.

Item 5. The FY 21 decrease is due to less outreach, education, and training on the ADA. In FY 22, an increase of outreach, education, and training is estimated to incorporate COVID-19, communication access issues, and inaccessibility of virtual platforms for people with disabilities.

Item 7. In FY 21, the decrease is due to less requests for interpretive opinions and site-specific alternative designs.

Item 8. In FY 21, there was an increase of federal/State/county public policy recommendations relating to people with disabilities.

Item 9. In FY 21, the number of advisory committees decreased in participation because the committees did not meet often.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	281.75	220.75	- 61.00	22	281.75	218.75	- 63.00	22	281.75	235.00	- 46.75	17
<b>EXPENDITURES (\$1000's)</b>	70,317	56,548	- 13,769	20	3,831	3,507	- 324	8	93,318	92,558	- 760	1
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	281.75	220.75	- 61.00	22	281.75	218.75	- 63.00	22	281.75	235.00	- 46.75	17
<b>EXPENDITURES (\$1000's)</b>	70,317	56,548	- 13,769	20	3,831	3,507	- 324	8	93,318	92,558	- 760	1
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % APPS PROCESSED W/IN SPECIF TIMELINESS CRITERIA					99	88	- 11	11	99	99	+ 0	0
2. % TIMELY SUBS OF QRTLY AND ANNL RPTS TO DHHS					90	100	+ 10	11	90	100	+ 10	11
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # HEALTH PLANS PARTICIPATING IN PROGRAM					5	5	+ 0	0	5	5	+ 0	0
2. # SERVED BY QUEST					430000	420157	- 9843	2	412000	417000	+ 5000	1
3. # MQD PERSONNEL					235	227	- 8	3	235	235	+ 0	0
<b>PART IV: PROGRAM ACTIVITY</b>												
1. # CONTRACT EXECUTIONS					35	42	+ 7	20	35	61	+ 26	74
2. # STATE PLAN AMENDMENTS AND WAIVER AMENDMENTS					5	14	+ 9	180	5	20	+ 15	300

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 04 04  
HMS 902

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**PROGRAM TITLE: GENERAL SUPPORT FOR HEALTH CARE PAYMENTS**

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**PART I - EXPENDITURES AND POSITIONS**

The variances in filled permanent positions in FY 21 and in FY 22 are due to the hiring freeze effectuated by Executive Memorandum (E.M.) No. 20-01 and further clarified or extended by E.M. Nos. 20-02, 20-05, and 20-08. Also, general funds for positions that were vacant as of March 31, 2020 were defunded in FY 21, so positions could not be filled unless substitute funding was identified.

The variance in expenditures is due to the way the State budgets and expends federal awards.

**PART II - MEASURES OF EFFECTIVENESS**

1. The variance is due to the higher than average amount of applications received each week in the first half of the fiscal year. Also, under the Public Health Emergency (PHE), pending applications are given a minimum of 180 days to return required information instead of the usual 15 days.

2. The variance is due to implementing new procedures around compiling and submitting the reports, which include improved clarity on lead roles and responsibilities.

**PART III - PROGRAM TARGET GROUPS**

No significant variances.

**PART IV - PROGRAM ACTIVITIES**

1. The variance is due to a series of new Health Analytics related contracts to assist in development, implementation, and operation of an integrated Data and Analytic Platform within the Hawaii Medicaid Enterprise environment.

2. The variance is due to the changes that needed to be made during the fiscal year to align the Medicaid State Plan with federal and State policies in response to the COVID-19 pandemic and PHE.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	93.00	70.00	- 23.00	25	90.00	69.00	- 21.00	23	90.00	88.00	- 2.00	2
<b>EXPENDITURES (\$1000's)</b>	112,752	36,119	- 76,633	68	8,699	3,931	- 4,768	55	103,484	105,305	+ 1,821	2
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	93.00	70.00	- 23.00	25	90.00	69.00	- 21.00	23	90.00	88.00	- 2.00	2
<b>EXPENDITURES (\$1000's)</b>	112,752	36,119	- 76,633	68	8,699	3,931	- 4,768	55	103,484	105,305	+ 1,821	2
					FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
					PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>												
1. % WORK PGM PARTCPANTS WHO EXITED PGM W/ EMPLOYMENT					3	1	- 2	67	2	3	+ 1	50
2. % E&T PARTCPNTS W/ BENEFITS REDCTN DUE TO EMPLYMNT					10	12	+ 2	20	13	12	- 1	8
3. % E&T PARTICIPANTS WHO EXITED DUE TO EMPLOYMENT					10	7	- 3	30	10	7	- 3	30
4. % CONTRACTED SVC PROVDRS MEETING PERFORMANCE STDS					95	91.75	- 3.25	3	90	91.75	+ 1.75	2
<b>PART III: PROGRAM TARGET GROUP</b>												
1. # TANF/TAONF RCPTS REQ'D TO PARTCPATE IN WORK PGM					4200	4928	+ 728	17	4600	4700	+ 100	2
2. SNAP RCPTS WHO ARE ABLE-BODIED SUBJECT TO WORK REG					2949	0	- 2949	100	2700	25974	+ 23274	862
<b>PART IV: PROGRAM ACTIVITY</b>												
1. NUMBER OF CONTRACTS					167	157	- 10	6	165	162	- 3	2
2. % SNAP APPLICATIONS PROCESSED W/IN ADMIN RULES REQ					96	93	- 3	3	95	96	+ 1	1
3. % CASH SUPPORT APPS PROCESSED W/IN ADMIN RULES REQ					90	99	+ 9	10	91	95	+ 4	4
4. PARTICIPATION IN THE FIRST-TO-WORK (FTW) PROGRAM					4200	4928	+ 728	17	4600	4700	+ 100	2
5. PARTICIPATION IN THE EMPLOYMENT AND TRAINING PGM					930	845	- 85	9	864	845	- 19	2



# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 04 05  
HMS 903

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**PROGRAM TITLE: GEN SUPPORT FOR SELF-SUFFICIENCY SERVICES**

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**PART I - EXPENDITURES AND POSITIONS**

The variances in filled permanent positions in FY 21 and in FY 22 are due to the hiring freeze effectuated by Executive Memorandum (E.M.) No. 20-01 and further clarified or extended by E.M. Nos. 20-02, 20-05, and 20-08. Also, general funds for positions that were vacant as of March 31, 2020, were defunded in FY 21 and general funds for additional subsequent vacancies in HMS 903 were defunded in FY 22, so positions could not be filled unless substitute funding was identified.

The variance in expenditures is due to the way the State budgets and expends federal awards.

**PART II - MEASURES OF EFFECTIVENESS**

1, 2 and 3. The variances are due to the COVID-19 pandemic's impact on the economy. It was also difficult to anticipate how much and how long the pandemic would affect participants' efforts to obtain employment. It is likely that many Supplemental Nutrition Assistance Program (SNAP) Employment and Training program participants who would normally have exited due to employment instead only managed to secure enough work hours to have their benefits reduced.

**PART III - PROGRAM TARGET GROUPS**

1. The variance is due to the increased need of Hawaii's residents for safety net benefits and services as a result of the COVID-19 pandemic's impact on the economy.

2. The variance is due to the United State Department of Agriculture, Food and Nutrition Service, authorizing a waiver of work requirements for SNAP recipients in response to the COVID-19 pandemic. The number of recipients who would otherwise have been subject to the work requirement was 29,974 individuals in FY 21. It should be noted that the planned figure incorrectly reflected the estimated number of Able-Bodied Adults Without Dependents (ABAWDs) that may be served by the SNAP Employment and Training program instead of the total number of ABAWDs that are subject to mandatory work requirements.

**PART IV - PROGRAM ACTIVITIES**

3. The variance is due to improved information technology systems and business processes and the relaxed application requirements implemented in response to the increased need for public benefits caused by the pandemic.

4. The variance is due to the increased need of Hawaii's residents for safety net benefits and services as a result of the COVID-19 pandemic's impact on the economy.

## VARIANCE REPORT

	FISCAL YEAR 2020-21				THREE MONTHS ENDED 09-30-21				NINE MONTHS ENDING 06-30-22			
	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ACTUAL	± CHANGE	%	BUDGETED	ESTIMATED	± CHANGE	%
<b>PART I: EXPENDITURES &amp; POSITIONS</b>												
<b>RESEARCH &amp; DEVELOPMENT COSTS</b>												
<b>POSITIONS</b>												
<b>EXPENDITURES (\$1,000's)</b>												
<b>OPERATING COSTS</b>												
<b>POSITIONS</b>	173.00	137.00	- 36.00	21	170.00	136.00	- 34.00	20	170.00	170.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	14,498	11,608	- 2,890	20	2,848	2,607	- 241	8	13,155	13,396	+ 241	2
<b>TOTAL COSTS</b>												
<b>POSITIONS</b>	173.00	137.00	- 36.00	21	170.00	136.00	- 34.00	20	170.00	170.00	+ 0.00	0
<b>EXPENDITURES (\$1000's)</b>	14,498	11,608	- 2,890	20	2,848	2,607	- 241	8	13,155	13,396	+ 241	2

	FISCAL YEAR 2020-21				FISCAL YEAR 2021-22			
	PLANNED	ACTUAL	± CHANGE	%	PLANNED	ESTIMATED	± CHANGE	%
<b>PART II: MEASURES OF EFFECTIVENESS</b>								
1. % POSITION ACTION DECISIONS UPHELD BY DHRD	99	100	+ 1	1	99	99	+ 0	0
2. % APPEALS RESOLVED W/IN SPECIF TIME CRITERIA	99	99	+ 0	0	99	99	+ 0	0
3. % DHS EMPLOYEES WORKING W/O FORMAL GRIEVANCES	99	99	+ 0	0	98	99	+ 1	1
4. % FED FUNDS DRAWN DOWN W/IN SPECIF TIME CRITERIA	97	97	+ 0	0	97	97	+ 0	0
5. % CONTRACT PAYMENTS PAID W/IN SPECIF TIME CRITERIA	85	85	+ 0	0	85	85	+ 0	0
6. % IT PROJECTS COMPLETED W/IN SPECIF TIME CRITERIA	70	76	+ 6	9	70	75	+ 5	7
<b>PART III: PROGRAM TARGET GROUP</b>								
1. # PERSONNEL IN DHS	1937	1833	- 104	5	1937	1937	+ 0	0
2. # DIVISIONS & ATTACHED AGENCIES IN DHS	8	8	+ 0	0	8	8	+ 0	0
<b>PART IV: PROGRAM ACTIVITY</b>								
1. # APPEALS PROCESSED (ANNUALLY)	1200	1086	- 114	10	1200	1080	- 120	10
2. # POSITION ACTIONS PROCESSED (ANNUALLY)	500	380	- 120	24	500	475	- 25	5
3. # WARRANT VOUCHERS PROCESSED (ANNUALLY)	9700	8790	- 910	9	9500	9500	+ 0	0
4. # MANDATED FISCAL FED REPORTS (ANNUALLY)	257	250	- 7	3	257	257	+ 0	0
5. # FORMAL GRIEVANCES FILED (ANNUALLY)	9	12	+ 3	33	30	28	- 2	7
6. # AUTOMATION INITIATIVES IMPLEMENTED (ANNUALLY)	25	27	+ 2	8	25	25	+ 0	0

# VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 04 06  
HMS 904

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**PROGRAM TITLE: GENERAL ADMINISTRATION - DHS**

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**PART I - EXPENDITURES AND POSITIONS**

The variances in filled permanent positions in FY 21 and in FY 22 are due to the hiring freeze effectuated by Executive Memorandum (E.M.) No. 20-01 and further clarified or extended by E.M. Nos. 20-02, 20-05, and 20-08. Also, general funds for positions that were vacant as of March 31, 2020, were defunded in FY 21 and general funds for additional subsequent vacancies in HMS 904 were defunded in FY 22, so positions could not be filled unless substitute funding was identified.

The variance in expenditures is due to the way the State budgets and expends federal awards.

**PART II - MEASURES OF EFFECTIVENESS**

No significant variances.

**PART III - PROGRAM TARGET GROUPS**

No significant variances.

**PART IV - PROGRAM ACTIVITIES**

1. The variance is due to the lower number of hearing requests received by the Administrative Appeals Office.
2. The variance is due to delays in implementing reorganizations and the hiring freeze, which reduced the number of upward and downward reallocations associated with recruitment of employees.
5. The variance is due to unexpected grievances filed regarding drug and COVID-19 testing.

## VARIANCE REPORT

	FISCAL YEAR 2020-21					THREE MONTHS ENDED 09-30-21					NINE MONTHS ENDING 06-30-22				
	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ACTUAL	± CHANGE		%	BUDGETED	ESTIMATED	± CHANGE		%
PART I: EXPENDITURES & POSITIONS															
RESEARCH & DEVELOPMENT COSTS															
POSITIONS															
EXPENDITURES (\$1,000's)															
OPERATING COSTS															
POSITIONS	29.00	18.00	-	11.00	38	27.00	18.00	-	9.00	33	27.00	27.00	+	0.00	0
EXPENDITURES (\$1000's)	4,258	2,345	-	1,913	45	653	1,824	+	1,171	179	3,577	2,238	-	1,339	37
TOTAL COSTS															
POSITIONS	29.00	18.00	-	11.00	38	27.00	18.00	-	9.00	33	27.00	27.00	+	0.00	0
EXPENDITURES (\$1000's)	4,258	2,345	-	1,913	45	653	1,824	+	1,171	179	3,577	2,238	-	1,339	37
						FISCAL YEAR 2020-21					FISCAL YEAR 2021-22				
						PLANNED	ACTUAL	± CHANGE		%	PLANNED	ESTIMATED	± CHANGE		%
PART II: MEASURES OF EFFECTIVENESS															
1. % NEW EMPL COMPLTG INTRO COMP/PROG SKILLS COURSES						100	100	+	0	0	100	100	+	0	0
2. % FED COMPLIANCE REVIEWS W/ NO SIGNIF NEG FINDINGS						90	90	+	0	0	90	90	+	0	0
3. % SOCIAL SVCS CONTRACTS MANAGED BY DIVISION						95	95	+	0	0	95	95	+	0	0
4. % GRANTS AND FEDERAL FUNDS TRACKED AND MONITORED						95	95	+	0	0	95	95	+	0	0
PART III: PROGRAM TARGET GROUP															
1. PERSONNEL IN DIVISION						406	394	-	12	3	406	406	+	0	0
2. % CONTRACTED SOCIAL SERVICES PROVIDERS						95	96	+	1	1	95	95	+	0	0
PART IV: PROGRAM ACTIVITY															
1. # NEW DIVISION EMPLOYEES TRAINED DURING YEAR						60	12	-	48	80	60	60	+	0	0
2. # FEDERAL COMPLIANCE REVIEWS DURING YEAR						1	1	+	0	0	1	1	+	0	0
3. # SOCIAL SVCS CONTRACTS MANAGED DURING YEAR						115	115	+	0	0	115	115	+	0	0
4. # GRANTS/FEDERAL FUNDS TRACKED/MONITRD DURING YEAR						22	22	+	0	0	22	22	+	0	0

## VARIANCE REPORT NARRATIVE FY 2021 AND FY 2022

06 04 07  
HMS 901

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**PROGRAM TITLE: GENERAL SUPPORT FOR SOCIAL SERVICES**

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**PART I - EXPENDITURES AND POSITIONS**

The variances in filled permanent positions in FY 21 and in FY 22 are due to the hiring freeze effectuated by Executive Memorandum (E.M.) No. 20-01 and further clarified or extended by E.M. Nos. 20-02, 20-05, and 20-08. Also, general funds for positions that were vacant as of March 31, 2020, were defunded for FY 21, so positions could not be filled unless substitute funding could be identified.

The variance in expenditures are due to the way the State budgets and expends federal awards.

**PART II - MEASURES OF EFFECTIVENESS**

No significant variances.

**PART III - PROGRAM TARGET GROUPS**

No significant variances.

**PART IV - PROGRAM ACTIVITIES**

1. The variance is due to the hiring freeze and the implementation of COVID-19 safety protocols, like social distancing, that made it more difficult to provide new hire training sessions.